



APPLICATION GUIDE WIC ACT AUDIT SERVICES PANEL



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Nothing in this *WIC Act Audit Services Panel Guide* should be taken as amending or replacing any provision of the *WIC Act Audit Services Panel Agreement*. If there is any inconsistency between this *WIC Act Audit Services Panel Guide* and the *WIC Act Audit Services Panel Agreement*, the latter shall prevail to the extent of the inconsistency.

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The Independent Pricing and Regulatory Tribunal (IPART)

We make the people of NSW better off through independent decisions and advice. IPART's independence is underpinned by an Act of Parliament. Further information on IPART can be obtained from IPART's website:

<https://www.ipart.nsw.gov.au/Home>.



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1 About this document

The Independent Pricing and Regulatory Tribunal (IPART) administers the licensing of private sector water utilities in NSW under the *Water Industry Competition Act 2006* (WIC Act).

IPART has established the WIC Act Audit Services Panel (Panel) under the *Water Industry Competition (General) Regulation 2008* (WIC Regulation). IPART requires audits to be undertaken to determine compliance with licence and regulatory requirements. Only auditors approved by IPART may conduct these audits.

This guide the application requirements and process for nomination to the Panel. It aligns with *Application for WIC Act Audit Services Panel - Form A - Organisations* and *Form B - Auditor* and explains the eligibility criteria and what is required for a successful application to the Panel.¹

This document will help applicants seeking to apply to the Panel complete their application.

Successful applicants are required to sign a *WIC Act Audit Services Panel Agreement* (Panel Agreement) that establishes the rules and requirements for the Panel. A copy of the Panel Agreement template is posted on our website. This is a standard agreement and amendments are not typically permitted.

Legislative framework

The legislative framework requiring private sector water utility audits to be conducted and approved auditors to be nominated are set out as follows:

- ▼ Section 85 of the WIC Act describes IPART's auditing functions.
- ▼ Clause 31 of the WIC Regulation describes how IPART approves auditors.
- ▼ Schedule 1 of the WIC Regulation describes how and when licensed network operators need to use approved auditors.²
- ▼ Schedule 2 of the WIC Regulation describes how and when licensed retail suppliers need to use approved auditors.³

Undertaking audit services

Nomination to the Panel does not guarantee that a Panel member will be engaged to undertake any services.

¹ The organisation is the Panel member, and auditors are listed in the Panel Agreement.

² WIC Regulation, Schedule 1, clauses 2, 6, 7, 13 and 14.

³ WIC Regulation, Schedule 2, clause 7A.

2 The application process

We accept applications for nomination to the Panel, or nominations for additional auditors at any time. Before applying, applicants should read the relevant section on the IPART website and the guidance outlined in Appendix A and B of this guide. Applicants are also encouraged to participate in optional free online workshops. Online workshops are designed to give applicants and auditors a practical understanding of how the WIC Act licensing framework works and what is involved when applying to be nominated to the Panel.

2.1 Complete application forms and provide supporting documentation

There are two application forms that must be completed by all applicants:

- ▼ *Application for WIC Act Audit Services Panel - Form A - Organisations*
- ▼ *Application for WIC Act Audit Services Panel - Form B - Auditor*

To ensure IPART has sufficient information to assess the application, complete all sections of the application forms with relevant information. The application forms set out the supporting information to attach with your application. Applicants are welcome to attach other relevant information, comments or letters of recommendation in support of the application.

2.2 Submit the application

The application package must be submitted electronically as follows:

- ▼ By email to wica@ipart.nsw.gov.au for applications below 10 MB.
- ▼ For larger applications, contact the Director, Water Regulation and Compliance team on (02) 9290 8400 or wica@ipart.nsw.gov.au so that secure file transfer arrangements can be made.⁴

IPART does not accept applications via Google documents, Dropbox or similar online applications. Please ensure all documents are easily accessible and not password protected. All documents should be provided in commonly used file types such as Word, Excel, PDF, JPG, etc.

