

CORPORATE STANDARD ACCREDITATION OF SUPPLIERS FOR DEVELOPER WORKS



VERSION: 2.0



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Amendments since previous version

Section	Changes made
2	Amended implementation date from 30 June 2018 to 1 September 2018
5	Amended key points to represent a more collaborative approach to accreditation
5.5.1	Added example of 'certification work' to Sub-consultants
5.5.2	Added example of 'electrical work' to Sub-consultants
5.6.1	Amended enquiries to be email only
6.4	Amended request for review to be email only
App B	Formatting changes
App C	Formatting changes to be consistent with Design Consultants

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1. Purpose

The purpose of this Corporate Standard is to document the processes by which suitably qualified candidates can apply to be included on Hunter Water Corporation's (Hunter Water) Accredited Suppliers Registers for Developer Works. The Registers identify Accredited Suppliers who meet Hunter Water's requirements for accreditation in each subcategory and the status of their accreditation.

Continuing accreditation is contingent on Accredited Suppliers maintaining their capabilities. Key parts of demonstrating this are continued participation in the delivery of Developer Works and operating at a standard that ensures asset quality, safety and environmental outcomes are achieved.

The Accredited Design Consultants Register and Accredited Construction Contractors Register are publicly accessible on Hunter Water's website to Developers seeking consultants or contractors to deliver design, construction and quality assurance functions.

Accreditation is an open and continuing process. New applicants may apply at any time and the accreditation status of Accredited Suppliers may be reviewed and changed at any time.

Suitably qualified and experienced design consultants and construction contractors can apply for accreditation by downloading, completing and submitting the application forms found on Hunter Water's website. Licensed plumbers may also seek accreditation for Routine Major Works.

2. Scope

This Corporate Standard outlines how to become an Accredited Supplier for Developer Works for Hunter Water, the application process, assessment criteria, and conditions of accreditation, performance management, and associated terms and conditions.

With the exception of licensed plumbers for Routine Minor Works, only Accredited Suppliers assessed by Hunter Water and included on the Developer Works Accredited Suppliers Registers are able to be engaged by Developers to supply services in the asset-creation process.

To be eligible to become Accredited Suppliers, all prospective applicants must demonstrate they have the necessary skills, experience, qualifications, expertise, management systems, insurances, and capability to perform the required functions. Applicants are required to complete and submit the application forms found on the Hunter Water website and, by meeting the documented criteria, are listed as Accredited Suppliers for Developer Works.

The implementation date for the new delivery model was 1 July 2017. All current Accredited Suppliers are able to continue to participate, but are required to reapply for accreditation within the first 12 months after the implementation date. If they have not applied for and received accreditation in the new asset-creation process, they are not able to participate after 1 September 2018.

3. Context

Hunter Water's vision is to be a valued partner in delivering the aspirations for our region. This includes playing a key role in supporting the NSW Government's *Hunter Regional Plan 2036*. To achieve this, Hunter Water encourages and supports the development and redevelopment of land throughout its area of operations.



Hunter Water has implemented a new delivery model for the creation of Developer-funded network infrastructure. This model is based on the recognition that simple, or Routine, Works present fewer risks than those of more technically challenging infrastructure projects, or Complex Works. Accordingly, Hunter Water wishes to focus more of its attention on projects which present higher risks and reduce its involvement in the delivery of Routine Works.

Ultimately, asset quality must be achieved across all categories, ensuring that Works are delivered in a safe and environmentally sound way. The Developer, the Accredited Design Consultant and the licensed plumber or Accredited Construction Contractor engaged to fulfil design, quality assurance, certification, and construction functions must each contribute to these outcomes and be accountable for their actions.

Hunter Water continues to play a role in the asset-creation process by providing oversight of Routine Works, through optional audits of the design and construction phases, and design review and inspection of Complex Works. Targeted and random audits are used to verify the specified levels of quality, safety and environmental outcomes are being achieved.

4. Definitions

Term	Definition
Accreditation	<p>The declaration by Hunter Water that an Accredited Supplier is capable of delivering a particular category of design, engineering and/or audit services to the standard required by Hunter Water. Accreditation entitles:</p> <ul style="list-style-type: none"> • Accredited Suppliers to be listed on Hunter Water's Accredited Construction Contractor Register and/or Accredited Design Consultant Register, and • Accredited Suppliers to perform work within Hunter Water's area of operations.
Accreditation Administrator	A Hunter Water employee who manages the Supplier Management System and ensures supplier profiles are up to date with audit results and non-conformance resolution activities.
Accreditation category	The precise nature of Works for which applicants are applying and for which they must be deemed to be competent before achieving accreditation status.
Accreditation conditions	The ongoing conditions which Accredited Suppliers must meet to maintain their accreditation. It includes, without limitation, compliance with all applicable laws and contracts, and such other requirements determined by Hunter Water.
Accredited Construction Contractor	A contractor approved by Hunter Water's accreditation process to perform construction services for developer Works in a nominated subcategory. The accreditation includes the contractor's key personnel.
Accredited Construction Contractor Register	The list of contractors acknowledged by Hunter Water as having the necessary skills, experience, qualifications, expertise, management systems, and capability to perform construction services in specified categories of Works within Hunter Water's area of operations.

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Term	Definition
Accredited Design Consultant	<p>A design consultant approved in accordance with Hunter Water's accreditation process for developer Works. Accredited Design Consultants have a range of functions and duties defined in 'Manual – Delivery of Developer Works':</p> <ul style="list-style-type: none"> • Design for Routine Works – completing the investigation, design and contract documentation of all water and sewerage Works in accordance with the Notice of Requirements and relevant design standards, and • Certification for Routine Works – acting as quality manager for the asset-creation process. This includes certifying the design, verifying the Works are constructed as per the design, including the use of any temporary Works and approved products. It also involves conducting inspections to ensure the Accredited Construction Contractor meets all environmental and WHS requirements in the Developer Works Deed and its referenced documents and standards. When all requirements have been satisfactorily met, issuing the Certificate of Completion for the Works.
Accredited Design Consultant Register	The list of design consultants acknowledged by Hunter Water as having the necessary skills, experience, qualifications, expertise, management systems, and capability to perform engineering, certification and/or audit services in the specified categories of Works within Hunter Water's area of operations.
Accredited Supplier	An Accredited Construction Contractor or an Accredited Design Consultant.
Accredited Supplier Application Form	A form submitted by an applicant to be considered for Accredited Supplier status, and to be included on Hunter Water's Accredited Suppliers Registers, in accordance with Hunter Water's accreditation process, includes this document, the application form/s, and any other information or documents necessary to enable a proper consideration of an applicant's capacity to perform Works to the necessary standard.
Applicable requirements	Any conditions such as shutdown requirements, WSAA Codes, requirements provided by this manual, and all relevant Australian standards.
Applicant	A party who applies to be an Accredited Supplier of developer Works within Hunter Water's area of operations.
Approved product	An item in Hunter Water's Approved Products and Manufacturers Register, as listed on Hunter Water's website.
Area of operations	The geographic region in which Hunter Water operates.
Audit	A method or system for assessing Accredited Suppliers for Developer Works and the services they provide.
Auditor	A Hunter Water employee or nominated agent who performs an audit.
Authority	A governmental, semi-governmental, local or other body that exercises regulatory or legal power over Hunter Water and/or Accredited Suppliers.
Certificate of Completion	A document submitted by an Accredited Design Consultant to Hunter Water confirming all Works are complete and asset quality, safety and environmental performance requirements have been achieved for Routine Works.
Completion Certificate	A certificate issued by Hunter Water to the Developer verifying the Works are complete, as part of a Complex Works Deed.
Concept design completion	The stage when the Developer reasonably believes the design documentation includes sufficient detail for the Developer to prepare or procure the preparation of detailed documents that accord with the Deeds.
Inspection and Test Plan	A plan the Accredited Construction Contractor is required to prepare as outlined in the Project Plan.

