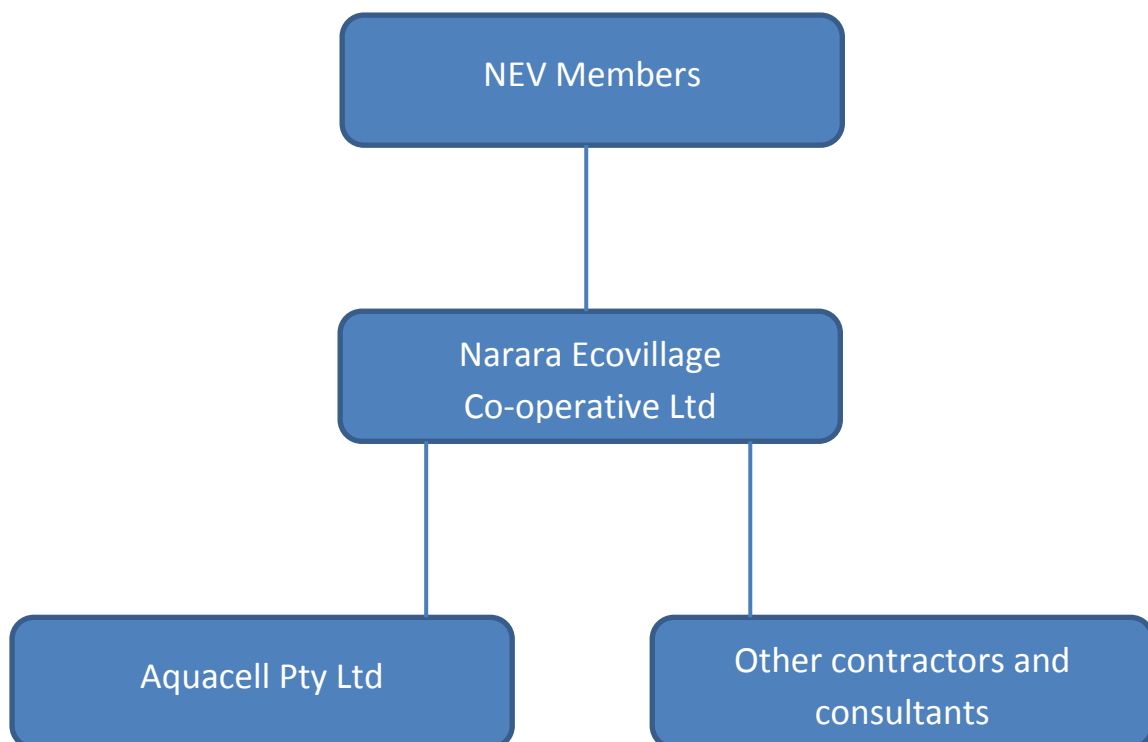


## Project Organisational Diagram



## Appendix 6.1.2 Aquacell Experience

### Aquacell Experience

#### Blackwater Experience

Aquacell has a number of blackwater reuse plants operating and under construction across Australia and US ranging from 5 to 130m<sup>3</sup>/day in capacity. These include:

Blackwater Plant	Model	Location	Type of Facility
Blacktown Workers Club (100kl/day)	S100	Blacktown, Sydney, NSW	Sports/workers club, irrigation of sports field
Liverpool Catholic Club (100kl/day) (including Mercure Hotel)	S100	Liverpool, Sydney, NSW	Sports club + Hotel, irrigation of sports field
Hopkins Correctional Centre	S50	Victoria, Australia	Prison wastewater for re-use to toilets, laundry and irrigation
PACE farms (20kl/day)	S20	Western NSW	poultry farm wastewater treatment
1 Bligh St (100kl/day)	S130	CBD Sydney, NSW	6 star green star building, sewer mining for cooling tower reuse
Joalah (20kl/day)	S20	South Coast NSW	Beachside Holiday Park in sensitive environment
Australian National University (100kl/ day)	S100	Canberra, ACT	University
Acton Nishi (20kl/day)	S20	Canberra, ACT	Office Building
NAB – 700 Bourke St	S100	Docklands, VIC	Office Building
Greenskills Education Centre	S10	Perth, WA	Education Building
Kurrajong Retirement Village	S20	Kurrajong, NSW	Residential Retirement Village
PNC Bank Headquarters	S100	Pittsburgh, PA	Office Building
Hopkins Correctional Centre	S50C	Ararat, Vic	Correctional Centre

#### Greywater Experience

In addition to the blackwater experience, Aquacell's experience in commercial grey water treatment makes us one of the leading companies in Australia for delivering greywater solutions. Aquacell has a number of greywater Plants in various stages of construction, approval and operation around Australia and the US:

Greywater Plant	Model	Location	Type of Facility
181 Fremont	G20	San Francisco, CA USA	Mixed residential/commercial use
Birrigai	G5	Tidbinbilla, ACT	School outdoor education centre
Pinctada	G20	Broome, WA	Resort
Lot 6, Prince Henry at Little Bay Development	G10	Sydney, NSW	Green star, residential apartment block
Lot 7, Prince Henry at Little Bay Development	G10	Sydney, NSW	Green star, residential apartment block
Lot 11, Prince Henry at Little Bay Development	G20	Sydney, NSW	Green star, residential apartment block
Lot 13, Prince Henry at Little Bay Development	G20	Sydney, NSW	Green star, residential apartment block
Lot 18, Prince Henry at Little Bay Development	G10	Sydney, NSW	Green star, residential apartment block
Childers Square	G5	ACT	Commercial Offices
City West	G20	ACT	Commercial Offices
40 Mount St (ARK)	G10	North Sydney, NSW	Commercial Offices
RSL Care	G20	Rockhampton, QLD	Aged Care
King George Central	G10	Brisbane, QLD	Commercial Offices
Star Casino	G100	Sydney, NSW	Casino, shopping outlet
111 Eagle St	G10	Brisbane, QLD	Commercial Offices
Hamilton Harbour	G20	Brisbane, QLD	Residential, Commercial development
150 Collins Street	G5	Melbourne, VIC	Commercial Building



Narara Ecovillage Co-operative Ltd  
25 Research Road Narara NSW 2250  
ABN 86 789 868 574

## Appendix - 6.1.3.1

# Narara Ecovillage Co-operative Organisational Diagram

---

# Narara Ecovillage Co-operative Ltd (NEV)

## Organisational Structure



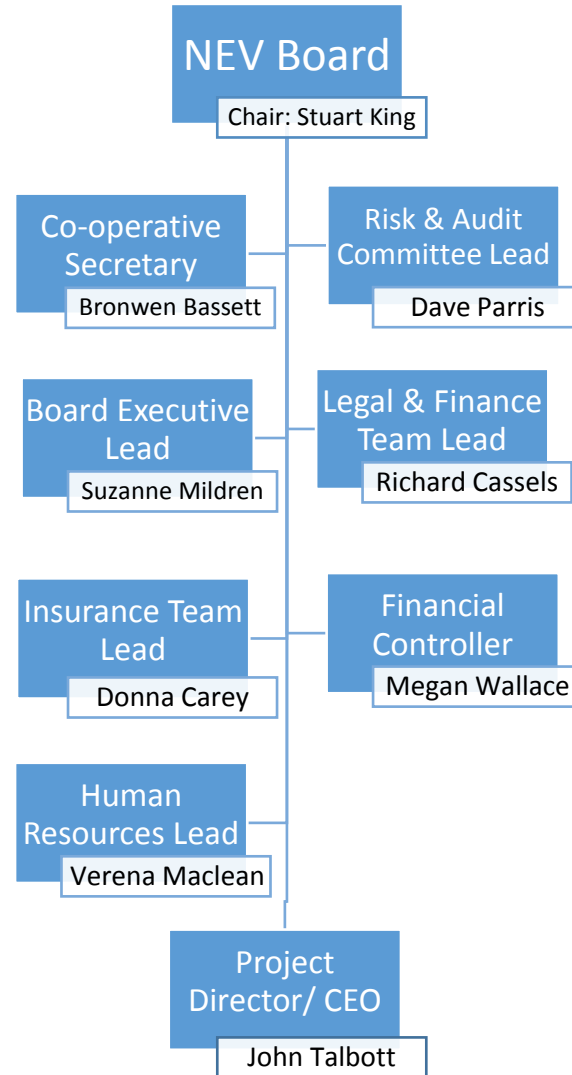
# Narara Ecovillage

## Vision – Mission – Aim

- *Our **Vision** is for an environmentally, socially and economically sustainable world*
- *Our **Mission** is to create a sustainable ecovillage as a demonstration of this vision*
- *Our **Aim** is to research, design and build a stylish, inter-generational, friendly demonstration ecovillage at Narara, blending the principles of ecological and social sustainability, good health, business, caring and other options that may evolve for our well being.*

Source: Our Governance Guidebook (draft), March 2014; Page 7

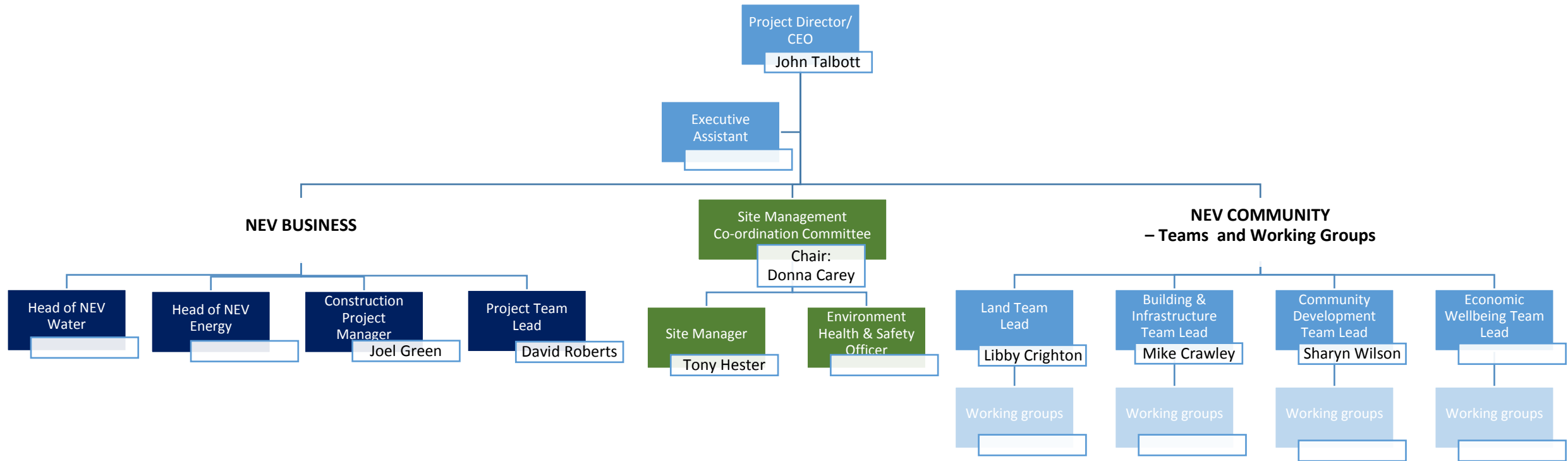
# Current Organisational Structure for Narara Ecovillage Project



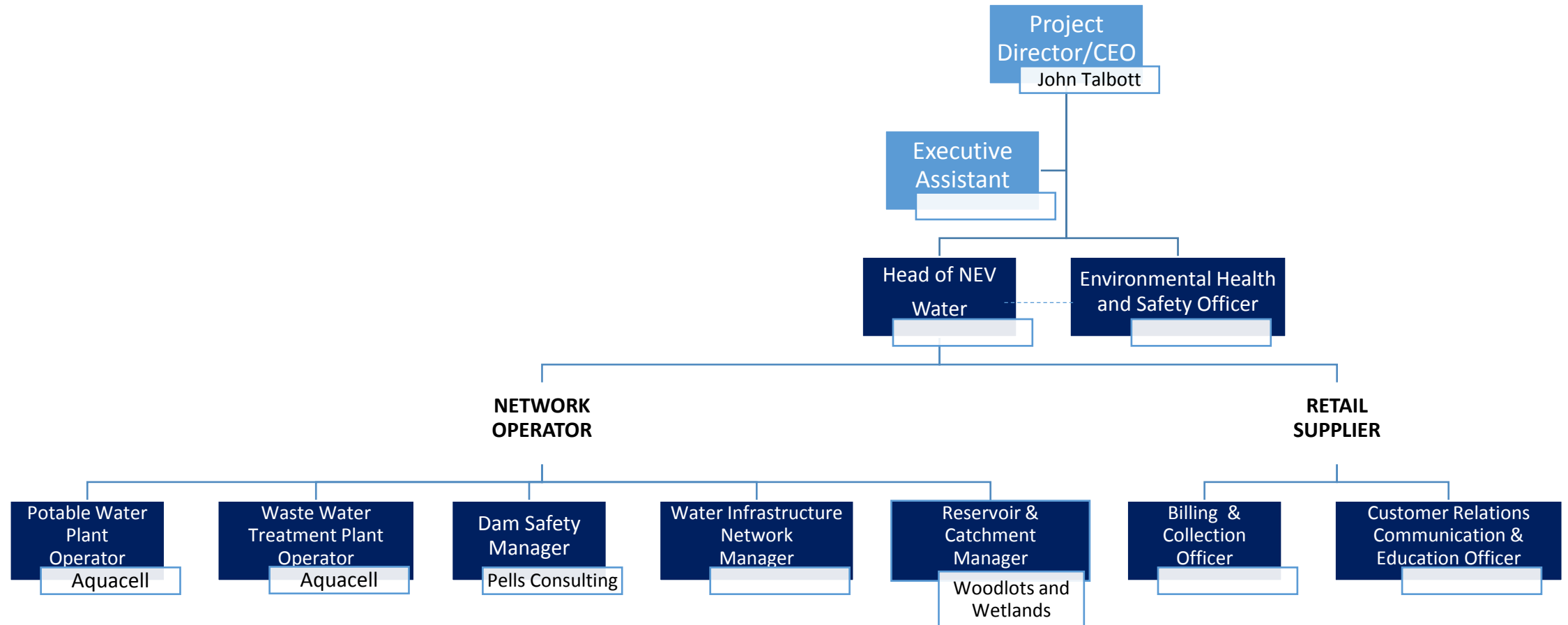
December 2015



# Proposed Organisational Structure for Narara Ecovillage Project



# Proposed Organisational Structure for NEV Water



December 2015

Note: Blank field = To be determined (TBD)





Narara Ecovillage Co-operative Ltd  
25 Research Road Narara NSW 2250  
ABN 86 789 868 574

## Appendix 6.1.3.3

# NEV Position Descriptions

## Position Description Chief Executive Officer

---

**Position:** Project Director/Chief Executive Officer

**Location:** Narara Ecovillage Ltd. 25 Research Road, Narara NSW 2250

**Reports to:** NEV Board

**Accepted by:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_

**Date:** DD/MM/YYYY

---

### Context

Narara Ecovillage Co-operative Ltd (NEV) is creating a socially, environmentally and economically sustainable community and village. NEV plans to lead the way in terms of governance, self-sufficiency, construction and living and managing its own water is critical to the success of the project. As this project aims to have state of the art technology combined with traditional values there will be ample opportunity to set precedent and create policies, systems and arrangements which do not currently exist.

As the WICA license holder, NEV will be responsible for the design, construction, commissioning, operation and maintenance of all potable, non-potable and sewerage infrastructure distribution networks from source up to the customer connection points in accordance with the Water Services Association of Australia (WSAA) guidelines.

### Aim

The aim of this position is to provide leadership to all aspects of the village, including the external relationships, reputation and delivering the project on time and within agreed financial bounds. This role ensures viability, direction, and coherence, aligned with the mission of NEV. There is a direct reporting to the board and members, keeping all informed as to the progress and new developments as the project progresses.

### Abbreviations

EEO	Equal Employment Opportunity
NEV	Narara Ecovillage Co-operative Ltd
WSAA	Water Services Association of Australia
VMA	Vision Mission Aim

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 1 of 7

## Domain

All aspects related to the physical, economic, social and environmental well-being of NEV.