For questions on the application process contact us at wica@ipart.nsw.gov.au.

⁴ Please note we do not accept USB's or other storage media.

2.3 Essential reading for all applicants

Before applying for nomination to the Panel, applicants must read the following guidance documents. These documents provide essential information for applicants and outline the requirements and obligations of auditors.

- ▼ The *WIC Act Audit Services Panel Application Guide* (this document).
- ▼ The *WIC Act Audit Services Panel Agreement* establishes rules and requirements for the Panel.
- ▼ The *WIC Act Audit Guideline* which is intended to help auditors take a consistent approach to auditing, reporting and providing audit conclusions.
- ▼ Generic audit scopes that detail the nature and scope of the audit services to be provided by the nominated auditor in relation to licence plans and new infrastructure audits.
- ▼ A deed poll must be signed for each individual audit engagement that sets rights and responsibilities for that specific audit.

2.4 Confidential information

IPART will safeguard any financial details and confidential information submitted or obtained during the application process. IPART will not disclose such information without the express written permission of the applicant. The only information disclosed publicly is names, telephone and email details of primary contact (upon successful nomination to the Panel), a brief description of the organisation, and relevant audits conducted (to referees during the application process). We will contact an applicant's referees to confirm the authenticity of information.

2.5 Structure of this document

Appendix A has instructions to complete *Application for WIC Act Audit Services Panel – Form A – Organisations*

Appendix B has instructions to complete *Application for WIC Act Audit Services Panel – Form B – Auditor*

Appendix C has information on the *WIC Act Audit Services Panel Agreement*

Appendix D is a reference glossary.

A Application for WIC Act Audit Services Panel – Form A – Organisations

This section outlines how to complete *Application for WIC Act Audit Services Panel – Form A - Organisations*. It follows the structure and questions in the form.

A.1 Who is applying for nomination to the Panel?

Applicants are required to provide the name and relevant business details of the organisation applying for the Panel. Ensure the legal name and registered business address match publicly available information.

A.2 What services does the organisation provide and for what industries?

Applicants must provide an overview of the services provided by the organisation, and for what industries or sectors. Applicants should focus on their audit, quality assurance, risk and compliance services in the water industry.

A.3 Does your organisation have adequate insurance coverage?

Applicants are required to have and maintain adequate insurances (at the applicant's own expense) that allow the applicant to provide audit services to WIC Act licensees.

Minimum insurance requirements are intended to help cover any issues that could arise in relation to audit services.

A.4 What are your institutional audit and assessment capabilities?

Applicant organisations must have appropriate institutional experience to support audits.

Applicants must list the relevant professional audit standards, certifications and/or frameworks that they are accredited under, trained in or use (if any) for the conduct of audits relevant to the water industry.

A.5 Key personnel performing audit services

Panel members must have adequate resources, staff or contracting arrangements in place to provide audit services. Key personnel are:

- ▼ Auditor – person who conducts an audit. Auditors must be approved by IPART, refer to Appendix B of this document.

-
- ▼ Lead Auditor – auditor nominated as team leader when one or more auditors conduct an audit and/or are supported, if needed, by technical experts. Audit team leaders must be approved as Lead Auditors by IPART.
 - ▼ Technical expert – person who provides specific knowledge or expertise to an audit team. Technical experts are approved on a case by case basis and do not need to be listed on the Panel.

IPART requires applicants to list all key personnel, prospective auditors, staff or subcontractors that they propose to participate in WIC Act audits. Please provide names, email addresses, their role relevant to audit services and a high level summary of skills and experience. Attach a separate *Application for WIC Act Audit Services Panel – Form B - Auditor* for each auditor⁵ you seek to include as a part of the organisation’s audit team.

If your application for the panel is accepted, the email addresses provided will automatically be included in IPART’s auditor email distribution list and provided with WILMA⁶ access, unless otherwise requested.

If all the necessary skills are not covered by auditors in an audit team, technical experts with additional competence should be included in the team. Technical experts should operate under the direction of an auditor.