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Term	Definition
Defects liability period	A period of time under a construction contract, commencing at issue of Certificate of Completion and ending at final completion, during which any defects identified by Hunter Water are rectified by the Accredited Construction Contractor at their own expense.
Design Checklist	A checklist an Accredited Design Consultant submits to Hunter Water which verifies the design documentation is compliant to all relevant standards and codes.
Design Compliance Certificate	A document submitted by an Accredited Design Consultant to Hunter Water confirming the design complies with the applicable Developer Works Deed and the documents and standards referred to in it. The Design Compliance Certificate must be submitted with the final design drawings, all supporting design documentation and the applicable design checklist.
Design documentation	All the output documents from the design phase, including the final design drawings, final design reports, completed design checklists, CAD checklists, Inspection and Test Plans with supporting quality-related paperwork, completed Entry Permits, Road Opening Permit Applications, approvals from other agencies, Reviews of Environmental Factors, and sign-offs by Accredited Design Consultants in the form of Certificates of Compliance.
Design input	A requirement on which the design is based, including any statutory or regulatory conditions.
Design output	Design plans and associated documentation which enables an Accredited Construction Contractor to construct Works to the standards and satisfaction of the Developer and Hunter Water.
Developer	The owner of land on which a proposed development will take place, or a nominated agent taking full responsibility for the delivery of the development and appurtenances.
Developer Works	The necessary developer assets to be provided to meet the conditions set out by Hunter Water in the Notice of Requirements, including water, sewer, recycled water, and stormwater assets.
Developer Works Deed	A formal agreement between Hunter Water and a Developer for the design and construction of related assets. There are three types of Developer Works Deed: Routine Minor Works, Routine Major Works and Complex Works.
Environment	Legislative and administrative measures to protect and preserve the environment, including ecosystems and their constituent parts, including communities and physical resources.
Equivalent Tenement	An Equivalent Tenement is a measure of the load a property places on water and sewerage systems. One Equivalent Tenement is considered to be the water consumption or sewage discharge for an average residential dwelling or house.
GIS	Geographic Information System. A system used to capture, store, manipulate, analyse, manage, and display spatial or geographic data.
Hunter Water	A statutory State Owned Corporation providing water and wastewater services to over half a million people in the Lower Hunter region, and some trunk stormwater services in the Cessnock, Lake Macquarie and Newcastle local government areas.
Law	<ul style="list-style-type: none"> • Commonwealth, NSW or local government legislation, including regulations, by-laws, and subordinate legislation • Principles of law or equity established by decisions of courts, and • Approvals (meaning any licence, permit, consent, approval, determination, certificate, or permission from any Authority or under any Law which must be obtained or satisfied to perform the Works, but does not include the exercise by Hunter Water or a Hunter Water representative of their right under either of the Routine Works deeds).
Licensed plumber	A qualified licensed tradesperson authorised by NSW Fair Trading to carry out plumbing and sanitary drainage Works.

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Term	Definition
Non-conformance Report	A report detailing a non-conformance or irregularity identified in an audit, review, inspection, or the like. The objective of the report is to make a clear, concise, unambiguous, and defensible definition of a problem so that corrective action can be initiated.
Notice of Requirements	An application made under Section 49 of the <i>Hunter Water Act 1991</i> , allowing Hunter Water to determine the project-specific requirements to extend and/or connect to its infrastructure. The Notice of Requirements is specific to the development consent issued by the determining authority, which in most cases is a local council.
Notification period	The time between when a customer is informed of a planned water or sewer outage, and the start of an outage.
Other accreditation requirements	Conditions such as training, qualifications, criteria or other requirements (either formal or informal) which must be completed or demonstrated by an Accredited Supplier applicant to attain or maintain accreditation.
Pre-completion Test	Tests required by an Accredited Design Consultant, and as required in the then current versions of all relevant design codes and standards.
Pre-connection Compliance Certificate	A document submitted by an Accredited Design Consultant on behalf of the Developer to Hunter Water.
Project Plan	<p>In accordance with the Developer Works Deeds, the licenced plumber or Accredited Construction Contractor is required to prepare a Project Plan. The purpose of the Project Plan is for the licenced plumber or Accredited Construction Contractor to describe in detail how the Works will be carried out in accordance with submitted documentation. The Project Plan, at a minimum, must include:</p> <ul style="list-style-type: none"> • Work Health and Safety Management Plans, or equivalent • Construction Environmental Management Plan, or equivalent, and • Quality Plan, or equivalent. • Inspection and Test Plans (ITPs) <p>The Project Plan is a living document which may require further developing, amending and updating throughout the duration of the Works.</p>
Quality	Measures regarding the reliability of the delivery of assets, budget and timeliness.
Section 50 Compliance Certificate	A certificate issued by Hunter Water when all conditions in the Notice of Requirements are met by the Developer.
Standards	Applicable Hunter Water, WSAA and/or Australian standards, codes and practices relevant to design and construction of network infrastructure.
Supplier management system	The supplier management system is a tool for storing and managing information relating to Accredited Suppliers, such as licences, profiles, insurances, certifications, audit results, and the like.
Verification and Monitoring Plan	A plan used by an Accredited Design Consultant and an Accredited Construction Contractor which verifies and monitors key hold-points throughout the life of an asset delivery project ultimately ensuring that a quality asset is delivered at the end of a project.
Water Main Shutdown Request Form	A form which must be submitted by an Accredited Design Consultant to Hunter Water with respect to shutdowns or interruptions to any existing operations.
WHS	Work Health and Safety. Legislative and administrative measures to protect and improve the health, safety and welfare of people engaged in work or employment. Also known as occupational health and safety, or OHS.
WSAA	The Water Services Association of Australia.

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5. The accreditation process

Hunter Water has created the Accreditation process to ensure Accredited Suppliers are suitably qualified and able to participate in the creation of Developer Works.

Some of the key features of the new process:

- roles, obligations and responsibilities are clearer
- A minimum of one project every 2 years to be completed to maintain accreditation status
- performance management is fair and transparent; and
- Hunter Water will work with each Accredited Supplier to ensure the objectives of the new system are achieved, collaboratively and in the spirit of building industry proficiency.

Hunter Water does not bind itself to grant accreditation to any applicant. Hunter Water can delay making a decision to accreditation in any or all categories or subcategories for which an application has been made. This includes fulfilment by the applicant of other requirements deemed necessary by Hunter Water.

5.1 How to get accredited

A design consultant or construction contractor who wants to carry out Developer Works in Hunter Water's area of operations must be listed on Hunter Water's Accredited Suppliers Registers to do so. Refer to [Appendix A – Accreditation Process Map](#) to follow the process described below.

Hunter Water follows a two-stage process to assess candidates for its Accredited Suppliers Registers. The two stages are:

Stage 1

To apply to be an Accredited Supplier, the applicant retrieves either 'Application Form – Accredited Design Consultant' or 'Application Form – Accredited Construction Contractor' from Hunter Water's website. The applicant completes the form and sends it to:

accreditation.support@hunterwater.com.au

Hunter Water retrieves the application from the above inbox, scans and saves a copy of the form and launches an 'Accreditation Application' workflow. The workflow directs the application to the relevant team within the Development Services group.