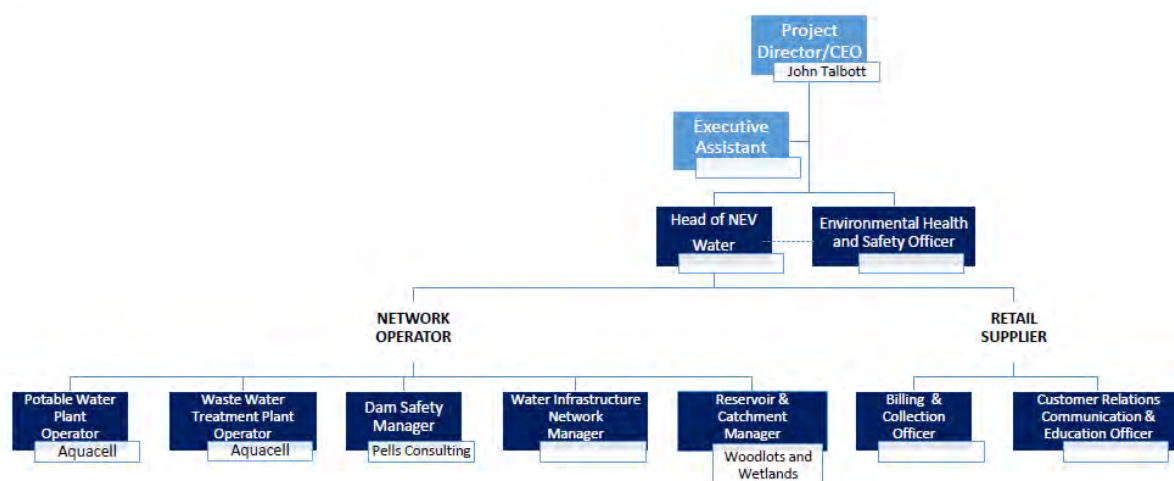
## Role Relationships

### Internally

- Reports directly to Board
- Direct reports include Head of NEV Water, Head of NEV Energy and the Project Manager
- Leads of the various groups, teams and circles also inform and include CEO in decision making as per the Sociocratic process
- This role ensures cross-functional alignment and directions



## Proposed Organisational Structure for NEV Water



### Externally

This role has a strong external focus, liaising with legal, local and state government, environmental parties, including IPART, Gosford Municipality, Telstra, architects and other contractors and consultants. It is incumbent on this role to identify opportunities and new partnerships to ensure viability of the project.

## Key Accountabilities

### Position-Related

Accountability	% of Position	Measurement Criteria
----------------	---------------	----------------------

Human Resources Manager	Revision Number & Date:	1 – DD/MM/YYYY	Human Resources Manager	Narara Ecovillage Co-operative Ltd
DD/MM/YYYY	Controlled Document:	Yes	DD/MM/YYYY	Page 2 of 7

Accountability		% of Position	Measurement Criteria
<b>1. Financial</b>	<p>Ensure that the project is delivered on time, as per the constraints and opportunities of the context and within the board's approved budget.</p> <p>Create and champion the funding model ensuring ample finance is available for the project. As far as possible ensuring self-funding.</p> <p>Set and approve Operating Budgets in conjunction with legal and finance team</p> <p>Ensure future sustainable economic viability for NEV through the legal and finance team as well as the Economic well-being team</p> <p>Ensure the growth of membership and development of the assets to fulfil the intent of the village</p> <p>Approve disposal of assets up to \$50 000</p>	20%	<ul style="list-style-type: none"> <li>Project delivery within budgeted limits</li> <li>Annual budgets presented for board approval on time</li> </ul>
<b>2. Project</b>	<p>Ensure the project is appropriately scoped, planned and monitor progress. Lead the process for all development applications, approvals, licences and certification where appropriate.</p> <p>Have oversight of all developments in the stages of the project ensuring coherence amongst all functions.</p> <p>Ensure a safe and healthy environment for the project including all members, workers and suppliers.</p> <p>Inform external parties as to the progress of the project.</p>	20%	<ul style="list-style-type: none"> <li>Project delivered according to project schedule</li> <li>Zero lost days due to injury</li> </ul>
<b>3. External Parties</b>	<p>Identify and source all external parties who will advise and create contractual and legal requirements</p> <p>Negotiate arrangements and service level agreements where appropriate</p> <p>Terminate relationship with external parties when necessary.</p>	10%	<ul style="list-style-type: none"> <li>Contracts signed with all external contractors and consultants and board approved</li> </ul>

<b>Human Resources Manager</b>	Revision Number & Date:	1 – DD/MM/YYYY	<b>Human Resources Manager</b>	Narara Ecovillage Co-operative Ltd
DD/MM/YYYY	Controlled Document:	Yes	DD/MM/YYYY	Page 3 of 7

Accountability		% of Position	Measurement Criteria
<b>4. Legal</b>	<p>Ensure the project is delivered within all legal parameters.</p> <p>Identify and liaise with selected legal parties to create all contracts, licences, agreements and ensure compliance.</p> <p>Work with legal partners to ensure the interests of the community and project are well served.</p> <p>Ensure the project and community has appropriate governance and compliance including a Community Management Statement</p> <p>Where there is no precedent ensure that the legal parameters and policies are created.</p>	10%	<ul style="list-style-type: none"> <li>Zero delays due to legal disputes</li> <li>Zero complains from the public</li> </ul>
<b>5. Social</b>	<p>Participate in all aspects of the social development of the community as per Sociocracy</p> <p>Ensure that all prospective members are informed and considered within the processes of NEV</p> <p>Provide regular feedback and communication to the board and members as to the progress of the project and any obstacles that may occur.</p> <p>Ensure a culture of co-operation, sustainability, cohesion and respect is created aligned with the values of NEV.</p> <p>Participate and present in social events as required</p> <p>Work closely with NELN as to the outreach and educational role of NEV</p>	10%	<ul style="list-style-type: none"> <li>Zero complaints from members</li> </ul>
<b>6. Managerial Leadership</b>	<p>Ensure the project is staffed and resourced, negotiate terms and contracts for delivery</p> <p>Select and recruit Heads of Water, Energy and Project Management</p> <p>Assign targets, negotiate terms and service level agreements</p> <p>Manage performance and provide review</p> <p>Monitor effectiveness and ensure the community is satisfied with service delivery.</p> <p>Ensure the broader community is informed of and included in developments within NEV</p>	10%	<ul style="list-style-type: none"> <li>High surveyed level of satisfaction among members and contractors</li> </ul>

<b>Human Resources Manager</b>	Revision Number & Date:	1 – DD/MM/YYYY	<b>Human Resources Manager</b>	Narara Ecovillage Co-operative Ltd
DD/MM/YYYY	Controlled Document:	Yes	DD/MM/YYYY	Page 4 of 7

Accountability		% of Position	Measurement Criteria
<b>7. Environmental</b>	Ensure that all aspects of the project include awareness of impact to the environment and ecology of the site.  Ensure the principles of Permaculture are inherent in the design, build and maintenance of NEV	5%	<ul style="list-style-type: none"> <li>100% compliance with environmental targets and policies</li> </ul>
<b>8.</b>	Work collaboratively with other organisations and ecovillages to further the movement.  Keep abreast of developments within the energy, water usage, sustainability and social environments and alert the board and membership as to trends.	5%	<ul style="list-style-type: none"> <li>Number of references to the NEV project in external publications</li> </ul>

### Reporting Requirements

- Monthly reporting of key indicators for Board and Members
- Statutory reporting as applicable
- Personal timesheets and expenses

<b>Human Resources Manager</b>	Revision Number & Date:	1 – DD/MM/YYYY	<b>Human Resources Manager</b>	Narara Ecovillage Co-operative Ltd
DD/MM/YYYY	Controlled Document:	Yes	DD/MM/YYYY	Page 5 of 7

## Perfect Performance

Autonomous achievement of the following:

- All reporting to stakeholders up to date
- Project delivered in scheduled timeframe
- Project delivered within budget
- High level of surveyed satisfaction among members and contractors

## Actions Requiring Approval

- All expense items in excess of authorised limits
- All capital expenditure outside authorised delegation
- Signing contracts

## Specific Responsibilities

- Supervise contractors and consultants working on the project
- Carry out risk assessment
- Ensure that all aims of the project are met
- Ensure the quality standards are met
- Ensure NEV's safety and environmental policies and objectives are achieved
- Use NEV's IT systems to track documents, expenditure and progress
- Recruit specialists and sub-contractors
- Monitor sub-contractors to ensure policies, guidelines and standards are maintained
- Oversee the project accounting, costing, billing and payments
- Provide guidance and leadership to the wider NEV community and teams

## Supervisory Responsibilities

This position has a number of direct reports.

## Organisational Responsibilities

All employees and contractors have general organisational responsibilities. These include:

1. Understanding and complying with the spirit and content of NEV's *Code of Conduct*. A copy of the Code is provided at formal induction and is available on NEV's intranet under "Human Resources".
2. Fulfilling all work health and safety responsibilities as outlined in the *Work Health and Safety Policy*, which is provided to all workers at induction and available on NEV's intranet under Human Resources – Policies and Procedure.
3. Complying with NEV's Requirements for Engaging Contractors and Consultants when engaging contractors.
4. Responsible and accountable for creating, registering and keeping records as required by the State Records Act 1998, abiding by the Information Management Policy and using the required systems and procedures.
5. Understanding and undertaking all work in accordance with relevant NEV policies and procedures. [NEV's policies and procedures may be varied, changed or revoked by NEV at any time].

<b>Human Resources Manager</b>	Revision Number & Date:	1 – DD/MM/YYYY	<b>Human Resources Manager</b>	Narara Ecovillage Co-operative Ltd
DD/MM/YYYY	Controlled Document:	Yes	DD/MM/YYYY	Page 6 of 7

## Background Knowledge Required for Position

### Training and Education

#### *Essential*

- Bachelor's Degree in Engineering or property development or equivalent
- Property development experience
- Alternative energy generation and certification experience
- Water infrastructure construction and management experience

### Skills and Knowledge

#### *General*

- High level of written and verbal communication skills and interpersonal and negotiation skills, enabling liaison with all levels of government, business, community and Council.
- Strong leadership skill
- Excellent organisational skills
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO)

#### *Specific*

- Ecovillage development
- Water and energy management

### Experience

- Delivery of Large complex development projects
- Stakeholder management
- Living in community

### Special Requirements

- Participation in after-hours work may arise in order to ensure operational consistency.

<b>Human Resources Manager</b>	Revision Number & Date:	1 – DD/MM/YYYY	<b>Human Resources Manager</b>	Narara Ecovillage Co-operative Ltd
DD/MM/YYYY	Controlled Document:	Yes	DD/MM/YYYY	Page 7 of 7



## Position Description Risk and Audit Committee Lead

---

**Position:** Risk and Audit Committee Lead

**Location:** 25 Research Road, Narara NSW 2250

**Reports to:** Board of Narara Ecovillage Co-operative Limited

**Accepted by:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_

**Date:** DD/MM/YYYY

---

### Context

Narara Ecovillage Co-operative Limited (NEV) is a member-funded organisation creating a socially, environmentally and economically sustainable community by developing up to 150 homes on its land at Narara, NSW.

NEV is the developer responsible to its members for the Project which entails funding, planning, design, construction and operations of over \$10m of infrastructure comprising amenities, roads, drainage, power, lighting, communications, wastewater, potable and recycled water, in its various stages.

Besides infrastructure, NEV plans to manage all aspects of the new community in an open, transparent and sustainable way so that its members are aware of how their funds are being allocated, the costs and benefits of various investment options and are involved in major decision making whilst understanding the risks in such a development and the way they are being managed.

As the WICA license holder, NEV will be responsible for the design, construction, commissioning, operation and maintenance of all potable, non-potable and sewerage infrastructure distribution networks from source up to the customer connection points in accordance with the Water Services Association of Australia (WSAA) guidelines.

NEV plans to produce and treat water on site for the use of households and for possible small commercial applications. This aspect is critical to the success of the village and the quality of life of all those living and visiting NEV. NEV aims to be self-sufficient in providing water and be a leader in water management for a community.

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 1 of 5

## Aim

The Risk and Audit Committee has been established to assist the Board to meet its responsibilities of good governance and provide oversight of NEV's financial management and control systems.

The Lead role will coordinate the activities of the Risk and Audit Committee to ensure effective internal and external audit functions and risk management systems. All aspects of the activities within the Project and community are to be conducted in a way that identifies the various risks and implements appropriate strategies to manage them. This includes risk to the NEV Co-operative, the community, contractors, visitors and volunteers including environmental, safety, operational, financial and social risk.

The Risk and Audit Committee will advise the NEV Board on the management of risks to the viability or sustainability of the Co-operative.

It will also appoint and manage the external Auditor of the annual financial statements and initiate any additional audits or reviews as identified by the Committee or the Board.

## Abbreviations

CEO	Chief Executive Officer
IIA	Institute of Internal Auditors
NEV	Narara Ecovillage Co-operative Limited

## Domain

The Risk and Audit Committee Lead is responsible for planning and implementing operational, environmental, financial and compliance related audits/reviews of NEV. A secondary role is to provide advice to the NEV Board, including financial controls, risk review and management.

The Risk and Audit Committee is responsible for reviewing the risk to the organisation, its employees, customers, reputation, assets and interests of stakeholders. The work of the committee covers a number of areas including:

- enterprise risk
- corporate governance
- regulatory and operational risk
- business continuity
- information and security risk
- technology risk
- market and credit risk
- environmental risk
- social risk
- financial risk
- work health and safety risk

## Role Relationships

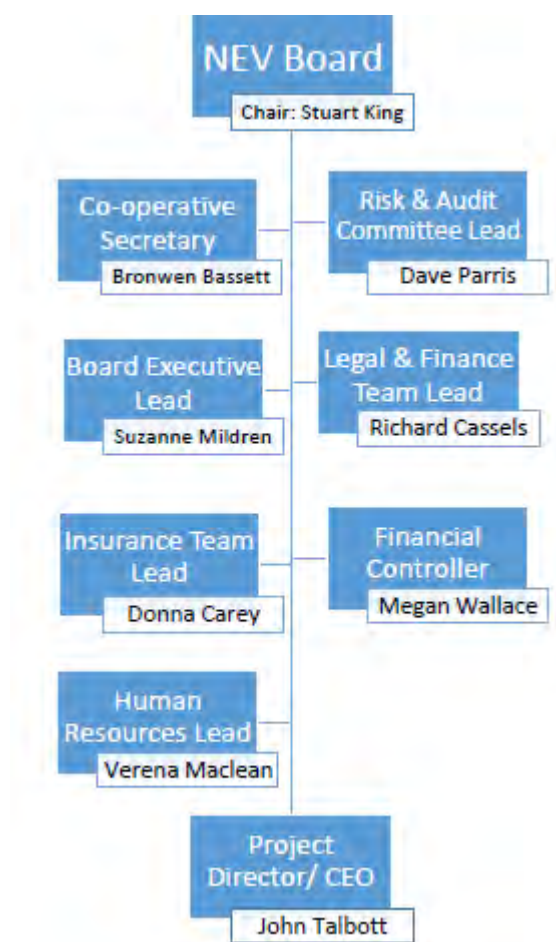
### Internally

This committee reports to the NEV Board and will comprise a Chair and minimum of two Board members, at least one of which is non executive and preferably one is independent of NEV.

The NEV Financial Controller would normally attend meetings of this Committee.

The Risk and Audit Committee is granted by the Board unfettered access to all records and workings of NEV.