Auditors-in-training may be included in an audit team, but should participate in audits under the direction and guidance of an auditor.

A.6 How will you conduct the peer review and quality assurance process?

Peer review is required for all WIC Act audits. A peer reviewer is a person who provides objective evaluation of significant judgements the auditor has made and the conclusions reached to formulate audit opinion. Peer review must be conducted by an auditor with relevant skills and experience for the audit. Peer reviewer may be within or external to the organisation.

Quality assurance is a very important part of the audit process. There must be adequate review conducted on all audit documentation to detect and avoid errors. Information needs to be checked to confirm its completeness, accuracy and consistency before submission to IPART. The organisation’s quality assurance can be provided from within or supported by an external contractor. The peer reviewer can provide quality assurance.

Auditor or team leader are responsible for the quality of all documentation submitted.

Applicants are required to:

- ▼ Describe their peer review and quality assurance process and systems
- ▼ Nominate a peer reviewer
- ▼ Outline the audit report sign-off protocol.

⁵ Listed as personnel in Schedule 1 of the Panel Agreement.

⁶ [WILMA](#) is the Water Industry Licensing Management Application. It is a web-based application which enables licensed network operators, retail suppliers and auditors to submit or access information relevant to their regulatory requirements or functions.

A.7 What record keeping system do you use?

Panel members must have adequate record keeping systems in place to support their audit services.

Applicants must describe procedures the organisation uses to collate, manage and store records (including secure data and system management practices), and how reliable records are kept to support audit findings.

Applicants must describe what procedures are used to protect the transmission of electronic confidential or private records when providing audit services.

A.8 What are your business contact details and who can we communicate with regarding your application?

Applicants must provide the contact details of their primary contact. This will be the key person for all communications in relation to the application and potential Panel membership. This person's name and contact details will be published on the IPART website, and will also be the primary WILMA Portal user. Applicants may nominate a secondary contact, but this is not mandatory.

A.9 Sign the declaration for this application

The declaration must be signed by a person with appropriate signatory authority to ensure that all the information provided in the application is true and correct. This means a person that is legally authorised to sign on behalf of the applicant organisation. This is typically an Officeholder as listed in the ASIC company extract, or their delegate. If a delegate signs the declaration, then a letter of authority signed by an Officeholder must be provided.

The declaration requires that the applicant has read and understood the information and requirements set out in this guide and in the *WIC Act Audit Guideline*. If applicants need help understanding any WIC Act audit requirements, they are encouraged to contact the Director, Water Regulation and Compliance Team prior to application submission by emailing wica@ipart.nsw.gov.au.

A.10 Application checklist

We have included an application checklist that lists the required supporting documentation. Please ensure all the required attachments are included prior to submission.

B Application for WIC Act Audit Services Panel – Form B – Auditor

This section outlines how to complete *Application for WIC Act Audit Services Panel – Form B - Auditor*.

Organisations that apply for the Audit Panel must nominate individual auditors in their organisation to carry out audits. A detailed response to Form B must be submitted separately for each auditor. Auditors are listed on the Panel Agreement.

Once nominated, Panel members may submit applications for additional auditors at any time.

Auditors are individuals with the skills and appropriate levels of experience to undertake reasonable assurance audits independently. Auditors are required to comply with quality assurance and peer review requirements for WIC Act audits (outlined in the *WIC Act Audit Guideline*), manage audit teams⁷, and must be authorised to sign written reports submitted to IPART on behalf of their organisations.

⁷ When more than one auditor is required for a team, one auditor is nominated as the audit team leader.