The application is then checked against the relevant accreditation criteria. If the applicant has never been on an Accredited Suppliers Register, they are invited to come into Hunter Water's head office to introduce their key personnel. This is to help them through the application process and to determine whether any Hunter Water-specific training may be required. If the application is assessed as satisfactory, it is then sent to the Group Manager for approval.

The Group Manager signs the application, authorising the applicant to become an Accredited Supplier.

If it is determined that Hunter Water-specific training is required, the applicant needs to complete this training before their application can be processed.

Stage 2

The Delivery Team Leader then sends an email to the Accredited Supplier and the appropriate internal groups informing them the application has been successful.



The new Accredited Supplier's name and details are then added to the appropriate Register, and to the SMS. The Accredited Suppliers Registers list the Developer Works categories and subcategory codes in which an Accredited Supplier has been approved to work.

5.2 Roles and responsibilities

Table 1 details the roles and their specific responsibilities in the supplier accreditation process.

Table 1: Roles and responsibilities

Role	Responsibility
Developer	Engages only Accredited Suppliers for Hunter Water projects.
Design consultant	Applies for accreditation with Hunter Water.
Construction contractor	Applies for accreditation with Hunter Water.
Licensed plumber	Unnecessary to be accredited under the Hunter Water Accredited Supplier structure for Routine – Minor Works, however, the Licensed Plumber must be <ul style="list-style-type: none"> licensed by NSW Fair Trading, and listed in the Project Plan of the Accredited Construction Contractor when working on Routine Major or Complex Works.
Hunter Water	Approves or rejects the accreditation application based on criteria set by Hunter Water. Governs decisions related to audit results, accreditation status and accreditation criteria.
Delivery Team Leader	Receives and processes accreditation applications. Manages the Accreditation Registers and SMS. Coordinates communications between the Accredited Supplier and Hunter Water personnel regarding accreditation status and performance management outcomes.

5.3 Who is accredited

There is no requirement for Developers themselves to be accredited. However, once the Developer Works Deed with Hunter Water is executed the Developer must engage accredited suppliers to deliver the Works. The only exception to this rule is under Routine Minor Works where a licensed plumber may be engaged instead of an Accredited Construction Contractor. However, the plumber must be licensed by NSW Fair Trading. Please note Hunter Water nominates in the 'Notice of Requirements' the type of construction contractor for Routine Minor Works.

5.3.1 Design consultants

A design consultant who is suitably qualified to perform design Works for Hunter Water may apply to become accredited to work on Developer Works projects. Once the design consultant is accredited, the accreditation includes the design consultant's key personnel.

Refer to 'Accredited Design Consultant' in '[Definitions](#)' for more details on the minimum expected capabilities.

5.3.2 Construction contractors

A construction contractor who is suitably qualified to perform construction Works for Hunter Water may apply to become accredited to work on Developer Works projects. Once the construction contractor is accredited, the accreditation includes the construction contractor's key personnel.

Refer to 'Accredited Construction Contractor' in '[Definitions](#)' for more details on the minimum expected capabilities.

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5.3.3 Licensed plumbers

It is not the intent of Hunter Water to duplicate the accreditation a licenced plumber receives from NSW Fair Trading. Refer to 'Licensed plumber' in [Definitions](#) for more details on the minimum expected capabilities.

5.4 Accreditation types

5.4.1 Developer Works categories

Table 2 shows how Developer Works have been divided into two main categories, Routine and Complex. Routine Works have been further divided into two subcategories, Minor and Major. Minor Works are able to be constructed by either a licensed plumber or an Accredited Construction Contractor, as specified by Hunter Water in the 'Notice of Requirements'. Major Works can only be constructed by an Accredited Construction Contractor. All Works must be designed by an Accredited Design Consultant. The table also shows the division of responsibilities within each category.

Table 2: Distinctions between Routine and Complex Works

Category	Description	Design	Construction	Quality Assurance	Audit
Routine Minor	Gravity sewerage and water assets less than 25m long, less than 1.5m deep, diameter of 150mm or less	Accredited Design Consultant	Licensed plumber or Accredited Construction Contractor, as nominated by Hunter Water in the Notice of Requirement	Accredited Design Consultant	Hunter Water conducts optional design and/or construction audit/s
Routine Major	Gravity sewerage reticulation and water of less than 300mm diameter	Accredited Design Consultant	Accredited Construction Contractor	Accredited Design Consultant	Hunter Water conducts optional design and/or construction audit/s
Complex	Trunk infrastructure of 300mm and greater diameter; telemetry; mechanical/electrical components; pressure sewer; wastewater pump stations; water booster stations	Accredited Design Consultant	Accredited Construction Contractor	Accredited Design Consultant	Hunter Water conducts design and construction audits for all projects

5.4.2 Accreditation categories

Hunter Water maintains two separate Accredited Supplier Registers. Both Accredited Design Consultants and Accredited Construction Contractors are then categorised as having competency in Routine Works and/or Complex Works. See Tables 3 and 4 for the division between Routine and Complex Works, and the subcategory codes in each.

Hunter Water may limit accreditation within a category or subcategory based on various criteria, which may include the applicant's field of expertise and demonstrated ability.

**Table 3: Categories and subcategory codes for Accredited Design Consultants**

Accredited Design Consultant Registers		
Category	Routine	Complex
Subcategory	D1 - Water and sewer reticulation	D2 - Pump stations
		D3 - Pressure sewer systems
		D4 - Trunk infrastructure (>= 300mm)

Table 4: Categories and subcategory codes for Accredited Construction Contractors

Accredited Construction Contractor Registers		
Category	Routine	Complex
Subcategory	C1 - Water and sewer reticulation	C2 - Pump stations
		C3 - Pressure sewer systems
		C4 - Trunk infrastructure (>= 300mm)

Descriptions of the work and prerequisites for each subcategory are set out in the appropriate Hunter Water Corporate Standards, as listed in [‘Related documents’](#).

Hunter Water may amend the subcategories of Developer Works for which it requires design consultants or construction contractors to be accredited, and update its Accredited Supplier Registers to reflect such changes at any time.

5.4.3 Conditional Accreditation

Hunter Water may permit Accredited Suppliers to work outside the category or subcategories for which they have been accredited. This permission is conditional on Accredited Suppliers demonstrating they have the necessary skills, technical abilities, resources, key personnel, training, experience, insurances and competencies. This may, for instance, apply when a small part of a project falls outside the category or subcategories for which an Accredited Supplier holds accreditation.

Accredited Design Consultants who have only been granted accreditation for Routine Works may, in exceptional circumstances, be granted conditional accreditation to submit designs for Complex Works, such as pump stations and pressure sewers. The conditional accreditation is contingent on a favourable assessment of these designs.

5.4.4 Personnel working for an Accredited Supplier

Throughout the term of accreditation, Accredited Suppliers must ensure all their key personnel, employees, subcontractors, sub-consultants, and agents engaged by them to provide design, engineering, audit, and/or construction services for Hunter Water:

- hold all necessary qualifications and permits, and
- are adequately trained, have their training updated regularly to cover relevant changes in laws, codes and standards, and are competent to carry out their duties.



Accredited Suppliers are solely responsible for their key personnel, employees, subcontractors, sub-consultants, personnel, and agents engaged by them. Accredited Suppliers are also responsible for ensuring all their key personnel, employees, subcontractors, sub-consultants, and agents engaged by them attend all relevant competency-based training required by Hunter Water. Accredited Suppliers are expected to meet the costs of this training.