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 2 of 5



## Externally

1. Statutory authorities
2. Regulatory bodies

## Key Accountabilities

### Position-Related

Accountability	% of Position	Measurement Criteria
1. Risk & Audit Committee meets regularly to monitor, assess and report on various organisational risks and compliance requirements in order to ensure good governance of NEV	40%	<ul style="list-style-type: none"> <li>Committee holds a minimum of 10 annual meetings.</li> <li>The Lead is present for 80% of all committee meetings.</li> </ul>
2. NEV complies with statutory authorities and regulatory bodies.	20%	<ul style="list-style-type: none"> <li>A compliance register is kept up to date monthly and made available to NEV.</li> <li>Any items not completed by the required due date or in a timely fashion are to be highlighted and communicated to the NEV board in a transparent fashion including the action plan to rectify.</li> </ul>
3. Potential risks are foreseen, documented and mitigated to the extent they can be.	20%	<ul style="list-style-type: none"> <li>A risk register is kept up to date and regularly reviewed at the RAC (3 times per annum unless a greater frequency is</li> </ul>

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 3 of 5

		required) and at the Board (1 time per annum unless a greater frequency is required)
4. NEV Board members and workers understand their role in identifying, avoiding, mitigating and reporting on risk.	10%	<ul style="list-style-type: none"> <li>90% of Board members and workers are provided workplace health and safety training and are given access and trained in the completion of an incident report.</li> </ul>
5. Reviews and internal audits are conducted in the areas of identified high risk on a regular basis	10%	<ul style="list-style-type: none"> <li>Minimum of one internal audit or risk area review is conducted per annum into an area identified as high risk on the risk register.</li> <li>The internal audit or review output includes a report to the board and an actions list to improve risk management.</li> </ul>

### Supervisory Responsibilities

The Risk and Audit Committee Lead is responsible for managing the operations of the committee and chairing committee meetings.

### Organisational

All employees and contractors have general organisational responsibilities. This includes understanding and undertaking all work in accordance with relevant NEV policies and procedures.

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 4 of 5

## Background Knowledge Required for Position

### Training and Education

#### *Essential*

- A post-secondary degree preferably in business or finance

#### *Desirable*

- Internal or External Auditor experience
- CAANZ/CPA/IPA or PMIIA designation, or senior level status, is highly desirable
- Experience with Xero software

### Skills and Knowledge

#### *General*

- High level written and verbal communication skills and interpersonal and negotiation skills, enabling liaison with all levels of government, business and the NEV community.
- Ability to work with all levels in the organization, while still being able to work independently when needed.
- Excellent organisational skills.
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training.
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO).

#### *Specific*

- Ability to appoint and supervise auditors on projects
- to follow sound internal control practices and to manage risks appropriately
- Ability to manage projects and
- Results-oriented – Be adaptable and able to meet deadlines, juggle multiple demands and to work with all types of personalities and individuals of various financial skill levels including Board members
- Strong skills in negotiating, relationship building, and. problem solving
- Detail oriented but able to quickly grasp the big picture

### Experience

Excellent knowledge of financial management and risk-based auditing attained through many years of experience in a range of businesses with a focus on financial risk and regulatory requirements.

### Special Requirements

Understanding of leading corporate governance practice and the standards of the Institute of Internal Auditors (IIA).

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 5 of 5

## Draft Position Description Head of NEV Water

---

**Position:** Head of NEV Water

**Location:** Narara Ecovillage Ltd. 25 Research Road, Narara NSW 2250

**Reports to:** Project Director

**Accepted by:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_

**Date:** DD/MM/YYYY

---

### Context

Narara Ecovillage Co-operative Limited (NEV) is creating a socially, environmentally and economically sustainable community.

As the WICA license holder, NEV will be responsible for the design, construction, commissioning, operation and maintenance of all potable, non-potable and sewerage infrastructure distribution networks from source up to the customer connection points in accordance with the Water Services Association of Australia (WSAA) guidelines.

NEV plans to produce and treat water on site for the use of households and for possible commercial applications. This aspect is critical to the success of the village and the quality of life of all those living and visiting NEV. NEV aims to be self-sufficient in providing water and be iconic in water management for a community.

### Aim

The aim of this position is to lead a cross functional team to ensure that all water supply, usage, retail and operations are effective. As this community will be one of the first to manage its potable water as well as its waste water there will be a strong emphasis on using appropriate technology, systems and processes for current and future use.

### Abbreviations

EEO	Equal Employment Opportunity
NEV	Narara Ecovillage Co-operative Limited
WSAA	Water Services Association of Australia

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 1 of 5

## Domain

All aspects related to the supply and retail of water to the NEV community. Safety policies, contract negotiation, compliance and regulatory requirements related to water, water quality and dam safety.

## Role Relationships

### Internally

- Reports directly to the Project Director
- Has four direct reports – Plant Managers, Dam Safety Manager, Water Infrastructure Network Manager and the Reservoir & Catchment Manager
- This role may work collaboratively with NEV energy and Project management to ensure coherent and aligned policies and processes are applied within the unit.

### Externally

This position will liaise directly with external parties, legal parties, suppliers and contracted companies in establishing the contractual agreement, negotiating terms and service level agreements for significant relationships.

## Key Accountabilities

### Position-Related

Accountability		% of Position	Measurement Criteria
1.	<b>Establish NEV Water as an organised, accountable business unit with clarity of purpose, processes and function. Ensure appropriate structure and clarity of accountability.</b>  <b>Recruit and select a team to ensure the objectives of NEV Water are met.</b>  <b>Create a culture of safety awareness and compliance with regulatory requirements.</b>	30%	<ul style="list-style-type: none"><li>• All positions filled and contracts signed</li><li>• 100% compliance with NEV water policies and objectives</li></ul>
2.	<b>Create and communicate Water and Asset management objectives and plans.</b>	20%	<ul style="list-style-type: none"><li>• Communications plans created, maintained and implemented</li></ul>
3.	<b>Create and monitor annual budget, provide reports as required.</b>	10%	<ul style="list-style-type: none"><li>• Annual income and expenditure within budgeted amounts</li></ul>
4.	<b>Ensure compliance with all legal, regulatory and safety requirements. Create and ensure all relevant policies are in place for water supply and retail.</b>	10%	<ul style="list-style-type: none"><li>• Zero lost days due to injury</li><li>• 100% compliance with environmental policies and objectives</li></ul>

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 2 of 5

Accountability		% of Position	Measurement Criteria
5.	<b>Liaise with external parties, contractors and suppliers to ensure an efficient and effective service is provided. Negotiate contracts, service level agreements and working arrangements between significant partners.</b>	5%	<ul style="list-style-type: none"> <li>100% network up time and compliance with NEV Water policies and objectives</li> </ul>
6.	<b>Oversee preventative plans for Hazards and Risks management.</b>  <b>Ensure all critical incidents and emergencies related to all water are managed including complaints and customer satisfaction.</b>	10%	<ul style="list-style-type: none"> <li>Level of surveyed customer satisfaction</li> </ul>
7.	<b>Ensure Best Practice is adopted by NEV water including ensuring all systems and processes are documented and adhered to. Be alert to and inform Project Director as to developments within Water Management to ensure optimal technology and systems are in use.</b>	10%	<ul style="list-style-type: none"> <li>All systems and procedures documented</li> </ul>
8.	<b>Work collaboratively with other functions in the village, NEV Energy and Co-operative to inform and contribute to the aims of the community.</b>	5%	<ul style="list-style-type: none"> <li>100% attendance at co-ordination meetings</li> </ul>

### Reporting Requirements

- Quarterly reporting of key indicators to internal and external stakeholders
- Statutory reporting as applicable
- Personal timesheets and expenses

### Perfect Performance

Autonomous achievement of the following:

- All reporting to stakeholders up to date
- All positions filled and contracts signed
- 100% compliance with NEV water policies and objectives
- All systems and procedures documented

### Actions Requiring Approval

- All expense items above authority limits
- All capital expenditure
- Creation of positions and hiring of staff

## Background Knowledge Required for Position

### Training and Education

#### Essential

- Bachelor's Degree in Engineering or equivalent in Water management

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 3 of 5



- White Card (Work Health Safety Construction Induction, NSW) or a willingness to obtain this card before commencement

### **Desirable**

- Tertiary qualification in management
- Membership of an appropriate water industry professional association
- Possession of a current “C” Class Driver’s Licence

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page <b>4 of 5</b>

## Skills and Knowledge

### General

- High level of written and verbal communication skills and interpersonal and negotiation skills, enabling liaison with all levels of government, business, community and Council.
- Ability to work independently and as a team member
- Excellent organisational skills
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO)

### Specific

- Good understanding of water industry compliance and regulatory framework
- Managing, coaching, and mentoring staff in professional, technical, and business development tasks
- Responsibilities for business development, sales, financial performance and client deliverables and schedules
- Work with the CEO and other team leaders in NEV Water strategic planning activities
- Experience in managing compliance with environmental and workplace safety policies

### Experience

- Operational experience in the water industry
- Negotiations and stakeholder management
- Ability to effectively lead a team and proactively shape work culture through proactive systematic planning and the use of clear work processes and personal example
- Operational expertise in all aspects of water operations management
- Experience in driving efficiencies through work processes

### Special Requirements

Participation in after-hours work may arise in order to ensure operational consistency.

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page <b>5 of 5</b>

## Position Description

### Water Infrastructure Network Manager

---

**Position:** Water Infrastructure Network Manager

**Location:** Narara Ecovillage Water Utility office, 25 Research Road, Narara NSW 2250

**Reports to:** Head of NEV Water

**Accepted by:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_

**Date:** DD/MM/YYYY

---

### Context

Narara Ecovillage Co-operative Limited (NEV) is creating a socially, environmentally and economically sustainable community.

As the WICA license holder, NEV will be responsible for the design, construction, commissioning, operation and maintenance of all potable, non-potable and sewerage infrastructure distribution networks from source up to the customer connection points in accordance with the Water Services Association of Australia (WSAA) guidelines.

NEV plans to produce and treat water, as well as energy, on site for household use, irrigation and possibly for small commercial applications. This aspect is critical to the success of the village and the quality of life of NEV residents and visitors. NEV aims to be self-sufficient in providing water and energy and aims to be a leader for sustainability water and energy management for a community.

### Aim

The aim of the Water Infrastructure Network Manager role is to manage the day-to-day operation and maintenance of the potable water, non-potable water and sewerage networks to ensure customer health and safety, protection of the environment, compliance with relevant license conditions, laws and regulations and to develop systems and procedures to ensure best practice approach to network management.

### Abbreviations

IOP      Infrastructure Operating Plan  
NEV      Narara Ecovillage Co-operative Limited  
WSAA    Water Services Association of Australia

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 1 of 5

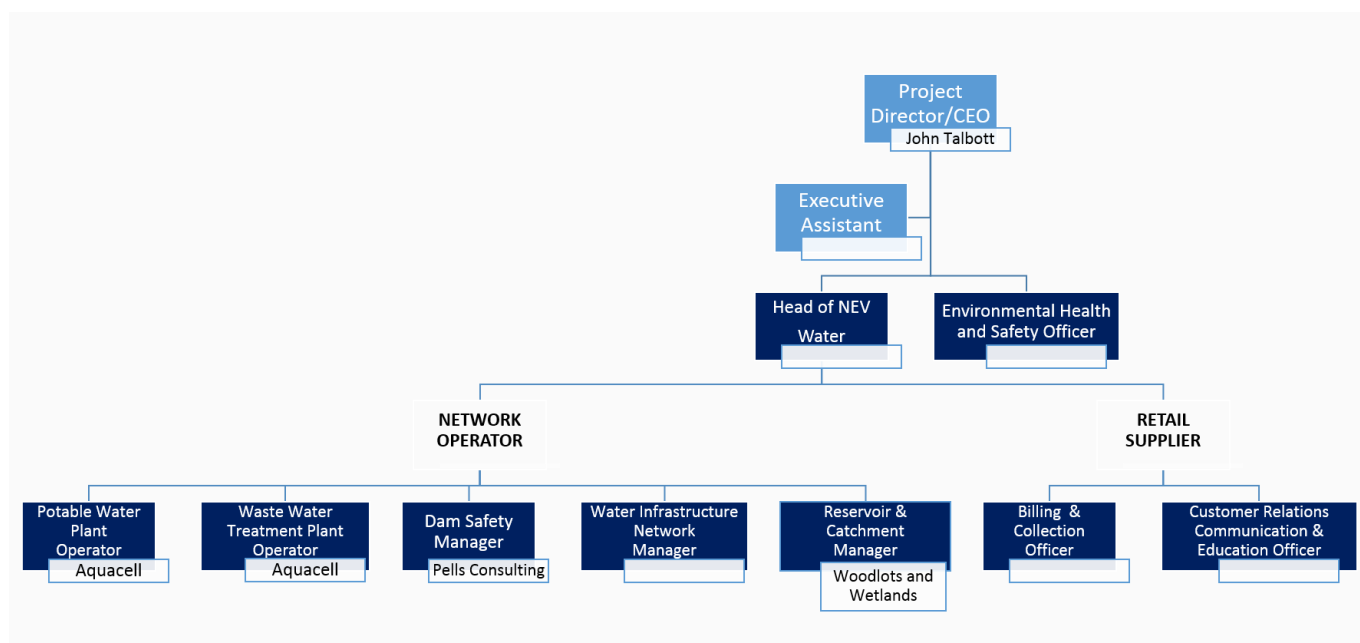
## Domain

- Undertake operations and maintenance of potable water, non-potable water and sewerage networks
- Develop, implement and audit systems and procedures to ensure best practice approach to network management

## Role Relationships

### Internally

- Reports to Head of NEV Water
- Liaises with Environment Health and Safety Officer
- Liaises with other managers (Reservoir and Catchment Manager, Dam Safety Manager) managers and executives on matters relating to the development and monitoring of business plans



### Externally

Liaises with:

- Aquacell regarding potable and non-potable water delivery from plants and monitoring in buffer tanks and reservoirs
- Gosford City Council regarding temporary potable water supply
- Statutory authorities
- Customers
- Subcontractors

Document Owner:	Human Resources	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 2 of 5

## Key Accountabilities

### Position-Related

Accountability	% of Position	Measurement Criteria
1. Network operation and maintenance	70%	<ul style="list-style-type: none"><li>• Number of unplanned interruptions</li><li>• Network up-time</li><li>• Asset maintenance activities completed on schedule</li><li>• Customer satisfaction score</li><li>• Mean time to resolve network issue</li><li>• Cost reductions against budget</li></ul>
2. Ongoing review and update of metrics and documentation	20%	<ul style="list-style-type: none"><li>• Documentation updated per IOP schedule</li></ul>
3. Procedures, analysis, reporting	10%	<ul style="list-style-type: none"><li>• % reports delivered on time</li><li>• Timesheets forwarded within 1 working day of end of week</li><li>• Expenses forwarded within 3 working days of close of month</li></ul>

### Reporting Requirements

- Monthly reporting of key indicators for each network to internal stakeholders
- Preparation for and co-operation with operational audits by IPART-accredited auditors
- Personal timesheets and expenses

### Perfect Performance

Autonomous achievement of the following:

- All networks operational
- All maintenance activities up to date
- All reporting to stakeholders up to date
- All interruptions to services are planned interruptions rather than breakdowns

### Actions Requiring Approval

- All expense items
- All capital expenditure related to the water infrastructure network
- Any proposal for works to be completed

### Specific Responsibilities

- Establish and maintain an Asset Management Plan for the NEV network, which identifies a detailed program of maintenance and operation for the site
- Identify environmental risks associated with network operation and maintenance and implement mitigation strategies
- Implement connection procedures for new connections to network from users. Ensure users are informed of their obligations when connecting to the network, and their ongoing obligations. Record and document connection details as per procedures to be established
- Conduct network audits and easement inspections
- Compile, review and report on metering and network monitoring data

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 3 of 5

- Provide and facilitate stakeholder meetings regarding networks, as appropriate
- Undertake routine maintenance, where skills and available equipment permit
- Identify and coordinate specialist third parties who are required to complete the remaining operations and maintenance tasks
- Coordinate all planned interruptions to network supply to ensure risk assessments are completed prior to any work being undertaken
- Coordinate emergency and incident responses when there is a disruption to network operations
- Report monthly to stakeholders on network performance
- Lead and participate in risk assessments related to water infrastructure and identify risk mitigation controls which will minimise risk to the networks
- Liaise internally to ensure that network management is included as part of a holistic solution to the provision of water treatment infrastructure
- Prepare annual budget for maintenance of networks in line with the Asset Management Plan
- Coordinate retail supplier activities such as invoicing and reporting
- Liaise with treatment Plant Managers, Reservoir and Catchment Manager and other relevant stakeholders to optimise performance of the Water Infrastructure as a whole

## Supervisory Responsibilities

This position has no direct reports.