Box B.1 Summary of requirements for auditors

IPART requires auditors to demonstrate:

- ▼ At least 5 years of experience in the water industry, either employed directly in the water industry or being a consultant to the water industry. (**Question 2**)
- ▼ A degree or diploma recognised in Australia in a field that contributes to the development of knowledge and skills for auditing in the water industry. (**Question 3**)
- ▼ Auditor knowledge and skills relevant to the water industry. This may have been acquired using a combination of the following (**Questions 4 and 5**):
 - Recognised generic auditor training evidenced, or auditor observed to be competent by a certified skill examiner or person with the appropriate competencies to assess. This would be evidenced by a by a Certificate of achievement, or Certificate IV Workplace Training and Assessment, Exemplar Global SE assessment, or similar.
 - At least five audits or 100 hours of audit experience in the last five years in the water industry, as an auditor or acquired under the supervision of an auditor documented in an audit log.
 - Experience in water industry technical or professional position involving exercise of judgement, decision making, establishing or reviewing risk management systems and problem solving.
- ▼ Lead Auditor knowledge and skills can be acquired using a combination of the following (**Questions 4 and 5**):
 - Recognised generic lead auditor training. Evidenced by a certificate of achievement and audit log showing at least two audits conducted in the last five years.
 - Knowledge and skill to lead audit teams acquired by working under the direction and guidance of a different audit team leader.

B.1 Who is applying for nomination as an auditor?

Applicants must provide the contact details of the auditor.

If your application is successful, the contact details of the auditor will be publicly available on the Audit Services Panel and the IPART website and stored in WILMA.

Auditor's membership of the Audit Panel is attached to their employment with the Panel member. Membership cannot be transferred from one person to another, nor to a different Panel member if an employee changes organisations.

B.2 What is the auditor's professional background?

Applicants may nominate their employees for nomination as auditors as appropriate to their skills, knowledge and experience (or certification).

Auditors must provide an overview of current and/or previous employment, relevant to the water industry. This is summarised in the application and further evidenced with the submission of a brief Curriculum Vitae (CV) for each employee nominated as an auditor. The CV must contain employment dates and details of the relevant work conducted.

IPART requires auditors to have at least 5 years of experience in the water industry, either employed directly in the water industry or being a consultant to the water industry.

B.3 What are your qualifications?

The auditor must provide details of qualifications and training relevant to their role as an auditor, including details of any tertiary academic qualifications from an appropriate university, or equivalent institution of higher learning.

IPART requires auditors to demonstrate they have a degree or diploma recognised in Australia in a field that contributes to the development of knowledge and skills for auditing in the water industry.

B.4 What auditor training and certification do you have?

IPART requires auditors to demonstrate audit knowledge and skills using a combination of the following:

- ▼ Recognised generic auditor training evidenced, or auditor observed to be competent by a certified skill examiner or person with the appropriate competencies to assess. This would be evidenced by a by a Certificate of achievement, or Certificate IV Workplace Training and Assessment, Exemplar Global SE assessment, or similar.
- ▼ At least five audits or 100 hours of audit experience in the last five years in the water industry, as an auditor or acquired under the supervision of an auditor documented in an audit log.
- ▼ Experience in water industry technical or professional position involving exercise of judgement, decision making, establishing or reviewing risk management systems, and problem solving.

Leading audit teams

A lead auditor should have acquired additional audit experience to develop the knowledge and skills to lead audit teams.

This additional experience should have been gained by:

- ▼ Recognised generic lead auditor training. Evidenced by a certificate of achievement and audit log showing at least two audits conducted in the last five years.
- ▼ Knowledge and skill to lead audit teams acquired by working under the direction and guidance of a different audit team leader.

Lead auditors need to demonstrate the knowledge and skill involved with leading a team of auditors, including managing audit programs, developing a working relationship among audit team members, running meetings and leading the audit team to reach audit conclusions. The quality of the audit report is the responsibility of the audit team leader.

B.5 What experience do you have with audits?

Auditors must summarise their skills and experience relevant to regulatory compliance audits. Typical examples include work done within the water, environment or sustainability industries or with planning post-approval requirements audits.

Evidence may include the following:

- ▼ Leading regulatory compliance audits of statutory requirements of relevant programs.
- ▼ Prior experience and/or understanding of quality management systems and compliance audits.