Accredited Suppliers must notify Hunter Water in writing of any significant changes to their key personnel. Hunter Water may terminate a Supplier's accreditation in particular categories or completely in the event of failure to notify Hunter Water of significant changes to key personnel. In such circumstances, Hunter Water would require the Developer to engage the services of another Accredited Supplier on either the Accredited Design Consultant Register or Accredited Construction Contractor Register.

5.5 Accreditation criteria

The following selection criteria, in no particular order, may be used to evaluate applications and allocate weightings in accordance with their significance to requirements:

5.5.1 Design Consultant accreditation criteria

Table 5: Accreditation criteria for design consultants

Criteria	Description
Company	Relevant company experience
Personnel	Experience of key personnel
Sub-consultants	Suitably qualified and experienced specialist sub-consultants, for example, environmental assessment and certification work
Insurances	Current and adequate levels of workers compensation, public liability, product liability and professional indemnity insurance
Other accreditation	Water and sewer WSAA and other relevant third-party accreditation, courses and/or assessments
Training	Successful completion of Hunter Water's Design Assurance Scheme training
Management processes	Quality management system (QMS), WHS management system, and environmental management system

5.5.2 Construction Contractor accreditation criteria

Table 6: Accreditation criteria for construction contractors

Criteria	Description
Company	Relevant company experience
Personnel	Experience of key personnel
Sub-contractors	Suitably qualified and experienced specialist subcontractors, for example, trenchless technologies and electrical work
Insurances	Current and adequate levels of workers compensation, public liability, product liability and professional indemnity insurance
Other accreditation	Relevant third-party accreditation
Training	Successful completion of necessary training courses

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Criteria	Description
Management processes	QMS, WHS management system, and environmental management system

5.5.3 WSAA accreditation

It is not the intent of Hunter Water to replace or duplicate the accreditations of other authorities. The Hunter Water accreditation process is simply a way of managing the collective accreditations and streamline the processes required to prove a supplier is competent to deliver quality assets.

5.5.4 QA/WHS/Environment processes

The applicant must demonstrate or provide evidence of a QMS, or similar quality assurance system, consistent with the requirements set out in this document, or otherwise required by Hunter Water.

5.5.5 Other standards, specifications and codes

Accredited Suppliers must comply with the provisions of:

- Hunter Water's Land Development Manual, Developer Works Deeds, specifications, and Approved Products and Manufacturers Register
- WSAA Codes, standards, guidelines, manuals, and asset information requirements, and
- other such codes, guidelines, policies or procedures which may apply.

Current versions of the above Hunter Water documents are available on Hunter Water's website. WSAA material is required to be purchased on its website.

Accredited Suppliers must remain familiar with the content of the above documents and any amendments to them. Hunter Water endeavours to inform Accredited Suppliers of any new editions or amendments to the above documents.

5.5.6 Audit results

Hunter Water may conduct optional audits of design, certification and construction activities carried out by Accredited Suppliers and prepare performance reports. These performance reports are used to document their accreditation status. Hunter Water is entitled to retain details of these reports for its own use or for the use of other water utilities. Accredited Suppliers give permission to Hunter Water to provide other water utilities with performance information and reports relating to them.

The purpose of these audits is to assess the performance of Accredited Suppliers and to establish whether asset quality is likely to meet specified requirements. The asset-creation process should ensure Developer-funded infrastructure is produced in accordance with quality, WHS and environmental standards. The main elements of the audit are

- Design compliance
- Certification process compliance
- Construction compliance
- Information generated and provided by the end of the project

Accredited Suppliers must provide any requested information relating to accreditation during any audit scheduled at their offices or premises. Accredited Suppliers must provide reasonable access to Hunter Water, or Hunter Water's delegated agent, to perform such audits.



Accredited Suppliers must provide Hunter Water, or Hunter Water's delegated agent, a summary of audit reports and the details of their findings in relation to their QMS, currency of training of key personnel, compliance with Corrective Action Requests, Non-conformance Reports, project management plans, and project records.

If an Accredited Supplier on more than one occasion fails to meet required performance standards, Hunter Water may downgrade or suspend that Accredited Supplier's accreditation status and remove them from the applicable Accredited Suppliers Register.

5.6 Submit the application

This section details the responsibilities of the applicant when submitting an application for accreditation. Hunter Water treats each application as confidential and takes all due diligence in protecting the privacy of the applicant while processing the application.

5.6.1 Accreditation application

Enquiries relating to the application process should be directed to:

Hunter Water Delivery Team Leader

Email: accreditation.support@hunterwater.com.au

No statement made by any staff member of Hunter Water can act to modify the application requirements set out in this document, unless confirmed in writing by an authorised representative of Hunter Water.

5.6.2 Proprietorship and representations

No representation made by or on behalf of Hunter Water, whether in this document or otherwise, relating to it or its subject matter, is binding on Hunter Water unless formalised in writing by an authorised representative of Hunter Water.

5.6.3 Submission documents

Application forms must be completely filled out and signed, accompanied by any other documents and details stipulated by the application form. Applicants must clearly state any assumptions made in their applications. Unnecessarily elaborate responses or other presentation beyond what is sufficient to present a complete and effective application are not desired or required.

5.6.4 Confidentiality and intellectual property

Applicants must keep confidential all information concerning Hunter Water received as a result of or in connection with an application. Applicants must not make any public statement relating to this document or to their application without the prior written approval of Hunter Water.

Applicants warrant they are entitled to provide the information in the application and authorise Hunter Water to reproduce the whole or any part of the application, notwithstanding any copyright or other intellectual property right that may exist in those documents.

All documents provided by the applicant to Hunter Water are held in confidence, so far as the law permits.

Information provided to Hunter Water remains confidential unless otherwise required to be disclosed. Accredited Suppliers acknowledge Hunter Water may publish, on its website or elsewhere, details of their accreditation status. Hunter Water is not required to keep information



provided by, referring to, or relating to an Accredited Supplier confidential, if the disclosure of such information is:

- requested by a client wishing to undertake a land development project
- expressly required by law
- to a legal or other professional seeking advice, provided the recipient of said advice agrees to keep the information confidential, and/or
- to an expert or arbitrator for the purpose of settling any dispute or difference between the Accredited Supplier and Hunter Water.

Accredited Suppliers agree and acknowledge Hunter Water may use external assessors to assist with applications, reviews, and audits of their QMSs and office procedures. By submitting an application and agreeing to the conditions associated with accreditation, applicants and Accredited Suppliers expressly authorise the use of such assessors. In such cases, external assessors are required to maintain the confidentiality of information received.

5.6.5 Preparation of application

Hunter Water is not responsible for and does not pay for any expense or loss which may be incurred by applicants in the preparation of their applications. Applicants must fully apprise themselves in relation to all matters arising from this document, including Hunter Water's requirements.

Guide notes for completing and submitting applications are included in the Accredited Design Consultant Application Form, which can be found in '[Appendix B: Accredited Design Consultant Application Form](#)', and the Accredited Construction Contractor Application Form, which can be found in '[Appendix C: Accredited Construction Contractor Application Form](#)'.

5.6.6 Use and disclosure of application information

Hunter Water operates an independent accreditation process. It evaluates each application based on its own investigations and in accordance with criteria specified by Hunter Water.

By submitting an application, applicants accept that Hunter Water may publish on the internet or elsewhere the applicant's name, contact details and subcategory codes.