## Organisational Responsibilities

All workers and contractors have general organisational responsibilities. These include:

1. Understanding and complying with the spirit and content of NEV's *Code of Conduct*. A copy of the Code is provided at formal induction and is available on NEV's intranet under "Human Resources".
2. Fulfilling all work health and safety responsibilities as outlined in the *Work Health and Safety Policy*, which is provided to all workers at induction and available on NEV's intranet under "Site Management – Policies and Procedure".
3. Complying with NEV's Contractor Management System when engaging contractors.
4. Responsible and accountable for creating, registering and keeping records as required by the State Records Act 1998, abiding by the Information Management Policy and using the required systems and procedures.
5. Understanding and undertaking all work in accordance with relevant NEV policies and procedures.

[Note: NEV's policies and procedures may be varied, changed or revoked by NEV at any time].

## Background Knowledge Required for Position

### Training and Education

#### Essential

- Bachelor Degree in Civil Engineering or equivalent field from a recognised university or Certificate IV Plumbing
- Relevant experience in water infrastructure network management
- White Card (Work Health Safety Construction Induction, NSW) or a willingness to obtain this card before commencement

#### Desirable

- Chartered Membership of the Institution of Engineers, Australia (or experience such as to be eligible for registration at this level)

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 4 of 5

- Membership of an appropriate water industry professional body
- Possession of a current “C” Class Driver’s Licence

## Skills and Knowledge

### General

- High level of written and verbal communication skills and interpersonal and negotiation skills, enabling liaison with all levels of government, business, community and Council
- Ability to work independently and as a team member
- Excellent organisational skills
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO)

### Specific

- Knowledge of and experience with issues relating to the management of water and wastewater systems and relevant environmental requirements in the operation and maintenance of water and waste water infrastructure networks
- Knowledge of and experience in computer software, programs, policies and activities and the ability to employ systems relevant to the role being undertaken
- Excellent customer service skills with the ability to provide accurate and timely advice in a helpful and supportive manner
- Ability to ensure all work is performed to meet health, safety and environmental requirements and responsibilities. This includes complying with all workplace instructions and procedures, using protective equipment provided and not placing any person’s safety at risk

### Experience

- Operational experience in the water industry
- Operational expertise in water and sewerage operations and maintenance, including work planning, engineering, scheduling, dispatch and reporting functions
- Experience in driving efficiencies through work processes

### Special Requirements

Participation in after-hours work may arise in order to ensure operational consistency.

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 5 of 5

## Position Description

### Customer Relations, Communication and Education Officer

---

**Position:** Customer Relations, Communication and Education Officer

**Location:** NEV Water Utility Office

**Reports to:** Head of NEV Water

**Accepted by:** \_\_\_\_\_

**Approved by: :** \_\_\_\_\_

**Date:** DD/MM/YYYY

---

### Context

Narara Ecovillage Co-operative Limited (NEV) is creating a socially, environmentally and economically sustainable community.

As the WICA license holder, NEV will be responsible for the design, construction, commissioning, operation and maintenance of all potable, non-potable and sewerage infrastructure distribution networks from source up to the customer connection points in accordance with the Water Services Association of Australia (WSAA) guidelines.

NEV plans to produce and treat water on site for the use of households and for possible commercial applications. This aspect is critical to the success of the village and the quality of life of all those living and visiting NEV. NEV aims to be self-sufficient in providing water and be a leader in water management for a community.

### Aim

Manage the business relationship between the organisation and its clients. Maintain customer satisfaction levels. Increase awareness of water quality and safety issues. Quickly resolve customer issues and complaints. Facilitate communication between customers and other departments and workers in NEV Water.

### Definitions

CRM Customer Relationship Management

EEO Equal Employment Opportunity

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 1 of 6



NEV Narara Ecovillage Co-operative Limited

WHS Work Health and Safety

WSAA Water Services Association of Australia

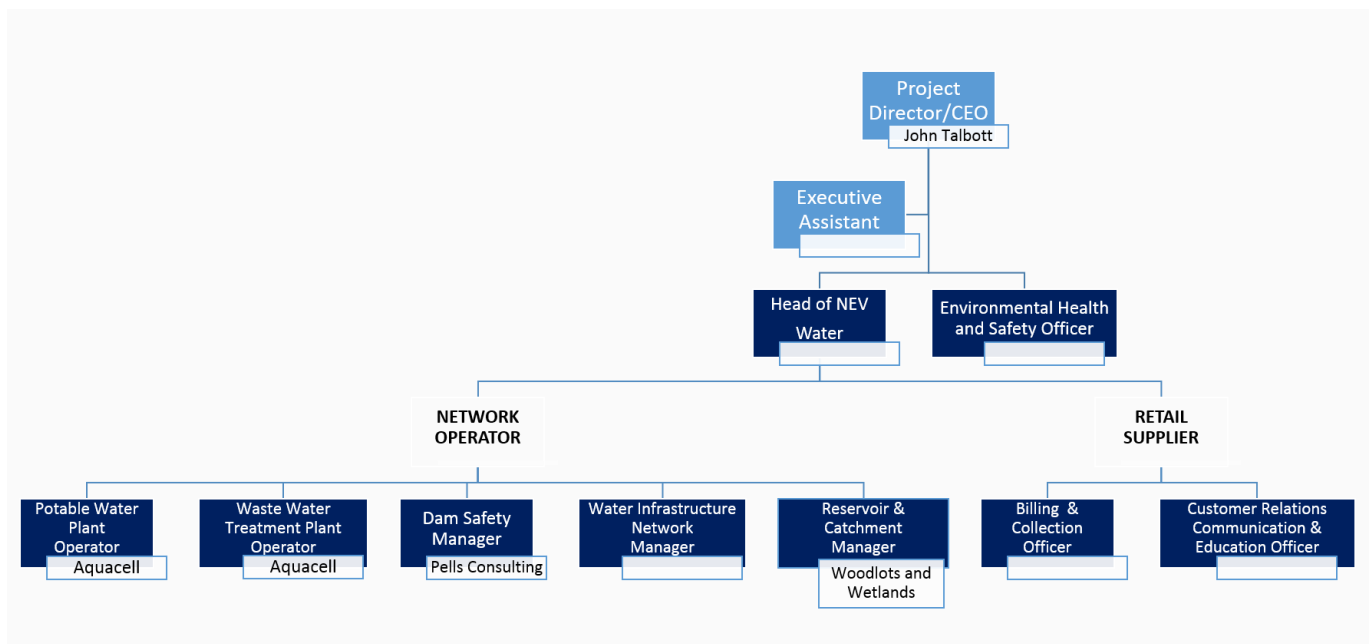
## Domain

All aspects of the relationship between NEV Water and its customers.

## Role Relationships

### Internally

- Reports to Head of NEV Water
- Liaises with the Customer Relations Officer



### Externally

- Customers
- Media organisations
- Local community

## Key Accountabilities

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 2 of 6

### Position-Related

Accountability	% of Position	Measurement Criteria
1. Survey and report customer satisfaction levels	10%	<ul style="list-style-type: none"> <li>Satisfaction level exceeds target</li> </ul>
2. Develop policies, processes and strategies	10%	<ul style="list-style-type: none"> <li>Number of new policies, processes and strategies</li> </ul>
3. Develop marketing, information and education materials	20%	<ul style="list-style-type: none"> <li>Number of new marketing, information and education materials</li> </ul>
4. Handle incoming and face-to-face enquiries	20%	<ul style="list-style-type: none"> <li>Number of enquiries handled and documented</li> </ul>
5. Process new customer connections	10%	<ul style="list-style-type: none"> <li>Number of new customer connections processed</li> </ul>
6. Investigate and resolve customers' problems	30%	<ul style="list-style-type: none"> <li>Number of problems resolved and documented</li> </ul>

### Reporting Requirements

- Monthly reporting of key customer satisfaction indicators to Head of NEV Water
- Statutory reporting as applicable
- Personal timesheets and expenses

### Perfect Performance

Autonomous achievement of the following:

- All analysis and reporting up to date
- All reporting to Head of NEV Water up to date

### Actions Requiring Approval

- All expense items
- All capital expenditure
- Creation of positions and hiring of staff

### Specific Duties

- Develop a combination of policies, processes, and strategies to unify its customer interactions and provide a means to track customer information.
- Develop customer and public marketing, information and education materials
- Develop a range of different customer and public communication channels, including co-op website, telephone, email, live chat, marketing materials, social media, etc.
- Periodically survey and report customer satisfaction levels with NEV Water products and services
- Recommend strategies to improve customer satisfaction levels with NEV Water products and services

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 3 of 6

- Promote a customer-centric culture throughout NEV Water and its workers
- Prepare and process new customer service contracts
- Liaise with NEV Water Network Dept. re new customer connections
- Ongoing development and implementation of the NEV Water customer service policy
- Handling incoming and face-to-face enquiries from new and existing customers
- Provide help and advice to customers as required
- Investigate and resolve customers' problems
- Keep accurate records of all discussions and correspondence with customers

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 4 of 6

## Background Knowledge Required for Position

### Essential

- Bachelor Degree or Certificate (or equivalent) with business or communications focus

### Desirable

- Possession of a current "C" Class Driver's Licence

## Skills and Knowledge

### General

- High level of written and verbal communication skills and interpersonal and negotiation skills, enabling liaison with all levels of government, business, community and Council.
- Ability to work independently and as a team member
- Excellent organisational skills
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO)

### Specific

- Requires complete understanding of the customer relationship processes and little supervision for routine work
- Integrity to handle sensitive or confidential information is critical
- Knowledge of and experience in computer software, programs, policies and activities and the ability to employ systems relevant to the role being undertaken
  - Exposure to CRM systems
  - Must be able to demonstrate an advanced level of Microsoft Excel
- Focus on quality and service
  - Excellent customer service skills with the ability to provide accurate timely advice in a helpful and supportive manner
  - Problem solving and troubleshooting skills.
- Self-starter and team player
- Strong organisational skills
- Attention to detail
  - Ability to maintain a very high level of accuracy in preparing and entering financial information
- Deadline focused
  - Ability to manage high volume data entry
  - Demonstrated ability to meet strict deadlines

### Experience

- 3-5 years relevant experience working within customer relationship management

### Special Requirements

Be willing to work flexible hours to meet the requirements of the position.

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 5 of 6

## Supervisory Responsibilities

This position has no direct reports.

## Organisational

All employees and contractors have general organisational responsibilities. These include:

1. Understanding and complying with the spirit and content of NEV's *Code of Conduct*. A copy of the Code is provided at formal induction and is available on NEV's intranet under "Human Resources".
2. Fulfilling all work health and safety responsibilities as outlined in the *Work Health and Safety Policy*, which is provided to all staff at induction and available on NEV's intranet under Human Resources – Policies and Procedures.
3. Complying with NEV's Contractor Management System when engaging contractors.
4. Responsible and accountable for creating, registering and keeping records as required by the State Records Act 1998, abiding by NEV's Document Control & Records Management Policy and using the required systems and procedures.
5. Understanding and undertaking all work in accordance with relevant NEV policies and procedures. [NEV's policies and procedures may be varied, changed or revoked by NEV at any time].

Document Owner:	<b>Human Resources Manager</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 6 of 6

## Position Description Billing and Collection Officer

---

**Position:** Billing and Collection Officer

**Location:** Narara Ecovillage Water Utility office

**Reports to:** Head of NEV Water

**Accepted by:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_

**Date:** DD/MM/YYYY

---

### Context

Narara Ecovillage Co-operative Limited (NEV) is creating a socially, environmentally and economically sustainable community.

As the WICA license holder, NEV will be responsible for the design, construction, commissioning, operation and maintenance of all potable, non-potable and sewerage infrastructure distribution networks from source up to the customer connection points in accordance with the Water Services Association of Australia (WSAA) guidelines.

NEV plans to produce and treat water, as well as energy, on site for household use, irrigation and possibly for small commercial applications. This aspect is critical to the success of the village and the quality of life of NEV residents and visitors. NEV aims to be self-sufficient in providing water and energy and aims to be a leader for sustainability water and energy management for a community.

### Aim

The aim of the Billing and Collection Officer role is to:

- Receive and post payments to accounts, monitors overdue accounts, and collects debt.
- Maintain files on the financial status of customer accounts
- Be responsible for acquiring reparations for debts owed to NEV Water.

### Definitions

EEO	Equal Employment Opportunity
IOP	Infrastructure Operating Plan
NEV	Narara Ecovillage Co-operative Limited
WHS	Work Health and Safety
WSAA	Water Services Association of Australia

Document Owner:	Human Resources	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 1 of 4

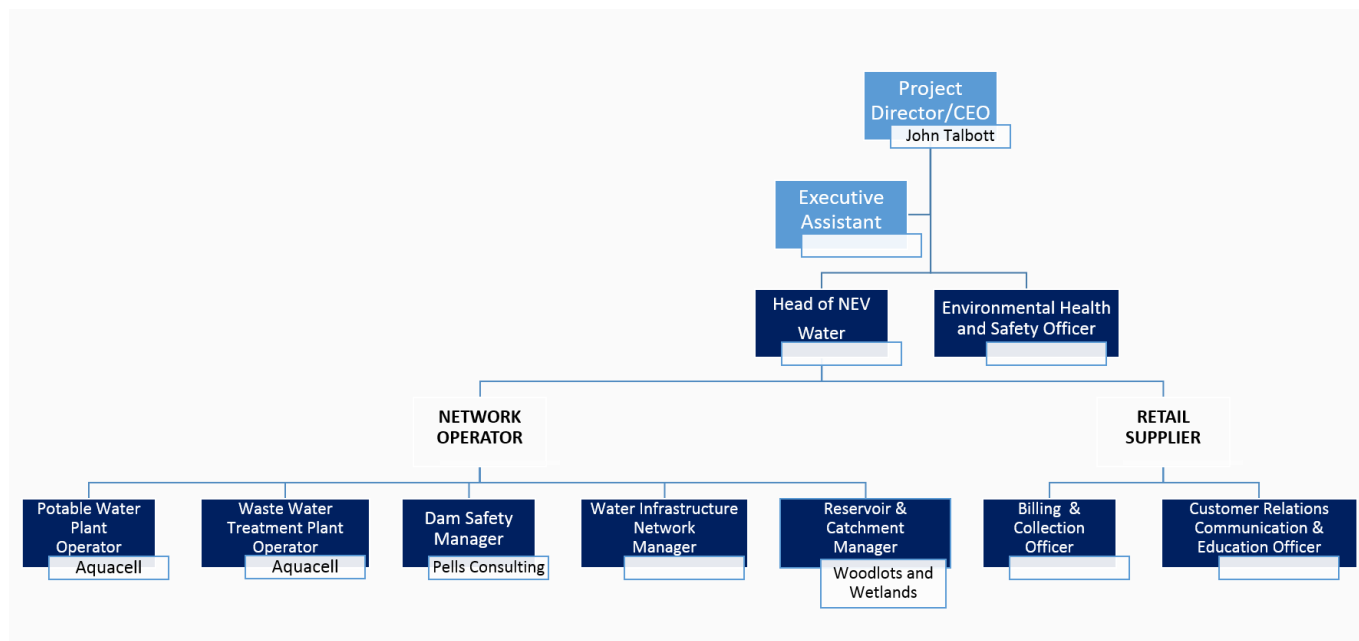
## Domain

All aspects related to billing.