This requirement must be evidenced with an audit log that includes a minimum of at least four previous audits conducted, in the water industry. The audit log must outline the audit type, role performed (e.g. auditor, lead auditor), project referee contact details (client/business name/contact number), brief audit summary, the time period of the engagement (i.e. date or period audit was conducted) and time spent conducting the audit. A sample audit log template is provided in Appendix A of *Application for WIC Act Audit Services Panel - Form B*, however, a different format or spreadsheet can be submitted, as long as it includes the required information.

B.6 What experience do you have with water industry compliance?

List trainings, workshops, conferences, working groups, previous water industry audits or forums the auditor has attended, relevant to compliance in the water industry.

Additional specialist auditor categories

Box B.2 Specialist auditor categories

In addition to regulatory and compliance audits, auditors can apply to be included in four additional audit categories.

- ▼ Infrastructure performance
- ▼ Drinking water quality
- ▼ Recycled water quality
- ▼ Sewage management.

The figure below provides an overview of what category of specialist auditor is needed for Licence Plans and new infrastructure audits. The *WIC Act Audit Guideline* provides additional information.

Auditor Category	Licence Plans audit (including subsequent audits)				New infrastructure audit
	Infrastructure Operating Plan	Drinking Water Quality Plan	Recycled Water Quality Plan	Sewage Management Plan	
Infrastructure performance	✓				✓
Drinking water quality		✓			
Recycled water quality			✓		
Sewage management				✓	

We will review and select organisations suitable for to the Panel. NSW Health will also be involved in selecting auditors and Panel members for the drinking water quality and recycled water quality specialty auditors.

B.7 What infrastructure performance / asset management audit experience do you have?

This category requires an understanding of issues such as the adequacy of infrastructure to achieve safe, reliable and continuous performance. It could also include an understanding of the adequacy of emergency procedures, contingency plans, the provision of alternative services and regulatory compliance.

Before commercial operation is granted, an auditor must be satisfied that the infrastructure complies with regulatory requirements, is capable of operating safely and operating in accordance with licence plans.

Auditors should either be certified and demonstrate a minimum of 4 asset management system audits, or demonstrate relevant asset management training and 20 days audit experience, as a member of an audit team. These audits must have occurred within the last 5 years from the date of application. This requirement must be evidenced in an audit log (see question 5).

B.8 What drinking water audit experience do you have?

This category requires an understanding of the *Australian Drinking Water Guidelines* (ADWG) and the application of the elements of the framework for the management of drinking water quality. Auditors in the drinking water category must have an understanding of the suitability and comprehensiveness of risk assessments undertaken, an analysis of likely hazards and measures adopted to control risk events, and an assessment of whether the drinking water quality is managed to protect public health.

In addition, auditors must have an understanding of catchment management practices, relevant to water supply authorities or network operators of drinking water supply schemes, assessed against the requirements of the ADWG.

Auditors should either be certified⁸ and demonstrate a minimum of 4 audits in the last 5 years or demonstrate relevant ADWG related audit training and 20 days audit experience within drinking water management consistent with the ADWG. This requirement must be evidenced in an audit log (See question 5).

B.9 What recycled water audit experience do you have?

This category requires an understanding of the *Australian Guidelines for Water Recycling Managing Health and Environmental Risks (Phase 1)* (AGWR) and application of the elements of the framework for the management of recycled water quality and use. It also includes an understanding and assessment of the suitability and comprehensiveness of the risk assessments undertaken, an analysis of likely hazards and measures adopted to control risk events, and an assessment of whether the recycled water quality supplied is fit for purpose.

This category also includes an understanding of the process flow diagram, the critical control points to control pathogens and/or chemical contaminants, the claimed log reduction values (LRV) and any supporting documentation, and the validation plan to prove the LRV. These items would be reviewed as part of a technology assessment.

Auditors should either be certified⁹ and demonstrate a minimum of 4 audits in the last 5 years or demonstrate relevant AGWR related audit training and 20 days audit experience within recycled water management consistent with the AGWR. This requirement must be evidenced in an audit log (See question 5).