5.6.7 No guarantee of work

Listing on either the Accredited Design Consultant Register or Accredited Construction Contractor Register does not in any way:

- assure the Accredited Supplier is included on an invitation to tender for work issued by any Developer
- guarantee or suggest the Accredited Supplier is engaged to perform any work or services for the development industry, or
- create any relationship between the Accredited Supplier and Hunter Water in relation to the provision of any Works or services to Hunter Water.

Accreditation only entitles Accredited Suppliers to provide certain categories of Works and services to Developers. It does not remove the need for Accredited Suppliers to fully comply with any other contract conditions agreed with any third party that may apply to a particular project or tender invitation.



5.7 Accreditation status

When an applicant receives notification of achieving accreditation, a status of 'A2 – New Entrant' is issued and the initial 12-month period begins. This may be changed to 'A3 – Probationary' if performance management (for example, coaching or retraining) is required.

At the expiry of the initial period, the Accredited Supplier is listed on the Accredited Design Consultant Register or the Accredited Construction Contractor Register as 'A1 - Fully Operational'. This listing may be indefinite, by demonstrating continuous compliance with all relevant contracts and continuing fulfilment and performance of accreditation conditions.

5.7.1 Accreditation rankings

Hunter Water has a system of ranking Accredited Suppliers. The ranking reflects the Accredited Supplier's accreditation status. It is important to note these rankings are not yet displayed on the Accredited Supplier Registers, however, Hunter Water reserves the right to later include this information. Table 7 outlines the different levels of accreditation.

Table 7: Accredited Supplier status

Status level	Status title	Description
A1	Fully Operational	Accredited Suppliers who have passed the initial 12-month period. Fully Operational Accredited Suppliers are subject to fewer audits than New Entrants or those in a probationary period. Fully Operational Accredited Suppliers who via observation or review have been identified as requiring performance management may have their probationary status reclassified.
A2	New Entrant	Applicants who have achieved accreditation status and have entered the initial accreditation period, which is twelve months. New entrants are subject to more audits by Hunter Water to confirm their work is compliant to standards. New entrants who via audit have been identified as requiring performance management may be reclassified as 'A3 – Probationary'.
A3	Probationary	Accredited Suppliers who via audit have been identified as requiring performance management to achieve satisfactory ongoing completion of Works.
A4	Suspended (not displayed on Accredited Supplier Register)	Accredited Suppliers who via audit have been identified as requiring performance management and have failed to improve are suspended and removed from the applicable Register at Hunter Water's discretion.



5.7.2 Maintaining accreditation

Accreditation remains for up to 24 months from the completion date of an Accredited Supplier's last performed work. Accreditation may be ongoing, dependent on continuing compliance with all requirements of the Developer Works system.

To maintain accreditation status, Accredited Suppliers must continue to meet all Hunter Water's requirements regarding design, surveillance and construction services. Where documents, policies, training or certificates expire or are renewed, proof of continuance must be submitted to Hunter Water.

5.8 Criteria for suspension/removal

This subsection lists the various criteria for which Accredited Suppliers may risk losing their accreditation and being removed from Hunter Water's Registers, or having their accreditation status downgraded. In most cases of downgrading of accreditation status or loss of accreditation and removal from Accredited Suppliers Registers, affected parties and relevant groups within Hunter Water are informed by email.

5.8.1 Inactivity

Accreditation remains for up to 24 months from the completion date of an Accredited Supplier's last performed work. Accredited Suppliers who have not performed any work in the creation of Hunter Water assets for longer than 24 months lose their accreditation and are removed from the applicable Accredited Suppliers Register without written notice.

5.8.2 Expiry of credentials

Accredited Suppliers whose credentials, qualifications, licences, certificates, and the like have expired may risk losing their accreditation and being removed from the Registers. Hunter Water endeavours to notify Accredited Suppliers prior to the expiry of the above to help prevent this from occurring, however, the responsibility to maintain all accreditation requirements rests with Accredited Suppliers.

5.8.3 Loss of key personnel

Accredited Suppliers whose accreditation is largely or wholly contingent on particular personnel risk losing their accreditation and being removed from the Registers if that person or those personnel leave their company or organisation. In such circumstances, another member of the company or organisation needs to demonstrate commensurate training, qualifications, credentials, and the like to maintain accreditation. It is the Accredited Suppliers' responsibility to continually maintain their capabilities over time, and undertake all necessary training to ensure the company or organisation is able to fulfil its obligations.

5.8.4 Minor infringements

Accredited Suppliers who do not comply with Hunter Water's codes, standards and conditions for quality assurance (QA), WHS and the environment risk losing their accreditation and being removed from the Registers. Minor infringements may not incur any penalty and may be performance managed. Repeated minor infringements may, however, risk a downgrading of an Accredited Supplier's accreditation status or ranking. Accredited Suppliers whose accreditation status or ranking has been downgraded and who fail to respond to performance management and fail to improve risk losing their accreditation and being removed from the Registers.



5.8.5 Critical infringements

Accredited Suppliers whose work critically breaches any QA, WHS and environmental codes, standards and conditions risk losing their accreditation and being removed from the Registers. This may be the case for a first incident or near miss, if deemed critical. A breach of Hunter Water's Operating Licence through negligence is deemed a critical infringement: for example, a dry-weather surcharge of sewage to the environment or a loss of water supply for greater than five hours.

5.8.6 Illegal activity

Accredited Suppliers whose work is suspected to have broken any laws risk losing their accreditation and being removed from the Registers. This may be the case for first offences if the incident is deemed significant.

5.9 Managing the Registers

Hunter Water intends to use a supplier management system (SMS) to store and manage Accredited Suppliers' details and profiles, and those of applicants for the Accredited Suppliers Registers. The SMS will help both Hunter Water and Accredited Suppliers by keeping track of information such as the expiry of licences, insurances, certifications, and the like. When an expiry date draws near, the SMS will automatically send an email to Accredited Suppliers informing them of the action they need to take.

The SMS will keep track of Accredited Suppliers' levels of activity, and will automatically send emails warning them their accreditation is in jeopardy if they have not contributed to any Developer Works in the set period. The SMS will also keep tracks of Accredited Suppliers' numbers of Non-conformance Reports, Corrective Action Requests, and the like, to better enable Hunter Water's performance management processes. Prior to the implementation of the SMS, an alternative system will be used to perform the above functions.

5.9.1 Managing accredited company profile

Accredited Suppliers must notify Hunter Water within 30 calendar days of any:

- substantial change in their capacity to perform any design, surveillance or construction services
- change in their business registration details
- change in ownership or control of their companies
- change to contract arrangements
- change in the status of a corporation, names of directors of the corporation or partners in a partnership, which might affect their accreditation details
- non-renewal of insurances and quality system certifications and registrations, or
- non-renewal of training requirements.

5.9.2 Review of accreditation

Hunter Water may conduct a review of the accreditation of an Accredited Supplier on the occurrence of one or more of the following:

- as part of a regular review performed by Hunter Water



- upon notification of a change in accreditation details
- as a result of any performance assessment, and
- at any time determined by Hunter Water.

If the accreditation status of an Accredited Supplier is reviewed, Hunter Water may request the Accredited Supplier do one or more of the following:

- supply further information, and
- submit a new application for accreditation.