## Role Relationships

### Internally

- Reports to Head of NEV Water
- Liaises with the Customer Relations Officer



### Externally

- Customers

## Key Accountabilities

### Position-Related

Accountability	% of Position	Measurement Criteria
1. Prepare rate notices, post payments to accounts	40%	<ul style="list-style-type: none"><li>• Customer satisfaction score</li><li>• Mean time to resolve customer issue</li></ul>
2. Monitor overdue accounts, collect debts	30%	<ul style="list-style-type: none"><li>• Debtor days outstanding</li></ul>
3. Ongoing review and update of metrics and documentation	20%	<ul style="list-style-type: none"><li>• Documentation updated per Infrastructure Operating Plan schedule</li></ul>
4. Procedures, analysis, reporting	10%	<ul style="list-style-type: none"><li>• % reports delivered on time</li><li>• Timesheets forwarded within 1 working day of end of week</li><li>• Expenses forwarded within 3 working days of close of month</li></ul>

Document Owner:	Human Resources	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 2 of 4

## Reporting Requirements

- Monthly reporting of key customer satisfaction indicators to Head of NEV Water
- Statutory reporting as applicable
- Personal timesheets and expenses

## Perfect Performance

Autonomous achievement of the following:

- All analysis and reporting up to date
- All reporting to Head of NEV Water up to date

## Actions Requiring Approval

- All expense items
- All capital expenditure
- Creation of positions and hiring of staff

## Specific Responsibilities

- Organise connection for new accounts
- Collect payments and post to accounts
- Set up repayment plans according to ability to pay
- Record account changes
- Responds to billing inquiries and questions relating to customer accounts
- Maintain files on the financial status of accounts
- Prepare statements for credit department
- Negotiate credit extensions
- Keep track of delinquent accounts
- Compile reports on delinquent account for management
- Frequent follow up with customers with unpaid debt and attempt to collect from them
- Advise customers of default consequences and debt repayment policies
- Turn over accounts to lawyers
- Send out notices to overdue accounts
- Disconnect services if account remains unpaid
- Report past due accounts to credit bureaus
- Delete old accounts and clean up files

## Supervisory Responsibilities

This position has no direct reports.

## Organisational

All workers and contractors have general organisational responsibilities. These include:

1. Understanding and complying with the spirit and content of NEV's *Code of Conduct*. A copy of the Code is provided at formal induction and is available on NEV's intranet under "Human Resources".
2. Fulfilling all work health and safety responsibilities as outlined in the *Work Health and Safety Policy*, which is provided to all workers at induction and available on NEV's intranet under "Site Management – Policies and Procedure".
3. Complying with NEV's Contractor Management System when engaging contractors.
4. Responsible and accountable for creating, registering and keeping records as required by the State Records Act 1998, abiding by the Information Management Policy and using the required systems and procedures.

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page <b>3 of 4</b>



5. Understanding and undertaking all work in accordance with relevant NEV policies and procedures.  
[Note: NEV's policies and procedures may be varied, changed or revoked by NEV at any time].

## Background Knowledge Required for Position

### Training and Education

#### Essential

- Bachelor Degree or Certificate (or equivalent) with accounting focus

#### Desirable

- Possession of a current "C" Class Driver's Licence

### Skills and Knowledge

#### General

- High level of written and verbal communication skills and interpersonal and negotiation skills, enabling liaison with all levels of government, business, community and Council.
- Ability to work independently and as a team member
- Excellent organisational skills
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO)

#### Specific

- Requires complete understanding of the billing and collection processes and little supervision for routine work
- Integrity to handle sensitive or confidential information is critical
- Knowledge of and experience in computer software, programs, policies and activities and the ability to employ systems relevant to the role being undertaken
  - Exposure to a large ERP system
  - Must be able to demonstrate an advanced level of Microsoft Excel
- Focus on quality and service
  - Excellent customer service skills with the ability to provide accurate timely advice in a helpful and supportive manner
  - Problem solving and troubleshooting skills.
- Self-starter and team player
- Strong organisational skills
- Attention to detail
  - Ability to maintain a very high level of accuracy in preparing and entering financial information
- Deadline focused
  - Ability to manage high volume data entry
  - Demonstrated ability to meet strict deadlines

### Experience

- 3-5 years relevant experience working within Accounts Receivable

### Special Requirements

Be willing to work flexible hours to meet the requirements of the position.

Document Owner:	Human Resources	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 4 of 4

## Position Description

### Reservoir and Catchment Manager

---

**Position:** Reservoir and Catchment Manager

**Location:** Narara Ecovillage Water Utility Office, 25 Research Road, Narara NSW 2250

**Reports to:** Head of NEV Water

**Accepted by:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_

**Date:** DD/MM/YYYY

---

### Context

Narara Ecovillage Co-operative Limited (NEV) is creating a socially, environmentally and economically sustainable community.

As the WICA license holder, NEV will be responsible for the design, construction, commissioning, operation and maintenance of all potable, non-potable and sewerage infrastructure distribution networks from source to the customer connection points in accordance with the Water Services Association of Australia (WSAA) guidelines.

NEV plans to produce and treat water, as well as energy, on site for household use, irrigation and possibly for small commercial applications. This aspect is critical to the success of the village and the quality of life of NEV residents and visitors. NEV aims to be self-sufficient in providing water and energy and aims to be a leader for sustainability water and energy management for a community.

The Board of NEV determines and oversees policy and risk management for the dam, which is a critical major asset.

### Aim

The aim of this position is to undertake operation and maintenance of water sources used for potable water, to develop systems and procedures to ensure best practice approach to water source management, including compliance with all relevant environmental health and safety requirements and to ensure a proactive approach to maintenance of reservoir water quality prior to treatment plant intake.

### Abbreviations

ADWG	Australian Drinking Water Guidelines
EEO	Equal Employment Opportunity
IWCMP	Integrated Water Cycle Management Plan
NEV	Narara Ecovillage Co-operative Limited
WHS	Work Health and Safety
WSAA	Water Services Association of Australia

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 1 of 5

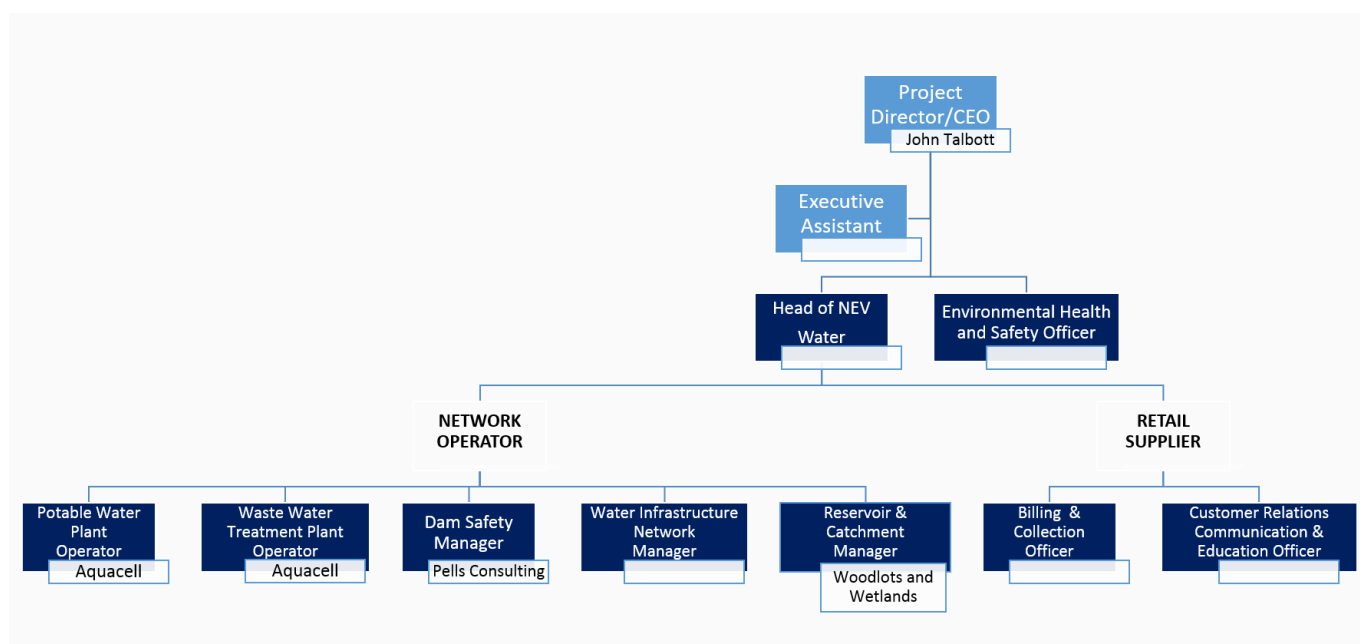
## Domain

- The water in Narara Dam reservoir and its immediate surroundings
- Water quality issues arising from activities and events within the dam catchment
- Water quality policy, water supply policy, potable water safety and water education for the community
- Research and advise in emergency management protocols for bushfire, algal bloom and other environmental calamities

## Role Relationships

### Internally

- Reports to Head of NEV Water
- Provides information and/or recommendations to the Dam Safety Manager regarding the overall safety and quality of the catchment and reservoir
- Liaises with the Environment Health and Safety Officer



### Externally

- Co-operates closely with the potable water treatment Plant Managers
- Consultation, as required, with Strickland Forest manager regarding activities and events in the catchment with may affect water quality
- Liaises with other external parties, as required

Document Owner:	Human Resources	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 2 of 5

## Key Accountabilities

### Position-Related

Accountability		% of Position	Measurement Criteria
1.	Create and implement the reservoir water management plan, potable water quality policy and WICA license conditions in compliance with the 12 elements of the framework for the management of drinking water quality, as detailed in the Australian Drinking Water Guidelines (ADWG)	40%	<ul style="list-style-type: none"> <li>Full compliance with plan requirements</li> <li>Zero deficiencies in WICA license audit</li> </ul>
2.	Monitor, assess and report on water quality in the reservoir	30%	<ul style="list-style-type: none"> <li>100% compliance with monitoring schedule</li> </ul>
3.	Assess and report on current and future capacity to supply sufficient water to NEV water customers	5%	<ul style="list-style-type: none"> <li>100% compliance with monitoring and reporting schedule</li> </ul>
4.	Provide reports and audits of water within the reservoir as required	5%	<ul style="list-style-type: none"> <li>On time delivery of reports</li> </ul>
5.	Identify hazards and risks and implement preventative plans. Develop and maintain emergency response plans. Manage critical incidents and emergencies related to risks to water quality within the dam.	10%	<ul style="list-style-type: none"> <li>Number of risks identified and mitigated.</li> <li>Emergency response time</li> </ul>
6.	Ensure optimal operational process and procedures are in place with controls	5%	<ul style="list-style-type: none"> <li>Annual performance improvement in complying with plan requirements</li> </ul>
7.	Provide education and training to NEV water customers and the community as to water quality, supply and safety	5%	<ul style="list-style-type: none"> <li>Number of education procedures and events</li> </ul>

### Reporting Requirements

- Quarterly reporting of key indicators to stakeholders
- Statutory reporting as required
- Personal timesheets and expenses

### Perfect Performance

Autonomous achievement of the following:

- All reporting to stakeholders up-to-date
- Sound reservoir monitoring and longer term preservation plans in place
- Emergency protocols implemented and audited

### Actions Requiring Approval

- All expense items
- All capital expenditure proposals relating to catchment and reservoir management
- Any proposal for works to be completed

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 3 of 5

## Specific Responsibilities

- Implement and maintain the Management Plan for the reservoir
- Identify and undertake key operation and maintenance activities for the reservoir. Where these activities are specialised and require third party input, coordinate the third party to ensure activities are completed
- Ensure proactive testing and analysis of results is undertaken and preventative maintenance regimes established
- Facilitate exchange of information between key stakeholders for the reservoir, including Strickland Forest, Narara residents, license holders and relevant authorities
- Establish objective and quantifiable indicators of the performance of the reservoir and report to stakeholders monthly
- Maintain up to date risk assessments for the reservoir and facilitate stakeholder risk assessments when there are changes to the reservoir or catchment or new sources are being considered
- Coordinate source water testing programs and ensure they are completed, reviewed and reported appropriately
- Establish asset management plans for each water source (in addition to source water testing) and ensure all works are completed on schedule
- Ensure continuity and consistency of the Reservoir and Catchment Management Plan with other relevant documentation pertaining to the site such as Infrastructure Operating Plans
- Identify and undertake statutory reporting for the reservoir as appropriate
- Ensure currency of all licenses relevant to the water source, e.g. Water Access License. Prepare new applications where identified.
- Develop and maintain emergency response plans including bushfire, algal bloom and dam inversion response.
- Coordinate and execute emergency and incident responses which involve the reservoir
- Liaise externally with authorities and water treatment professionals to ensure best practice approach to dam management
- Facilitate training and education of stakeholders with issues relevant to the reservoir
- Proactive identification of legislative changes applicable to the reservoir

## Supervisory Responsibilities

This position has no direct reports.

## Organisational Responsibilities

All workers and contractors have general organisational responsibilities. These include:

1. Understanding and complying with the spirit and content of NEV's *Code of Conduct*. A copy of the Code is provided at formal induction and is available on NEV's intranet under "Human Resources".
2. Fulfilling all work health and safety responsibilities as outlined in the *Work Health and Safety Policy*, which is provided to all workers at induction and available on NEV's intranet under "Site Management – Policies and Procedure".
3. Complying with NEV's Contractor Management System when engaging contractors.
4. Responsible and accountable for creating, registering and keeping records as required by the State Records Act 1998, abiding by the Information Management Policy and using the required systems and procedures.
5. Understanding and undertaking all work in accordance with relevant NEV policies and procedures.

[Note: NEV's policies and procedures may be varied, changed or revoked by NEV at any time].

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 4 of 5

## Background Knowledge Required for Position

### Training, Education and Experience

#### *Essential*

- Bachelor's Degree in Engineering or Science or a suitable related field to the satisfaction of the Head of NEV Water
- Relevant experience in reservoir and catchment management
- White Card (Work Health Safety Construction Induction, NSW) or a willingness to obtain this card before commencement

#### *Desirable*

- Possession of a current "C" Class Driver's Licence

### Skills and Knowledge

#### *General*

- High level of written and verbal communication skills and interpersonal and negotiation skills, enabling liaison with all levels of government, business, community and Council.
- Ability to work independently and as a team member
- Excellent organisational skills
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO)

#### *Specific*

- Good understanding of water industry compliance and regulatory framework
- Detailed familiarity with ADWG, log reductions and health targets related to potable water quality

### Experience

- Operational experience in reservoir management or a related sector of the water industry
- Ability to effectively lead a team and proactively shape work culture through proactive systematic planning and the use of clear work processes and personal example
- Experience in driving efficiencies through work processes

### Special Requirements

Participation in after-hours work may arise in order to ensure operational consistency.

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 5 of 5

## Position Description Dam Safety Manager

---

**Position:** Dam Safety Manager

**Location:** TBA

**Reports to:** Head of NEV Water

**Accepted by:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_

**Date:** DD/MM/YYYY

---

### Context

Narara Ecovillage Co-operative Limited (NEV) is creating a socially, environmentally and economically sustainable community.

As the WICA license holder, NEV will be responsible for the design, construction, commissioning, operation and maintenance of all potable, non-potable and sewerage infrastructure distribution networks from source to the customer connection points in accordance with the Water Services Association of Australia (WSAA) guidelines.

NEV plans to produce and treat water, as well as energy, on site for household use, irrigation and possibly for small commercial applications. This aspect is critical to the success of the village and the quality of life of NEV residents and visitors. NEV aims to be self-sufficient in providing water and energy and aims to be a leader for sustainability water and energy management for a community.

The Board of NEV determines and oversees policy and risk management for the dam, which is a critical major asset.

### Aim

The aim of this position is to develop systems and procedures to ensure a best practice approach to dam safety, use and function and water source management and Narara Ecovillage.