⁸ Exemplar Global Water Quality Management Systems Scope (DW).

⁹ Exemplar Global Water Quality Management Systems Scope (RW).

B.10 What sewage management audit experience do you have?

This category requires an understanding of issues such as the adequacy of the sewerage infrastructure to achieve safe, reliable and continuous performance. It also includes an understanding of the adequacy of emergency procedures, contingency plans, the provision of alternative services and compliance with relevant environmental regulation.

This category requires an understanding of the ability for the proposed infrastructure to provide sewerage services which are sustainable and do not present a risk to the environment (where there is disposal to land). It also includes an understanding of water balance calculations for schemes, the type of sewage treatment and capacity of the technology to remove contamination, the capacity of storage and buffering infrastructure of schemes, and/or a land/soil capability assessment.

Auditors should demonstrate a minimum of 4 sewage management audits, totalling not less than 20 days, as a member of an audit team. These audits must have occurred within the last 5 years from the date of application. This requirement must be evidenced in an audit log (see question 5).

FORM B – CHECKLIST

B.11 Application checklist

We have included a checklist that outlines the required supporting documentation. Please ensure all the required attachments are included prior to submission.

C Panel Agreement

The Panel Agreement is a contract between IPART and the Panel member. It describes obligations that the Panel member has to IPART, as well as a range of powers that IPART has discretion to exercise.

The Panel member specified in the Panel Agreement holds the legal obligations imposed by the Panel Agreement, including the obligation to provide any audit services.

Submission and execution of the Panel Agreement

We will send a successful applicant the Panel Agreement prior to finalising our decision. Two signed copies of the Panel Agreement must be returned to IPART for final signature and execution.

The Panel Agreement must be signed by two officers of the company that are duly authorised signatories (this is usually a Director and Secretary, or two Directors).¹⁰ No other changes to the standard Panel Agreement are typically accepted.

Submit two copies of the signed Panel Agreement to IPART in hard copy.

Upon receipt of the Panel Agreement and execution by IPART, one co-signed copy will be returned to the newly nominated Panel member, along with a nomination letter. The Panel member is authorised to conduct WIC Act audits from the date of the Panel Agreement execution date. Panel members and auditors are listed on the IPART website.

Compliance with the Panel Agreement

Nomination to the Audit Panel is continuing, and subject to review as required from time to time. IPART, or a person nominated by IPART, is entitled to conduct a performance review of the Panel member and auditors at any time and may require the Panel member to take certain actions as a result of such a review.

A performance review may highlight compliance issues with any aspect of a Panel member's Agreement. Compliance history of Panel members is maintained and monitored by the Audit Panel Manager and supported by the IPART Water Regulation and Compliance Team.

When compliance issues arise, IPART may write to the Panel member and recommend corrective actions to address any problems. Corrective actions could include additional training for key personnel, improvements to audit procedures, submission of additional performance reports or data, or audit oversight done by IPART staff. If performance issues persist with a Panel member or auditor, then we may choose to terminate the Panel Agreement at any time, or terminate due to non-compliance with the Panel Agreement.

¹⁰ We require evidence of the signatory's authority to sign the application form that is dated less than four weeks from the date that the application is submitted. This may be, for example, a letter of authority that is duly executed by you to our satisfaction, authorising the signatory to sign your application form on your behalf. A letter of authority may be duly executed by, for example, two directors, or a director and a company secretary.

Notwithstanding the above, the Panel Agreement may be terminated by either IPART or the Panel member at any time and with the provision of 30 days written notice, for any reason.

Panel members must notify IPART of any proposed changes to their business practices that might impact WIC Act audit services. IPART may accept or reject any proposed changes at our sole discretion.

Competency requirements

In line with their Panel Agreement, Panel members are obligated to ensure its auditors are suitably qualified. Audit personnel must be competent in the area/category of the water industry they propose to provide audit services.