Accredited Suppliers are notified in writing of the result of any review of their accreditation

5.9.3 Reclassification of accreditation

Hunter Water may, at its discretion, review, reclassify, suspend, and/or cancel the accreditation of Accredited Suppliers who:

- perform in a manner unsatisfactory to Hunter Water (for example, provide a service in an illegal or fraudulent manner, or in such a manner which places the Developer or Accredited Supplier in breach of their obligations)
- put Hunter Water at risk of breaching the law or its Operating Licence
- change their technical capacity significantly
- discontinue or threaten to discontinue their business, or a substantial part of it
- experience an insolvency event, and/or
- have insufficient key personnel.

Before any step towards reviewing, reclassifying, suspending, or cancelling an accreditation is taken, Hunter Water communicates with the Accredited Supplier about the reasons behind the proposed course of action.

Where an Accredited Supplier's accreditation is reclassified, suspended or cancelled, the Accredited Supplier is entitled to apply for reinstatement within a period nominated by Hunter Water. The Accredited Supplier must demonstrate to the satisfaction of Hunter Water all issues which to the reclassification, suspension or cancellation have been rectified. Reinstatement may be subject to the completion by the Accredited Supplier of any other requirements which Hunter Water considers necessary.

Accredited Suppliers may also request to be reclassified. To do so, they must contact the Accreditation Administrator, whose details can be found in '[Request for review](#)'.

Hunter Water updates its Accredited Design Consultant Register, Accredited Construction Contractor Register and SMS to reflect any such changes.

6. Reaccreditation process



6.1 Reaccreditation after suspension/removal

The loss of accreditation does not necessarily prevent a former Accredited Supplier from reapplying for accreditation. In these circumstances, if the application is successful the Accredited Supplier recommences as an 'A2 – New Entrant'.

6.2 Waiting period prior to reaccreditation

The waiting period prior to reaccreditation may vary. Accredited Suppliers whose accreditation has:

- lapsed due to inactivity may reapply at any time.
- been suspended due to expiry of credentials may reapply at any time, although their reaccreditation is contingent on the renewal of the applicable credentials.
- been suspended due to key personnel leaving their company or organisation may reapply at any time, although the applicable qualifications need to be fulfilled by another person in the organisation.
- been revoked due to repeated minor infringements may have to wait for a period of 12 months, as advised by Hunter Water, before being eligible to reapply.
- been revoked due to significant infringements may have to wait for a period of two years, as advised by Hunter Water, before being eligible to reapply. The possibility of reaccreditation in such circumstances is at Hunter Water's sole discretion. In some cases, they may be ineligible to reapply.
- been revoked due to illegal activity may be ineligible to reapply. The possibility of reaccreditation in such circumstances is at Hunter Water's sole discretion.

6.3 Determination of reaccreditation

Determination of any application for reaccreditation, or for reinstatement after reclassification, suspension or cancellation, is at Hunter Water's absolute discretion. Hunter Water is not liable for any costs, losses or damages suffered or incurred by an applicant or Accredited Supplier as a result of any performance management decisions taken. Refer to the '[Request for review](#)' section of this manual for details on how you might request a discussion on recourse/reapplication due to the reason for removal. Being listed as an Accredited Supplier is not a guarantee of work from Hunter Water.

6.4 Request for review

Accredited Suppliers whose applications for reinstatement or variation of accreditation have been unsuccessful, or who have been advised their accreditation is being considered for reclassification, suspension or cancellation may, within 30 calendar days of receiving this advice, apply in writing for a review of the proposed course of action. Requests for review must be sent to:

Hunter Water Delivery Team Leader

Email: accreditation.support@hunterwater.com.au

Hunter Water considers the request for review and notifies the party concerned of its decision. Hunter Water's decision on reviews is final, unless the applicant or Accredited Supplier, former or otherwise, can prove exceptional circumstances prevail which warrant a separate or additional determination.

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7. Communication protocols

Hunter Water has communication protocols for the accreditation process. These may be automatically generated by the SMS or prepared by Hunter Water personnel. They are sent to Accredited Suppliers to inform them of changes to their accreditation status and of actions required to maintain their accreditation. These are used to:

- inform internal stakeholders of accreditation changes
- inform Accredited Suppliers audit results have affected their accreditation
- inform Accredited Suppliers of accreditation changes
- inform Accredited Suppliers of lapses in accreditation, licences, insurances, and the like, and
- inform Accredited Suppliers of corrective actions required

Templates of these communications protocols can be found in [Appendices D to I](#).

8. Accreditation training requirements

Hunter Water may require new applicants for the Accredited Supplier Registers to undertake Developer Works-specific training, to better familiarise themselves with Hunter Water's expectations and requirements. This varies on a case-by-case basis.

Accredited Design Consultants are required to be WSAA trained and certified for both water and sewer design. Currently, Accredited Construction Contractors are not required to be WSAA certified for water and sewer. However, Hunter Water's position on this may change in the future. Licensed plumbers and Accredited Construction Contractors are required to have all necessary licenses, certificates, qualifications and training for all the work they perform in the Developer Works model.

An online on-boarding presentation and questionnaire may be introduced as a requirement of the accreditation process. As part of the accreditation process, applicants may be required to verify the qualifications, certificates of competency, and other training they and their staff may have received. As part of reaccreditation, former Accredited Suppliers may be required to undertake further training, as advised by Hunter Water.

9. Accreditation process feedback and review

This section is dedicated to determining if the accreditation process has enabled the delivery of safe, environmentally-friendly and high-quality Developer Works to Hunter Water and its customers. Various groups within Hunter Water periodically meet to discuss feedback they have received regarding the accreditation process. They assess this information to determine its efficiency and ability to fulfil its functions. This information is then used for refinement and continual improvement of the process.

Accredited Suppliers and Developers are also encouraged to participate in providing feedback on the accreditation process. To do so, they should use the '[Accreditation process feedback form](#)' in [Appendix J](#).

10. Incorporated documents

This document and those listed below in this section are incorporated in 'Manual – Delivery of Developer Works'.

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Developer Works Corporate Standards:

- Corporate Standard – Routine Minor Works – Developers and Accredited Suppliers
- Corporate Standard – Routine Major Works – Developers and Accredited Suppliers
- Corporate Standard – Complex Works – Developers and Accredited Suppliers
- Corporate Standard – Auditing of Developer Works

To access Hunter Water's documents for Developer Works, go to 'A New Delivery Model for Developer Works' page on [Hunter Water's website](#).

Developer Works-related Registers:

- Accredited Design Consultants Register
- Accredited Construction Contractors Register
- Approved Products and Manufacturers Register

To access Accredited Suppliers and Approved Products and Manufacturers Registers, go to the 'Building and Development' page on [Hunter Water's website](#).

11. Related documents

Manual – Land Development

Developer Works Deeds:

- Developer Works Deed – Routine Minor Works
- Developer Works Deed – Routine Major Works
- Developer Works Deed – Complex Works

To access the Developer Works Deeds, go to 'A New Delivery Model for Developer Works' page on [Hunter Water's website](#).