Document Owner:	Human Resources	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 1 of 5

## Abbreviations

ALARP	As Low As Reasonably Practicable
ANCOLD	Australian National Committee on Large Dams
IOP	Infrastructure Operating Plan
NEV	Narara Ecovillage Co-operative Limited
SMS	NSW Dams Safety Committee safety management system
WSAA	Water Services Association of Australia

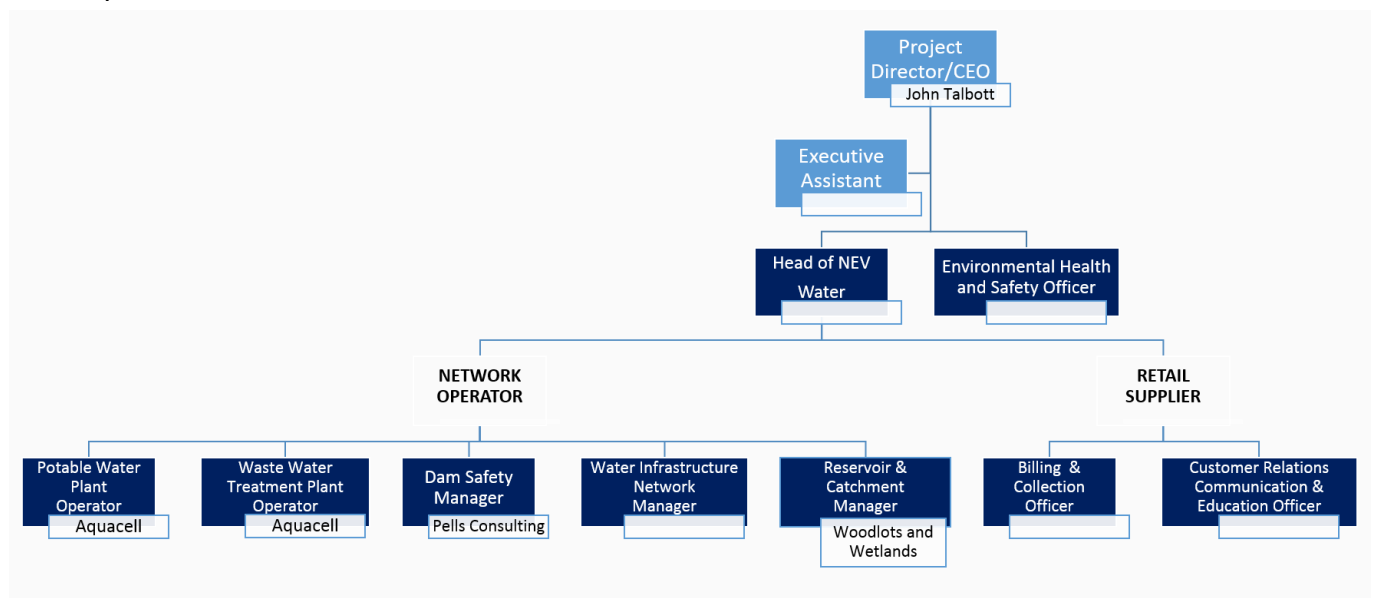
## Domain

All aspects related to the physical safety of Narara Dam including inspection, management plans, operation, reporting, surveillance and flood-proofing, and emergency response.

## Role Relationships

### Internally

- Reports to Head of NEV Water
- Liaises with Environment Health and Safety Officer
- Liaises with other managers (Reservoir and Catchment Manager, Water Infrastructure Network Manager) and executives on matters relating to the development and monitoring of business plans



### Externally

Consultation, as required, with:

- Gosford City Council
- Department of Primary Industries – Water
- Other dam safety and/or engineering bodies
- Emergency services
- Other statutory authorities
- Sub-contractors

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 2 of 5



## Key Accountabilities

### Position-Related

	Accountability	% of Position	Measurement Criteria
1.	Lead the development and implementation of dam maintenance, safety improvements, dam surveillance, dam maintenance, emergency management processes and reporting in accordance with best practice and legislative requirements	40%	<ul style="list-style-type: none"> <li>Management Plan and SMS passes audit review</li> </ul>
2.	Create and implement a dam safety management system and emergency plan, demonstrating knowledge of contemporary dam safety practices	20%	<ul style="list-style-type: none"> <li>SMS passes audit review</li> </ul>
3.	Develop, maintain and approve of all dam management documentation, including technical standards, drawing, operational manuals, etc.	20%	<ul style="list-style-type: none"> <li>Reports delivered according to plan</li> </ul>
4.	Provide technical support to all stakeholders, including dam safety advice	10%	<ul style="list-style-type: none"> <li>Asset integrity is maintained to ALARP over time</li> </ul>
5.	Conduct assessments for and preparation of dam safety reports to meet legal requirements	5%	<ul style="list-style-type: none"> <li>SMS passes ongoing audit review</li> </ul>
6.	Consult with all stakeholders regarding services delivered, objectives, outcomes and impacts	5%	<ul style="list-style-type: none"> <li>Number of consultations meets communication plan</li> </ul>

### Reporting Requirements

- Quarterly reporting of key indicators to stakeholders
- Preparation for and co-operation with operational audits by IPART-accredited auditors
- Personal timesheets and expenses

### Perfect Performance

Autonomous achievement of the following:

- All inspection, surveillance and maintenance activities related to the dam structure up-to-date
- All reporting to stakeholders, including statutory reporting, completed on time
- Dam management plans and risk assessments up-to-date and being maintained as living documents
- All major flood events are recorded comprehensively

### Actions Requiring Approval

- All expense items
- Any proposal for works to be completed
- All capital expenditure proposals related to dam safety
- All changes to dam safety policy

Document Owner:	Human Resources	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 3 of 5

## Specific Responsibilities

- Establish and maintain a Draft Dam Safety Management System according to the guidance in ANCOLD, 2003 applicable to a LOW hazard category dam and the Dam Safety Management System (SMS) outlined in document DSC2A, published by the NSW Dam Safety Committee
- Identify and undertake key operation and maintenance activities for each water source. Where these activities are specialised and require third party input, coordinate the third party to ensure activities are completed
- Identify key engineering activities related to dam safety and integrity. Ensure proactive testing and analysis of results is undertaken and preventative maintenance regimes established
- Facilitate exchange of information between key stakeholders, including owners, users, license holders and relevant authorities
- Establish objective and quantifiable indicators of dam safety and report to stakeholders as scheduled
- Inform Environment Health and Safety Officer of any relevant issues related to dam safety
- Maintain up-to-date risk assessments for the dam
- Ensure continuity and consistency of the Dam Management Plan with other relevant documentation such as Infrastructure Operating Plans (IOPs)
- Identify and undertake statutory reporting for the dam, as appropriate
- Prepare emergency and incident response plans for the dam
- Liaise externally with authorities and water treatment professionals to ensure best practice approach to dam management
- Facilitate training and education of stakeholders with issues relevant to dam safety
- Proactively identify of legislative changes applicable to dam safety

## Supervisory Responsibilities

This is a specialist position with no direct reports. However, the Dam Safety Manager may be requested to assist in overseeing remedial capital works.

## Organisational Responsibilities

All workers and contractors have general organisational responsibilities. These include:

1. Understanding and complying with the spirit and content of NEV's *Code of Conduct*. A copy of the Code is provided at formal induction and is available on NEV's intranet under "Human Resources".
2. Fulfilling all work health and safety responsibilities as outlined in the *Work Health and Safety Policy*, which is provided to all workers at induction and available on NEV's intranet under "Site Management – Policies and Procedure".
3. Complying with NEV's Contractor Management System when engaging contractors.
4. Responsible and accountable for creating, registering and keeping records as required by the State Records Act 1998, abiding by the Information Management Policy and using the required systems and procedures.
5. Understanding and undertaking all work in accordance with relevant NEV policies and procedures.

[Note: NEV's policies and procedures may be varied, changed or revoked by NEV at any time].

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 4 of 5

## Background Knowledge Required for Position

### Training, Education and Experience

#### *Essential*

- Bachelor's Degree in Engineering, Dam Safety or equivalent field from a recognised university
- Relevant experience in dam safety
- White Card (Work Health Safety Construction Induction, NSW) or a willingness to obtain this card before commencement

#### *Desirable*

- Chartered Membership of the Institution of Engineers, Australia, or equivalent body (or experience such as to be eligible for registration at this level)
- Membership of professional organisations
- Possession of a current "C" Class Driver's Licence

### Skills and Knowledge

#### *General*

- High level of written and verbal communication skills and interpersonal and negotiation skills, enabling liaison with all levels of government, business, community and Council
- Ability to work independently and as a team member
- Excellent organisational skills
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO)

#### *Specific*

- Good understanding of dam safety industry compliance and regulatory framework
- Good understanding of ANCOLD, 2003 and the Dam Safety Management System outlined in document DSC2A, published by the NSW Dam Safety Committee

### Experience

- Operational experience in the water and dam safety industry
- Ability to effectively lead a team and proactively shape work culture through proactive systematic planning and the use of clear work processes and personal example
- Operational expertise in dam management
- Experience in driving efficiencies through work processes

### Special Requirements

Participation in after-hours work may arise in order to ensure operational consistency.

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page <b>5 of 5</b>

## Position Description Environment Health and Safety Officer

---

**Position:** Environment Health and Safety Officer

**Location:** Narara Ecovillage Ltd. 25 Research Road, Narara NSW 2250

**Job Type:** Full-time or part-time; contract position

**Reports to:** Chief Executive Officer, Narara Ecovillage Co-operative Limited

**Accepted by:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_

**Date:** DD/MM/YYYY

---

### Context

Narara Ecovillage Co-operative Limited (NEV) is creating a socially, environmentally and economically sustainable community. NEV recognises that risk is dynamic and inherent in a number of its activities, it takes this aspect seriously and makes every effort to minimise and mitigate against all forms of risk. The Board of NEV determines and oversees policy and risk management.

NEV plans to produce and treat water, as well as energy, on site for household use, irrigation and possibly for small commercial applications. This aspect is critical to the success of the village and the quality of life of NEV residents and visitors. NEV aims to be self-sufficient in providing water and energy and aims to be a leader for sustainability water and energy management for a community.

The health and safety of the community, environment, and physical assets is critical to achieving this intent. As such this role is pivotal in providing the policies, compliance, education and reporting for health and safety.

### Aim

The aim of the Environment Health and Safety Officer role is to ensure that all aspects of the activities within the Project and community are conducted in a healthy and safe way. This includes the health of the broader environment, the land, the community, its visitors and volunteers.

### Abbreviations

CEO Chief Executive Officer  
NEV Narara Ecovillage Co-operative Limited  
NRM Natural Resource Management

Document Owner:	Human Resources	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 1 of 5

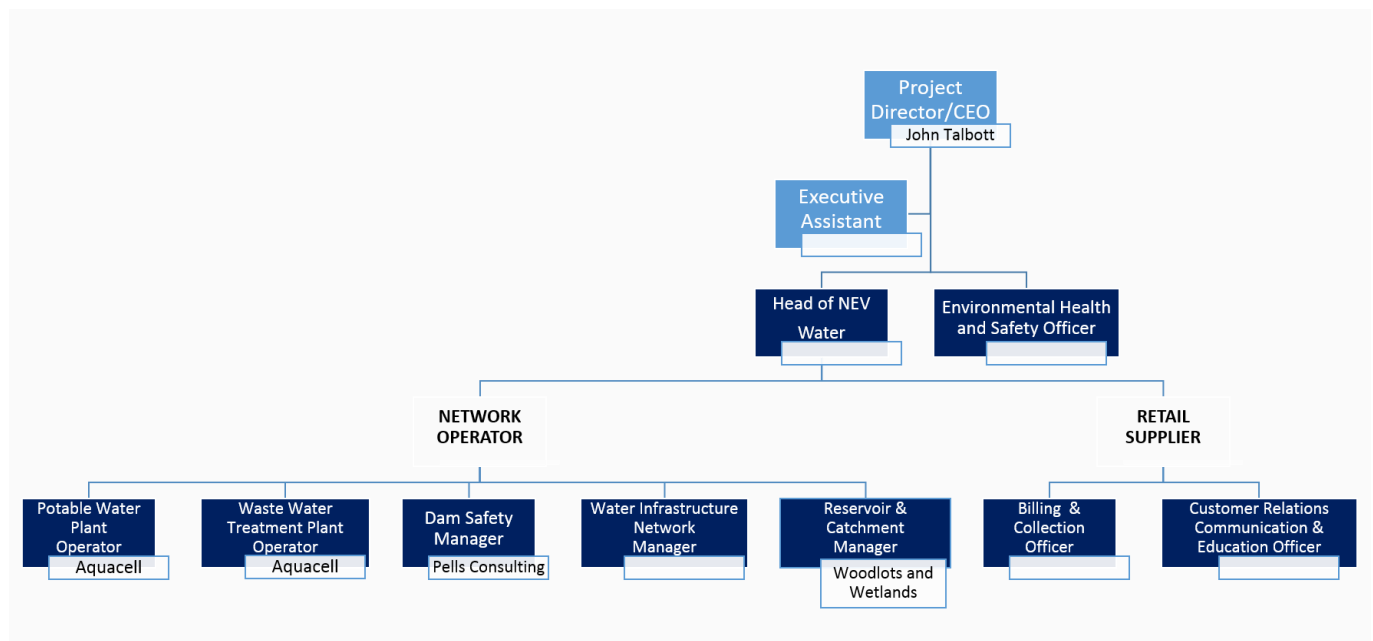
## Domain

- Environmental Health and Safety
- Work Health and Safety
- Dam and Flood
- Water Management
- Fire Management
- Conservation Management
- Vegetation Management
- Energy Management
- Poisons and Contamination
- Emergency

## Role Relationships

### Internally

- Reports to CEO
- Liaises with Dam Safety Manager, Reservoir and Catchment Manager and Water Infrastructure Network Manager
- Provides information and/or recommendations to all levels of NEV regarding environmental health and safety



### Externally

1. Statutory authorities
2. Nominated third parties
3. Customers
4. Principal consultants
5. Contractors
6. Sub-contractors

Document Owner:	Human Resources	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 2 of 5

## Key Accountabilities

### Position-Related

Accountability	% of Position	Measurement Criteria
1. Analysis and monitoring of NEV's environmental performance	70%	Reporting requirements <ul style="list-style-type: none"> <li>Monthly reporting of key environmental indicators</li> <li>Statutory reporting, as applicable</li> </ul> Autonomous achievement of the following: <ul style="list-style-type: none"> <li>All statutory reporting submitted on time</li> <li>All customer reporting submitted on time</li> <li>All plant monitoring programs completed on time and up to date</li> <li>All licenses and approvals for plants up to date</li> </ul>
2. Regulatory approvals and compliance of Narara Ecovillage (NEV) Plants		
3. Develop procedures to ensure best practice approach to environmental management		
4. Routine reporting to clients and stakeholders	10%	
5. Audit preparation and facilitation	10%	
6. Education and Communication	10%	<ul style="list-style-type: none"> <li>Providing information and updates to the community around Environmental Health &amp; Safety. Ensuring everyone is aware and informed to prevent issues occurring. Provide training where necessary</li> </ul>

### Specific Responsibilities

- Be the organisation's expert in best practice management of relevant legislation surrounding recycled and potable water around Australia and internationally
- Identify relevant current and new legislation and ensure relevant actions are taken to ensure compliance
- Maintain and ensure compliance with NEV's Draft Environmental Management Procedure
- Prepare Environmental Management Plans that cover all phases of NEV plants including construction, operation and maintenance
- Preparation of approval submissions and management plans
- Ensure all licenses and approvals are up-to-date and renewed in a timely manner
- Preparation of verification and validation testing programs for new plants
- Collate weekly and monthly and other periodic reports
- Analyse and manage parameter data for operational plants
- Graph and report data, and prepare performance summaries of plants as required by the contracts
- Management of water monitoring programs for all plants to ensure all samples are taken and reported as required by legislation and customer contracts
- Management of water quality testing vendor
- Audit plant maintenance records
- Prepare non-compliance reports and liaise with relevant authorities when a non-compliance is detected
- Facilitate regulatory audits with relevant authorities
- Assist with presentations to customers regarding legislative compliance
- Ensure responsibilities are assessed and continual improvement is implemented

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 3 of 5

## Supervisory Responsibilities

- This position has no direct reports.

## Organisational

All workers and contractors have general organisational responsibilities. These include:

1. Understanding and complying with the spirit and content of NEV's *Code of Conduct*. A copy of the Code is provided at formal induction and is available on NEV's intranet under "Human Resources".
2. Fulfilling all work health and safety responsibilities as outlined in the *Work Health and Safety Policy*, which is provided to all workers at induction and available on NEV's intranet under "Site Management – Policies and Procedure".
3. Complying with NEV's Contractor Management System when engaging contractors.
4. Responsible and accountable for creating, registering and keeping records as required by the State Records Act 1998, abiding by the Information Management Policy and using the required systems and procedures.
5. Understanding and undertaking all work in accordance with relevant NEV policies and procedures.

[Note: NEV's policies and procedures may be varied, changed or revoked by NEV at any time].

## Background Knowledge Required for Position

Beneficial to have worked on a project developing and managing resources, working with community and engaging stakeholders.