Panel members can provide audit services for all operational audits, provided they have suitably qualified auditors and the resources to do so. Only pre-approved speciality auditors can undertake licence plan and new infrastructure audits.¹¹ Applications should be made on the basis that the organisation has technical and resourcing capacity as well as qualified key personnel in the water industry.

¹¹ As defined in the *WIC Act Audit Guideline*.

D Glossary

Acronym or Term	Definition
Audit	Systematic, independent and documented process for obtaining audit evidence and evaluation in objectively to determine the extent to which the requirements set out in the WIC Act, WIC Regulation and relevant WIC Act licence.
Audit team	One or more auditors conducting an audit, supported if needed by technical experts. The audit team may include auditors-in-training.
Auditor	Person who conducts an audit.
Commercial operation	A licensee must not bring any new water or sewerage infrastructure into commercial operation without the written approval of the Minister. See new infrastructure audit.
Conflict of interest	Actual or perceived conflict that relates to any financial, business or other interest that might affect objectivity or impartiality.
Deed Poll	Clarifies IPART's rights and responsibilities in relation to the audit. It is a tripartite agreement that sets IPART as the client for the audit no matter who engages the Auditor.
Infrastructure operating plan licence plan audit	A licensee's infrastructure operating plan must indicate the arrangements that the licensee has made, or proposes to make, in relation to conditions set out in clause 6(1) or 13(1) of schedule 1 of the WIC Regulation, as the case requires.
IPART	Independent Pricing and Regulatory Tribunal of NSW
Lead Auditor	Person who leads a team of auditors conducting an audit.
Licence Plan	Infrastructure operating, water quality, sewage management, or retail supply management plans.
Licence plans audits	An audit to assess the adequacy of the Licence Plan. Licence Plans audits may be required in response to significant changes to Licence Plans, any directions from the Minister or follow up any material non-compliances with the licence identified in a previous audit. A follow-up audit may also be required where an auditor has identified significant risks to public health and the environment.
New infrastructure	New infrastructure within the meaning of clause 2 of schedule 1 of the WIC Regulation.
New infrastructure audit	Audit undertaken by a WIC Act licensee prior to commencing supply of services to customers. The Minister cannot give approval without a New Infrastructure audit that indicates the infrastructure: <ul style="list-style-type: none"> ▼ Complies with the licence and the WIC Regulation ▼ Is capable of operating safely and in accordance with its Licence Plans.
Operational audits	Audit to monitor WIC Act licensee's compliance with the conditions of its licence.
Panel	The WIC Act Audit Services Panel. A panel of persons nominated by IPART, defined as approved auditors by clause 31(b) of the WIC Regulation.
Panel Agreement	The <i>WIC Act Audit Services Panel Agreement</i> between IPART and the WIC Act Audit Services Panel member. All Audit Services Panel members must have executed an <i>Audit Services Panel Agreement</i> with IPART.

Acronym or Term	Definition
Panel member	Organisation that has been assessed by IPART to have sufficient skills and experience to undertake WIC Act audits.
Sewage management plan licence plan audit	A licensee's sewage management plan in relation to the conveyance, treatment and disposal of sewage.
Specialist auditor	Person who provides specific skills and experience when conducting an audit.
Technical expert	Person who provides specific knowledge or expertise to the audit team.
Water industry infrastructure	Water infrastructure or sewerage infrastructure as defined in the WIC Act.
WIC Act	<i>Water Industry Competition Act 2006 (NSW)</i>
WIC Regulation	<i>Water Industry Competition (General) Regulation 2008 (NSW)</i>
WILMA	Water Industry Licensing Management Application. Web-based application for licensed network operators, retail suppliers and auditors.
Water quality plan licence plan audit	A licensee's Water Quality Plan for drinking water or non-potable water must be consistent with the actions outlined in the 12 framework elements of the ADWG (for drinking water) and the AGWR (for non-potable water). The Water Quality Plan should adequately addresses how the 12 elements of the ADWG or AGWR have been addressed and will be implemented; and having regard to the ADWG or AGWR, the purposes for which the water may be used and the purposes for which the water may not be used.