External documents and references:

- ISO 9001:2015 Quality management system – Requirements
- ISO 14001:2004 Environmental management system – Requirements
- ISO 55001:2015 – Asset management – Management systems – Requirements
- Water Services Association of Australia (WSAA) www.wsaa.asn.au

12. Document control

TRIM: HW2015/1469/31/1.001

Table 8: Document governance

Document owner	Mandatory reviewer	Document approver
Group Manager Development Services	Group Manager Development Services	Executive Manager Customer Strategy and Retail

Table 9: Document version history

Version	Name of author	Summary of changes	Approval date	Approved by	Periodic review
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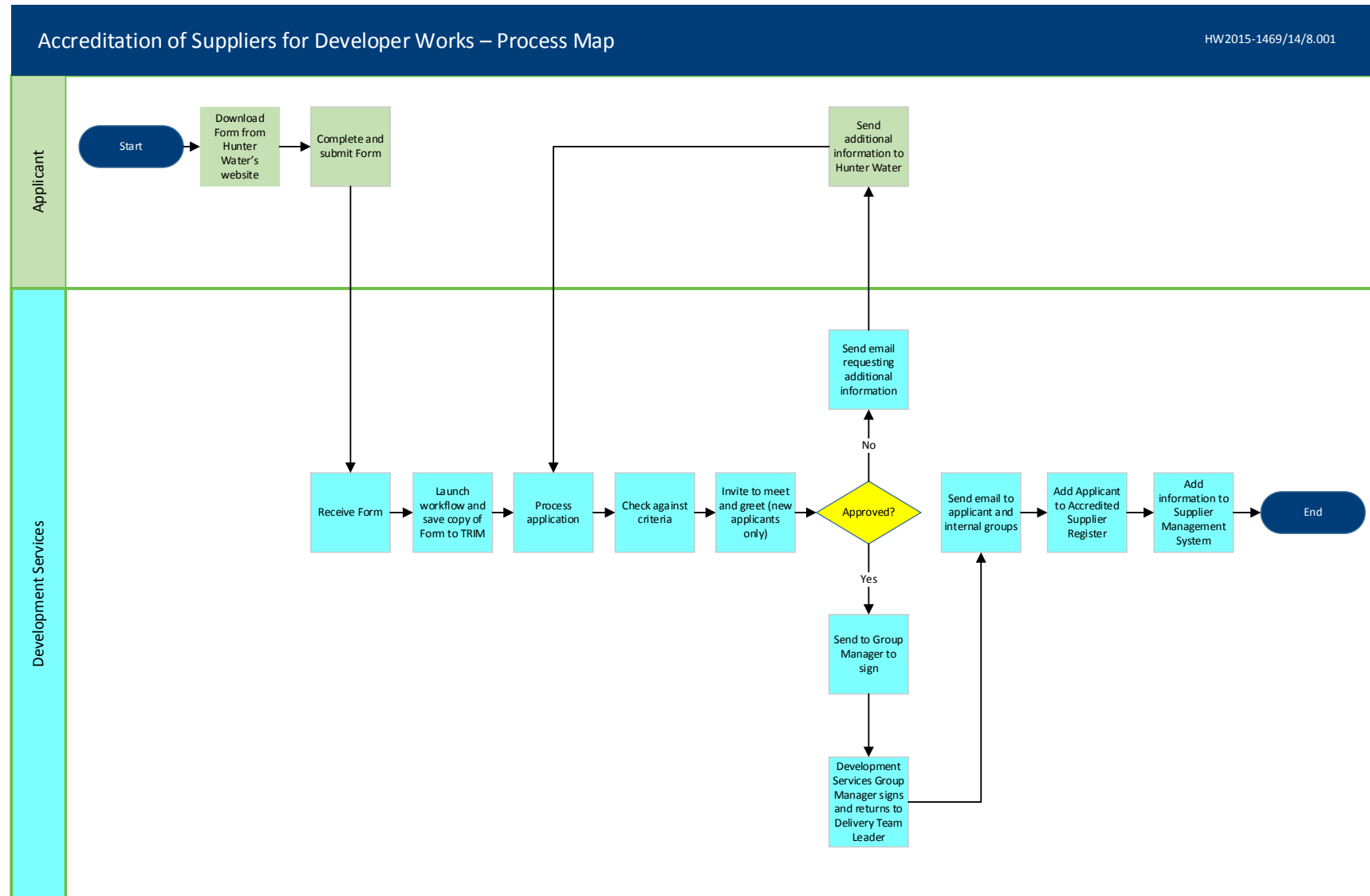


1.0	Brett Lewis	Initial release	19 Jan 2018	Executive Manager Customer Strategy and Retail	1 year
2.0	Colin Cribb	Minor amendments	29 May 2018	Executive Manager Customer Strategy and Retail	1 year

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Appendix A: Accreditation Process Map



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Hunter Water Corporation

Application Form – Accredited Design Consultant

Appendix B: Accredited Design Consultant Application Form

Instructions for lodging an application

Electronic format (email)

Hunter Water accepts electronic copies of applications by email. Any related documents should be included as PDF attachments. Applications in this format may be sent to:

accreditation.support@hunterwater.com.au

Hunter Water does not take responsibility for delivery failure. Applicants may contact Hunter Water to confirm receipt of emails.

Sample Only



Hunter Water Corporation

Application Form – Accredited Design Consultant

Fill out all applicable areas. If submitting a scanned copy, please ensure all handwriting is legible and in block letters.

Section 1 – Applicant's details
Applicant's name:
Business or trading name (if applicable):
Date of company registration:
Applicant's title (if applicable):
Address:
Postal Address:
ACN (if applicable):
ABN (if applicable):
Phone:
Email:

Applicants must specify which category or categories they are applying for, by writing either 'Yes' or 'No' in the boxes provided.

Section 2 – Accreditation category or categories requested		
Code	Accredited Design Consultant services	Yes/No
D1	Water and gravity sewer reticulation – routine works	
D2	Pump stations - complex works	
D3	Pressure sewer – complex works	
D4	Trunk infrastructure >300mm diameter	

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Hunter Water Corporation

Application Form – Accredited Design Consultant

Applicants must provide details of their current insurance policies, including names of insurance companies, policy numbers, amounts of cover, and expiry dates. Applicants must also attach certificates of currency.

Section 3 – Insurances
Professional Indemnity Insurance (\$10 million minimum)
Name of insured:
Insurer:
Policy number:
Sum insured: \$
Expiry date:
Public Liability Insurance (\$20 million minimum)
Name of insured:
Insurer:
Policy number:
Sum insured: \$
Expiry date:
Workers Compensation Insurance
Name of insured:
Insurer:
Policy number:
Sum insured: \$
Expiry date:



Hunter Water Corporation

Application Form – Accredited Design Consultant

Section 4 – Relevant company experience

A minimum of four recent relevant projects is preferred, ideally within the last two years. More may be attached, if the applicant desires.

Project name:
Approximate project value: \$
Date completed:
Client:
Brief description of scope and location:
Client representative:
Client representative's telephone number:
Project name:
Approximate project value: \$
Date completed:
Client:
Brief description of scope and location:
Client representative:
Client representative's telephone number:

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Hunter Water Corporation

Application Form – Accredited Design Consultant

Section 4 – Relevant company experience (continued)

Project name:
Approximate project value: \$
Date completed:
Client:
Brief description of scope and location:
Client representative:
Client representative's telephone number:

Project name:
Approximate project value: \$
Date completed:
Client:
Brief description of scope and location:
Client representative:
Client representative's telephone number:

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Hunter Water Corporation

Application Form – Accredited Design Consultant

Section 5 – Key personnel

Applicants must demonstrate that all key personnel possess the relevant experience, competencies, qualifications and training listed in Section 5 of 'Corporate Standard – Accreditation of Suppliers for Developer Works'. Nominate, as a minimum, one designer and one certifier. Provide CVs for each.