## Training and Education

### Essential

- Minimum degree level qualification in Environmental Science/Engineering, Natural Resource Management (NRM) or equivalent

### Desirable

- Current Class 'C' Driver's Licence
- Member of the Sustainable Engineering Society of Australia

## Skills and Knowledge

### General

- Strong capacity or sound experience in the development of strategies, policies and programs related to the environmental field of work.
- High level of written and verbal communication skills and interpersonal and negotiation skills, enabling liaison with all levels of government, business, community and Council.
- Ability to work independently and as a team member
- Excellent organisational skills
- Knowledge or experience in ISO Standards for Environment, Health Protection and/ or Safety
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training.
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO).

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 4 of 5

### Specific

- Proven abilities in managing environmental water programs and large scale projects
- Working with communities and partners to create long term NRM outcomes
- Ability to negotiate and consult with diverse stakeholders to achieve positive outcomes

### Experience

Extensive experience in the successful delivery of complex natural resource management projects and/or programs, specifically related to environmental water.

### Special Requirements

None.

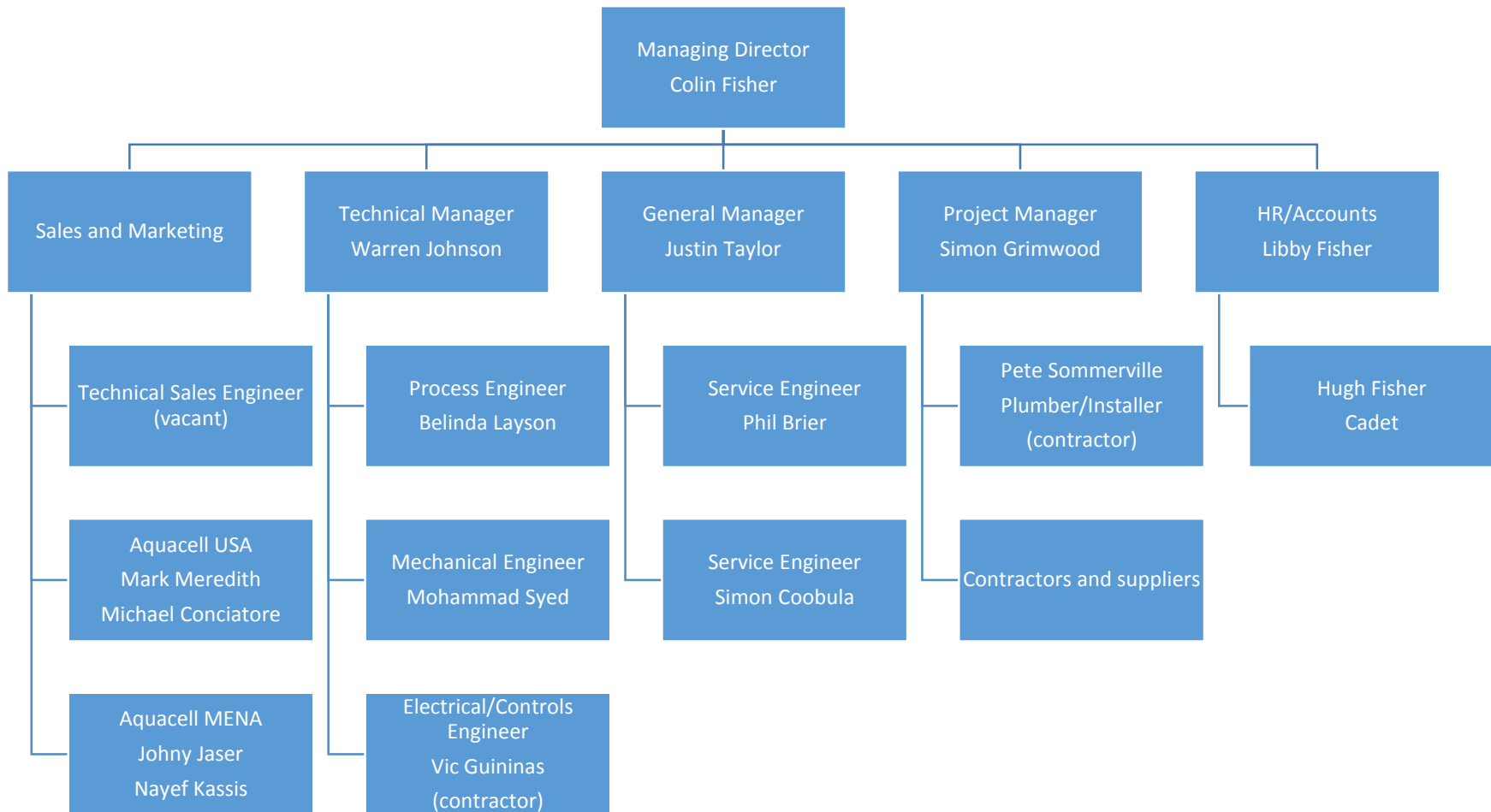
Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – 01/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page <b>5 of 5</b>



## Appendix 6.1.3.4

# Organisational Chart - Aquacell - November 2015

Document Name:	Organisational Chart - Aquacell	Revision Number & Date:	1 – 1/12/2015	Narara Ecovillage Co-operative Ltd
Date of Issue:	1-Dec-2015	Controlled Document:	Yes	



## Organisation Chart November 2015

## Appendix 6.1.5.1 Risk Management and Audit Policy

---

**Date Adopted:**

**Details of XXXX Meeting:**

**Approved by:**

**Seconded by:**

### Contents

---

Document Creation and Review.....	2
Document Control.....	2
1. Context.....	2
2. Aim.....	2
3. Abbreviations and Definitions.....	2
4. Risks.....	2
5. Objectives.....	3
6. Authority and Accountability.....	3
6.1. NEV Board.....	3
6.2. Audit & Risk Management Committee .....	3
6.3. CEO.....	3
6.4. Workers and Suppliers.....	4
7. CEO Assurance.....	4
8. NEV Annual Report.....	4
8.1 Auditor Selection & Appointment .....	4
8.2 Auditor Rotation .....	4
9. Policy Review .....	5
10. Related and Supporting Policies .....	5

Document Name:	<b>Risk Management and Audit Policy</b>	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 1 of 5

## Document Creation and Review

Revision No	Author	Reviewed By	Approved By	Date
1				

## Document Control

Revision No	Status	Issued To		Date
		Name	Organisation	

### 1. Context

Narara Ecovillage Co-operative Limited (NEV) is creating a socially, environmentally and economically sustainable community. NEV recognises that risk is dynamic and inherent in a number of its activities, it takes this aspect seriously and makes every effort to minimise and mitigate against all forms of risk.

NEV plans to produce and treat water, as well as energy, on site for household use, irrigation and possibly for small commercial applications. This aspect is critical to the success of the village and the quality of life of NEV residents and visitors. NEV aims to be self-sufficient in providing water and energy and aims to be a leader for sustainability water and energy management for a community.

The Board of NEV determines and oversees policy and risk management.

### 2. Aim

This policy is designed to assist members and the Board identify, assess, monitor and manage any risk within NEV.

This policy also details NEV's approach to Audits, the appointment of external auditors and the relationship between the external and internal audit procedures of NEV.

### 3. Abbreviations and Definitions

Board	means the board of directors of NEV
Narara Ecovillage	also means NEV for the purposes of this policy
NEV	Narara Ecovillage Co-operative Limited
NEVRAC	NEV Audit & Risk Management Committee

### 4. Risks

Material risks which have the potential to affect the viability and success of NEV may include, but are not limited to:

- Operational and strategic risks
- Human resources risks
- Environmental risks which may relate to sustainability
- Compliance risks
- Ethical conduct risk
- Risks to the reputation of NEV
- Regulatory risk
- Technological, product or service quality risk
- Financial reporting or market-related risks

Document Name:	<b>Risk Management and Audit Policy</b>	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 2 of 5

## 5. Objectives

Effective risk management within NEV has a number of objectives;

- a. Promote an awareness of risk in NEV, thereby: including risk management as a component of strategy development and evaluation
- b. Allow the recognition of external factors and anticipate future occurrences that may affect the achievement of NEV's vision mission and aim
- c. Provide confidence in decisions and certainty regarding expected outcomes
- d. Generate assurance to members, stakeholders, customers, workers, suppliers and the community
- e. Provide an understanding of the nature of risk to effectively mitigate downside whilst optimising and realising upside
- f. Encourage innovation and maximise value from assets and opportunities
- g. Recognise that the underlying risk appetite is key to effective decision making
- h. Aims to provide appropriate, consistent and transparent ownership and accountability
- i. Recognise that timely and accurate monitoring, review, communication and reporting of risks is critical to:
  - provide early warning mechanisms for the effective management of risk occurrences and consequences
  - provide assurance to members and the Board
  - generate and maintain a sound co-operative history

## 6. Authority and Accountability

### 6.1. NEV Board

The Board has ultimate responsibility for overseeing the success of the project and viability of NEV, including effectively monitoring risk management and internal control systems and satisfying itself that the CEO and leads have developed and implemented sound policies and procedures.

To assist the Board in discharging its responsibilities the Board has established the NEV Audit & Risk Management Committee (NEVRAC).

### 6.2. Audit & Risk Management Committee

NEVRAC is responsible for assisting the Board in discharging its responsibilities to safeguard the integrity of the Co-operative's financial reporting and the systems of internal control. They will appoint auditors and manage the relationship both internally and externally. Internal audit will apply to the "business" side of the Co-operative where Water and energy supply and retail will have their own processes of controls and subject to annual audits by the co-operative.

### 6.3. CEO

The CEO will ensure controls are audited within the supply and retail side of NEV as well as the project management. He/she will alert NEVRAC to any perceived risk who will then assess and inform the Board.

The CEO will from time to time, perform an internal audit function to carry out an analysis and provide an appraisal on the adequacy of the risk management and internal control system within the Water and Energy supply and retail as well as the project management. Once this is performed the findings will be presented to NEVRAC.

In addition, CEO will report to the Board and provide a report on the effectiveness of the Suppliers management of material business risks.

In order to properly implement internal controls, CEO is responsible for:

- ensuring that risk is assessed in a consistent manner, in accordance with the guidelines and that appropriate action is taken to optimise outcomes in a cost effective manner
- escalating risk issues and opportunities to NEVRAC

Document Name:	<b>Risk Management and Audit Policy</b>	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 3 of 5

- encourage efficiencies and take advantage of opportunities
- require the suppliers to provide continuous monitoring and reporting of the effectiveness of risk controls

#### 6.4. Workers and Suppliers

It is the responsibility of all NEV Workers (paid or not) and suppliers (suppliers include outsourced companies managing Water and Energy and the project management) to:

- comply with all legislative, regulatory and company policies
- report to their immediate leader or CEO any real or perceived risks to the health, safety and working environment of themselves, their peers, customers or the general public
- report to their immediate leader or CEO, any real or perceived risks that may significantly affect the financial, ecological or social viability, or reputation of NEV or that may leave NEV exposed to legal or regulatory action. This includes potential loss or damage to assets and/or legal liabilities to third parties
- Suppliers will have their own risk and audit processes and management if they are to be contracted to NEV

### 7. CEO Assurance

The CEO and NEVRAC will be required to give the Board assurance in respect of the annual financial statements. This will enable the Board to be confident that the financial reporting of NEV is based on a sound system of risk oversight and internal control.

### 8. NEV Annual Report

The annual report will provide the following information:

- whether the Board has received a report from management as to the effectiveness of NEV's management of material risks
- the names and qualifications of those appointed to the audit committee and their attendance at meetings of the committee and the number of meetings of the audit committee

#### 8.1 Auditor Selection & Appointment

The procedures for the selection and appointment of NEV's external auditor are based on the following framework:

- NEVRAC is responsible for selecting a proposed external auditor for appointment by the Board
- NEVRAC is responsible for implementing a selection process and making a recommendation, to either the Board or the members at the AGM, based on their assessment of the responses received from potential external auditors.

In making any recommendation, the NEVRAC will consider involving certain members to comment on the responses received.

The assessment of responses from potential external auditors takes into account a number of key criteria, including audit approach and methodology, internal governance processes, global resources, key personnel, independence and cost.

Once the review process has taken place the NEVRAC provides either the Board or the shareholders information concerning the process adopted in undertaking the review, the recommended external auditor and the reasons for final recommendation

#### 8.2 Auditor Rotation

A different auditor may be used every five years which may include rotating auditors within the same external Audit firm.

Document Name:	<b>Risk Management and Audit Policy</b>	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 4 of 5

## 9. Policy Review

This policy will be reviewed on an annual basis to ensure it serves the changing nature of the project.

## 10. Related and Supporting Policies

This policy is supported by the:

- Community Management Statement for Narara Ecovillage Co-operative Limited - Draft (Version dated 5 February 2015).
- Work Health and Safety Policy
- NEV Code of Conduct

Document Name:	<b>Risk Management and Audit Policy</b>	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 5 of 5

## Appendix 6.1.5.2 Draft Code of Conduct

### Contents

Document Creation and Review.....	1
Document Control.....	1
1. Context.....	2
2. Aim.....	2
3. Abbreviations.....	2
4. Vision, Mission, Aim.....	2
5. Demonstration of Compliance.....	2
6. Policy.....	3
8.1. Respect for the Law.....	3
8.2. Care and Respect for all Persons.....	3
8.3. Care and Respect for the Environment.....	3
8.4. Co-operation.....	3
8.5. Integrity.....	4
8.6. Diligence.....	4
8.7. Conflict of Interest.....	4
8.8. Confidentiality.....	4
8.9. Other.....	4
7. Grievances, Complaints and Procedures.....	5
8. References.....	5

### Document Creation and Review

Revision No	Author	Reviewed By	Approved By	Date
1				

### Document Control

Revision No	Status	Issued To		Date
		Name	Organisation	

Document Owner:	<b>Human Resources</b>	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 1 of 5



## 1. Context

Narara Ecovillage Co-operative Ltd (NEV) is creating a socially, environmentally and economically sustainable community. The way individuals behave, treat each other both within the community and external parties as well as the way work is conducted is critical to achieving both the vision and aim of NEV. The code of conduct sets out in broad terms the principles to which all people who work or supply NEV with goods and services are expected to behave and conduct themselves. NEV takes this aspect seriously and recognise that the long-term sustainable development of our workers and suppliers is critical to our joint success and will ultimately lead to a viable future for all society. We aim to have long term relationships with our suppliers and workers and actively select and favour those who share our values and sustainability commitments.

## 2. Aim

The Code of Conduct contains standards of behaviour expected at NEV for workers (paid and unpaid) and suppliers. It is a central guide and reference to support day-to-day decision making and reflects the Vision, Mission and Aim (VMA) and the draft Community Management Statement (CMS) of NEV. It will include the Customer Service Charter, the complaints handling and dispute resolution policy and disciplinary process when created.

## 3. Abbreviations

CMS	Community Management Statement
NEV	Narara Ecovillage Co-operative Limited
VMA	Vision, Mission and Aim

## 4. Vision, Mission, Aim

The NEV **Vision** is for an environmentally, socially and economically sustainable world. The NEV **Mission** is to create a sustainable ecovillage as a demonstration of this vision. The NEV **Aim** is to research, design and build a stylish, inter-generational, friendly demonstration ecovillage at Narara, blending the principles of ecological and social sustainability, good health, business, caring and other options that may evolve for our wellbeing.

The draft Community Statement outlines the following in Section 1, Preamble.

***“Care, respect and co-operation lie at the heart of this community: for oneself, each other, future generations, our place and the Earth.”*** Hence, these are the three (which three there seems to be either 6 or 9! Assume Care, Respect and Co-operation are the three but not clear) pivotal values of NEV to be reflected in the Code of Conduct.

***“Care, Respect and Co-operation lie at the heart of this community”*** and are pivotal values in the NEV Code of Conduct.

## 5. Demonstration of Compliance

All workers and suppliers will be requested to read and agree to the **Code of Conduct**, it will be made available on commencement of working and at any time when requested. NEV reserves the right to terminate an agreement with any supplier or worker who cannot demonstrate that they comply with the code.

Document Number:	<b>Human Resources</b>	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 2 of 5

## 6. Policy

The Code of Conduct is based on the following fundamental ethical principles:

### 6.1. Respect for the Law

NEV workers and suppliers, in common with all citizens, are under the jurisdiction of the laws of the State and the Commonwealth and are obliged to observe such laws.

### 6.2. Care and Respect for People

NEV recognises that its primary responsibility is to members however, NEV workers and suppliers commit to treat all members of the community equitably, with dignity and respect. This involves, but is not limited to, the following:

- Tolerance of the views held by others which are different from your own
- Courtesy and responsiveness in dealing with others
- Fairness in supervising and dealing with other members
- Not discriminating on grounds such as gender, sexual orientation, race, physical ability, cultural background, religious status, marital status, age or political conviction
- An awareness and respect for cultural difference
- Allowing for alternative points of view to be expressed
- Not engaging in behaviour that might reasonably be perceived as harassment, bullying or intimidation
- Not engaging in conduct likely to bring ill repute upon NEV or its members.

### 6.3. Care and Respect for the Environment

- All activities will be considered in line with the three **ethical** principles of **Permaculture**: *Care of the Earth. Care of People. Fair Share* (i.e. return of surplus to earth and people).
- NEV workers and suppliers will be encouraged to understand the environment, including its ecology to ensure its most balanced and sustainable state is maintained
- Limit or have no use of toxic or damaging substances on the environment as set out in the draft Community Management Statement
- Neither damage nor harm native flora and fauna, introduce foreign species or alien vegetation
- Consider the impact to the environment in all decisions
  - Limit waste and encourage re-use
  - Ensure supplies are ethically sourced
  - Ensure waste that cannot be eliminated is responsibly disposed of as outlined in the draft Community Management Statement (2015)

### 6.4. Co-operation

- NEV decisions are made using Sociocratic principles and follows the process to ensure deep democracy. This governance model offers a built-in structure and methodology directing our community to behave equitably, inclusively, collaboratively and transparently. This would include those who work for the community.
- Individuals are asked to work together and support each other to ensure stated outcomes are achieved, utilising each other's strengths and weaknesses for the good of all.
- NEV is committed to develop a "best practice" for how to manage differences at the interpersonal level. We aspire to provide and champion every level of support that we can for workers as we develop into a thriving community.
- Every effort will be made to communicate, resolve and avoid issues that may lead to a break down in co-operation with community groups and "circles" established to do this.
- A disciplinary process and grievance procedure as outlines in Section 9 of the *Rules* of NEV (page 16) will be implemented to operate when circumstances arise.

Document Number:	<b>Human Resources</b>	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page <b>3 of 5</b>

- NEV workers and suppliers will apply the principles of co-operation in working with our local community including external parties, interested groups, other ecovillages and those impacted by NEV.

### 6.5. Integrity

NEV workers and suppliers will carry out their voluntary or contractual duties in the best interests of NEV and avoid conflicts between their private interests and their NEV responsibilities with respect to:

- Personal relationships
- Financial relationships
- Outside work
- Use of confidential information obtained in the course of NEV duties
- External activities and public comment

Honesty and transparency will be expected of all workers and suppliers as well as an active approach to being informed whilst working or supplying to NEV.

### 6.6. Diligence

NEV workers and suppliers are to carry out their voluntary or contractual duties in a professional and conscientious manner. This involves:

- Always acting honestly, in good faith, and in the best interest of NEV
- Carrying out official decisions and policies faithfully and impartially
- Seeking to attain the highest possible standards of performance
- Exercising care for others in NEV-related activities
- Team, Committee and Board members have an obligation to be independent in judgement and action and to take all reasonable steps to be satisfied as to the soundness of all decisions taken by the group

### 6.7. Conflict of Interest

NEV workers and suppliers must declare interests which conflict, either perceived or actual, with NEV duties and activities. Members must not allow personal interests, or the interests of any associated person, to conflict with the interests of NEV.

A conflict of interest may include, but is not limited to, an expressed personal value or belief, professional ethics, personal or professional relationships, financial or proprietary interests.

### 6.8. Confidentiality

- NEV workers and suppliers acknowledge that confidential information received in the course of the exercise of official duties remains the property of NEV.
- In addition, it is improper to disclose confidential information, or allow it to be disclosed, unless that disclosure has been authorised by NEV or the person from whom the information is provided, or is required by law.
- Where required by law, NEV documents and information will be placed in secure locations where possible and sensitive information will not be distributed without the Chairperson's consent.

### 6.9. Other

1. Ensure that Equal Opportunity is provided to all workers and suppliers
2. Fulfilling all work health and safety responsibilities as outlined in the *Work Health and Safety Policy*, which is provided to all staff at induction and available on NEV's intranet under Human Resources – Policies and Procedure.
3. Complying with NEV's **Requirements for Engaging Contractors and Consultants** document and the **Contractors and Consultants Policy** when engaging contractors.

Document Number:	<b>Human Resources</b>	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 4 of 5

## 7. Grievances, Complaints and Procedures

Breaches of this **Code of Conduct** or other policies of NEV will be addressed by way of the **Grievance Policy**.

NEV workers and suppliers will familiarise themselves with this **Code of Conduct** and endeavour to ensure that its principles are observed at all times.

## 8. References

Community Management Statement for Narara Ecovillage Co-operative Limited - Draft  
(Version dated 5 February 2015)

Narara Ecovillage: Pathways to Community - Pathways to Social Sustainability – Draft  
(Version dated November 2015)

Rules of Narara Ecovillage Cooperative Limited (Version dated 18 February 2013)

Sociocracy. <http://www.sociocracy.info>

Document Number:	<b>Human Resources</b>	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page <b>5 of 5</b>

## Appendix 6.1.5.3

### Draft Policy

# Document Control & Records Management

---

**Date Adopted:**

**Details of XXXX Meeting:**

**Approved by:**

**Seconded by:**

## Context

Narara Ecovillage Co-operative Limited (NEV) is creating a socially, environmentally and economically sustainable community.

As the WICA license holder, NEV will be responsible for the design, construction, commissioning, operation and maintenance of all potable, non-potable and sewerage infrastructure distribution networks from source up to the customer connection points in accordance with the Water Services Association of Australia (WSAA) guidelines.

NEV plans to produce and treat water on site for the use of households and for possible commercial applications. This aspect is critical to the success of the village and the quality of life of all those living and visiting NEV. NEV aims to be self-sufficient in providing water and be iconic in water management for a community.

## Purpose

To describe how NEV documents are developed, approved, registered, published, and controlled and to ensure the currency and security of records requirements for the effective operation of NEV business systems in accordance with ISO 14001.

## Definitions

**Document** Information documented in paper or in electronic or in photographic format and maintained for reference by the users

**NEV Water Review Team** Consists of NEV Water representative, stakeholders

**ISO14001** Australian/NZ standard – Environmental management systems – Requirements with guidance for use

**MOC** Management of change. The process used to review all proposed changes to materials, technology, equipment, procedures, personnel, and facility operations before they are implemented to determine their effects on NEV Water vulnerabilities.

**Record** Document stating results achieved or providing evidence of activities performed. A record is a type of document that captures the story of something that has happened. Because it is a historical account, it does not change.

**Subject Matter Expert** Is a person who is an expert in a particular area or topic

Document Owner:	Risk and Audit Team Leader	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 1 of 6

## Policy

### 1. Procedure

1. NEV Water document identification and creation underpins the NEV Water management system, determines control measures to reduce risk and demonstrates compliance with legislation.
2. Document maintenance includes review, revision and version control, removal of obsolete documents, retention and or authorised disposal.
3. Document approval follows the approval process outlined in the NEV's policy framework
4. Document publication and communication is outlined in the NEV Water MS manual and legislative requirements in accordance with ISO 14001.
5. NEV Water "Business Records" are identified, stored, and maintained based on regulatory and business requirements.
6. Records shall be and remain legible, identifiable and traceable throughout their lifecycle
7. NEV has statutory obligations and therefore has established, implemented and regularly maintains a process for the identification, storage, protection, retrieval, and disaster recovery for the NEV group's business records.
8. NEV Water records retention and disposal is managed in accordance with business and statutory requirements or as authorised by NEV's retention & disposal schedule.

### 2. Creating a new NEV Water document

When the need for a new document or an identified document gap (i.e. legislative change requirements) is recognised, Form NEV Water Change/Variance Request & Approval must be completed and submitted to the NEV Water review panel.

The NEV Water review panel meets to determine the need for creating a new document or the revision of existing NEV Water document(s).

If a new NEV Water document is required, an appropriate author or subject matter expert is selected to prepare a draft document.

Upon completion of the draft document the author submits the document to all relevant parties including additional subject matter experts (if required) for review and comment.

If changes are required to the draft document, the author revises the document incorporating the relevant comments until all parties deem the draft "final".

The author then forwards the final draft to the review panel for comments, review and authorisation to proceed to the approver.

The author forwards the document to the approver who determines if the document is final, once approved the document is signed off, dated and returned to the author.

The author forwards the approved document to the NEV Water document controller for publication.

The published document is communicated to the relevant parties and communication channels as identified by the NEV Water review team.

The NEV Water review team will be responsible for developing a training plan as required.

### 3. Revising an existing NEV Water document

Document Number:	ADD	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 2 of 6

When the need for revision of a document is identified, Form NEV Water Change/Variance Request & Approval may be completed and submitted to the NEV Water group.

The NEV Water review team considers the request and determines if changes should be made.

If the NEV Water review team determines there is no requirement for change, the requestor will be notified of the outcome.

An appropriate author or subject matter expert is selected by the NEV Water review team to revise the document.

The author invites comments from all relevant parties and revises the document incorporating comments received until the document revision is deemed “final”.

The author forwards the revised document to the NEV Water review team for comments, review and authorisation to proceed to the document approver.

The author presents the reviewed, revised document to the approver for comments and approval.

Once the document has been approved the author forwards the revised document to the NEV Water document controller for processing and publication in the NEV Water Management System (NEV Water MS).

The published revised NEV Water document is communicated and or trained through the relevant channels as determined by the NEV Water review team.

#### **4. NEV Water document templates, formatting and numbering**

For standardisation of format and use of a unique document identifier for NEV Water MS documents, refer to the NEV Water templates (available through Dropbox).

#### **5. Document approval process**

Documents must be approved when a new NEV Water document is developed (including procedures, work instructions, forms, plans etc as they apply to the NEV Water MS) or when a document is reviewed. A record/signature of the document approval is created and retained. This can be either in the form of a signature on a hard copy or an e-mail approval of an electronic document.

Electronic approvals must be retained for the life of the document. A copy of the approval e-mail titled “Document approval - document ID” (number and or name) should be e-mailed to the NEV Water group. The record should also include the revision/version number and date of approval. The approver must ensure that the e-mail clearly shows that the document is approved.

#### **6. Document Processing and Publication**

The NEV Water document controller is responsible for the processing and publication of all NEV Water MS documents.

1. Processing includes ensuring the documents are in the correct format, approved, and registered.
2. NEV Water documents are reviewed and updated as necessary and re-approved, only current controlled version of the document is available to view online (printed documents are uncontrolled and therefore cannot be deemed as managed or controlled) and previous revisions superseded and archived. If retained they must be adequately identified to prevent unintended use.
3. Documents being reviewed are checked out by the document controller and a working copy saved in Documents in draft or under review folder in the NEV Water records library. The working copy

Document Number:	ADD	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 3 of 6



is circulated to relevant reviewers (NEV Water review team) and reviewed until finalised and ready for publication.

4. Documents are published to the relevant Dropbox library. These documents are available to all workers via the NEV Water Dropbox. Working copies in the NEV Water records library are removed when the revision is published.

5. Published document(s) are communicated to the relevant parties and communication channels as identified by the NEV Water review team.

## 7. Reviewing a NEV Water document

Reviews of controlled documents are performed as per the review period set for respective documents and no longer than a 3 yearly cycle. Alternately reviews may be triggered by events such as a change to operations, incident, audit recommendations or legislative change.

The NEV Water document controller is responsible for organising the periodic review of NEV Water documents. This consists of organising a meeting for the review team, with the review document packs prepared and presented at the meeting.

The NEV Water review team is responsible for managing the review process and activities as a result of review.

If there is no change required to a document, the document revision table is updated and the document sent to the approver for re-approval.

Note: A revision upgrade should be made where the content has changed at a level where a user will be impacted. A revision upgrade is not required where the document was amended only to correct a typing or format error.

If change is required to a document then the NEV Water review team also considers whether

- there are major changes in a document(s);
- operational change;
- incident investigation;
- audit recommendations;
- business structure change; and/or
- legislative change.

An appropriate author or subject matter expert is selected by the NEV Water review team to revise the document(s).

The author invites comments from all relevant parties and revises the document incorporating comments received until the document revision is deemed “final”.

The author forwards the revised document to the NEV Water review team for comments, review and authorisation to proceed to the approver.

The author presents the reviewed, revised document to the approver for comments and approval.

Once the document has been approved the author forwards the revised document to the NEV Water document controller for processing and publication in the NEV Water Management System (NEV Water MS).

The published revised NEV Water document is communicated and trained (if required) through the relevant channels as determined by the NEV Water review.

Document Number:	ADD	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 4 of 6



## 8. NEV Water Records identification and management

NEV shall identify, establish and manage records as necessary to demonstrate conformity to the requirements of the NEV Water Management System, legislative requirements, and compliance with ISO 14001.

Business records that represent a policy, standard, work instruction, or register etc shall be produced using standard templates, including consistent formats and style and saved into the Dropbox Policy folder.

## 9. Record content and quality

“Quality “business records are sources of detailed information and evidence that can be relied on and used to support current activities. They are records that have been created and managed in ways to ensure that they can be reused and understood in the future. This can be for current business purposes, as evidence in legal proceedings, for accountability to internal or external stakeholders, or for future historical research.

## 10. Record storage, maintenance, access, reproduction, security and protection

Recordkeeping systems and storage facilities are designed and implemented to protect records from unauthorised access, alteration, deletion or loss.

NEV has statutory obligations and therefore incorporates the guidelines and advice contained within the following document into the day to day management of its information:

Information Management – Records and Data Management Guideline - Disposal Schedule

Where this schedule does not identify a record type, these records need to be permanently retained.

## 11. Record retention and disposal

Records need to be retained to ensure legal compliance, due diligence and demonstrate conformity to the requirements of the NEV Water Management System.

The NEV Business Classification Scheme (BCS) provides a structure under which all business records shall be identified, secured and indexed in accordance with the Retention & Disposal Schedule.

In accordance with company and statutory requirements records are archived and or disposed of under the management of NEV's Office Support Team.

## 12. Documents for Contractors

In addition to the document control requirements specified in this procedure, the versions of documents that are critical to the NEV Water compliance of contractors must be monitored and uploaded to the NEV external Dropbox, to ensure that contractors have accessibility to the most up to date version of the NEV Water document(s).

# ROLES & RESPONSIBILITIES

## 1. NEV Water MS Review Team

The NEV Water MS review team is accountable for:

Document Number:	ADD	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 5 of 6

- Consideration for new document creation or revision of existing NEV Water document requests.
- Assigning appropriate author responsibilities for the development and creation of NEV Water document(s).
- Determines if draft document is final and ready for approval.

## 2. Author

The document author is accountable for:

- Preparation and revision of the NEV Water document as requested by the NEV Water MS review team; and in the correct format as per NEV Water document preparation guidelines.
- Responsible for obtaining technical content of the document(s) if not a subject matter expert in the relevant field.
- Responsible for obtaining approval of the “final” document
- Responsible for inviting all concerned for comments and incorporating valid comments, as necessary
- Forwarding the approved controlled document to the document controller for publication and communicating to the relevant audience.

## 3. Subject matter expert

The subject matter expert is responsible for validating and approving technical contents of the NEV Water document(s) and revisions to existing NEV Water documents as relevant to their field.

## 4. Approver

The Approver is responsible for authorising the administrative formalities of all NEV Water documentation for publication and ensuring all information is compliant with NEV Water Management System requirements.

## 5. Document controller

The NEV Water document controller is responsible for the processing and publication and organising the review(s) of all NEV Water MS documents.

Document Number:	ADD	Revision Number & Date:	1 – DD/MM/YYYY	Narara Ecovillage Co-operative Ltd
Date of Issue:	DD/MM/YYYY	Controlled Document:	Yes	Page 6 of 6