Name:
Position:
Qualifications:
Relevant training:
Professional associations:
Years of relevant design/certification experience:
Recent projects:

Name:
Position:
Qualifications:
Relevant training:
Professional associations:
Years of relevant design/certification experience:
Recent projects:

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Hunter Water Corporation

Application Form – Accredited Design Consultant

Section 5 – Key personnel (continued)

Name:
Position:
Qualifications:
Relevant training:
Professional associations:
Years of relevant design/certification experience:
Recent projects:

Name:
Position:
Qualifications:
Relevant training:
Professional associations:
Years of relevant design/certification experience:
Recent projects:

Section 6 – Sub-consultants

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Hunter Water Corporation

Application Form – Accredited Design Consultant

Applicants must provide details of any specialist sub-consultants they use on projects which deliver infrastructure to Hunter Water. Use additional pages and attach details as necessary.

Company name:
Address:
ABN/ACN (please circle as appropriate):
Contact name:
Contact title:
Phone:
Email:
Recent projects:

Company name:
Address:
ABN/ACN (please circle as appropriate):
Contact name:
Contact title:
Phone:
Email:
Recent projects:

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Hunter Water Corporation

Application Form – Accredited Design Consultant

Applicants should include a summary of any relevant accreditation they hold and any relevant training they have completed, eg: WSAA Accreditation

Section 7 – Relevant accreditation and training				
Accreditation agency/Training institute	Accreditation	Person	Date attained	Expiry

By signing this application, you are acknowledging that the information you have provided is correct, that your company meets all the requirements, and have read and understood your role, responsibilities and obligations as an Accredited Designer.

Section 8 – Signature	
Company director's name:	_____
Signature:	_____ Date: _____

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Hunter Water Corporation

Application Form – Accredited Construction Contractor

Appendix C: Accredited Construction Contractor Application Form

Instructions for lodging an application

Electronic format (email)

Hunter Water accepts electronic copies of applications by email. Any related documents should be included as PDF attachments. Applications in this format may be sent to:

accreditation.support@hunterwater.com.au

Hunter Water does not take responsibility for delivery failure. Applicants may contact Hunter Water to confirm receipt of emails.

Sample Only



Hunter Water Corporation

Application Form – Accredited Construction Contractor

Fill out all applicable areas. If submitting a scanned copy, please ensure all handwriting is legible and in block letters.

Section 1 – Applicant's details
Applicant's name:
Business or trading name (if applicable):
Date of company registration:
Applicant's title (if applicable):
Address:
Postal Address:
ACN (if applicable):
ABN (if applicable):
Phone:
Email:

Applicants must specify which category or categories they are applying for, by writing either 'Yes' or 'No' in the boxes provided.

Section 2 – Accreditation category or categories requested		
Code	Accredited Construction Contractor services	Yes/No
C1	Water and gravity sewer reticulation – routine works	
C2	Pump stations - complex works	
C3	Pressure sewer – complex works	
C4	Trunk infrastructure >300mm diameter	



Hunter Water Corporation

Application Form – Accredited Construction Contractor

Applicants must provide details of their current insurance policies, including names of insurance companies, policy numbers, amounts of cover, and expiry dates. Applicants must also attach certificates of currency.

Section 3 – Insurances
Public Liability Insurance (\$20 million minimum)
Name of insured:
Insurer:
Policy number:
Sum insured: \$
Expiry date:
Workers Compensation Insurance
Name of insured:
Insurer:
Policy number:
Sum insured: \$
Expiry date:



Hunter Water Corporation

Application Form – Accredited Construction Contractor

Section 4 – Relevant company experience

A minimum of four recent relevant projects is preferred, ideally within the last two years. More may be attached, if the applicant desires.

Project name:
Approximate project value: \$
Date completed:
Client:
Brief description of scope and location:
Client representative:
Client representative's telephone number:

Project name:
Approximate project value: \$
Date completed:
Client:
Brief description of scope and location:
Client representative:
Client representative's telephone number:

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Hunter Water Corporation

Application Form – Accredited Construction Contractor

Section 4 – Relevant company experience (continued)

Project name:
Approximate project value: \$
Date completed:
Client:
Brief description of scope and location:
Client representative:
Client representative's telephone number:

Project name:
Approximate project value: \$
Date completed:
Client:
Brief description of scope and location:
Client representative:
Client representative's telephone number:

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Hunter Water Corporation

Application Form – Accredited Construction Contractor

Section 5 – Key personnel

Applicants must demonstrate that all key personnel possess the relevant experience, competencies, qualifications and training listed in Section 5 of 'Corporate Standard – Accreditation of Suppliers for Developer Works'. Nominate as a minimum, the Company Manager, one Project Manager and one Site Supervisor. Provide CVs for each.

Name:
Position:
Qualifications:
Relevant training:
Professional associations:
Years of relevant design/certification experience:
Recent projects:

Name:
Position:
Qualifications:
Relevant training:
Professional associations:
Years of relevant design/certification experience:
Recent projects:

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Hunter Water Corporation

Application Form – Accredited Construction Contractor

Section 5 – Key personnel (continued)

Name:
Position:
Qualifications:
Relevant training:
Professional associations:
Years of relevant design/certification experience:
Recent projects:

Name:
Position:
Qualifications:
Relevant training:
Professional associations:
Years of relevant design/certification experience:
Recent projects:

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Hunter Water Corporation

Application Form – Accredited Construction Contractor

Section 6 – Subcontractors

Applicants must provide details of any specialist subcontractors they use on projects which deliver infrastructure to Hunter Water. Use additional pages and attach details as necessary.

Company name:
Address:
ABN/ACN (please circle as appropriate):
Contact name:
Contact title:
Phone:
Email:
Recent projects:

Company name:
Address:
ABN/ACN (please circle as appropriate):
Contact name:
Contact title:
Phone:
Email:
Recent projects:

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Hunter Water Corporation

Application Form – Accredited Construction Contractor

Section 7 – Evidence of training

Attach evidence of completion of:

- Pipelaying training eg:
 - Certificate III in Civil Construction
 - Century Plus Ductile Iron Pipe Installation training, or equivalent
- Confined Space Training, to be compliant with the NSW Government's *Work Health and Safety Regulation 2011*. This is only a requirement for Routine Major and Complex Works.
- WHS General Construction Induction (White Card)

Section 8 – WHS management system

To be included on Hunter Water's Accredited Construction Contractor Register, you must submit a generic site WHS management plan addressing the issues detailed in [NSW Government Work Health and Safety Management Systems and Auditing Guidelines \(edition 5\)](#).

Section 9 – Environmental management system

To be included on Hunter Water's Accredited Construction Contractor Register, you must submit a generic site environmental management plan addressing the issues detailed in [NSW Government Environmental Management Systems Guidelines \(edition 3\)](#).

Section 10 – WSAA Codes and Standards

Attach evidence of purchase of current WSAA Codes and Standards



Hunter Water Corporation

Application Form – Accredited Construction Contractor

By signing this application, you are acknowledging that the information you have provided is correct, that your company meets all the requirements, and have read and understood your role, responsibilities and obligations as an Accredited Construction Contractor.

Section 11 – Signature	
Company director's name: _____	
Signature: _____	Date: _____

Sample Only

Appendix D: Variation of Accreditation (Internal) – Communication Protocol



Variation of Accreditation (Internal)

From:

To:

Date:

Please be advised that the Accreditation Status of <insert name of Accredited Supplier> has changed from <insert previous Accreditation Status> to <insert current Accreditation Status>.

The <insert subcategory/subcategories> <insert name of Accredited Supplier> is authorised to perform work in are now <insert subcategory/codes>.


If you have any queries, please contact Development Services.

TRIM number: HW/2015-1469/12/6.012

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Appendix E: Variation of Accreditation (External) – Communication Protocol

Hunter Water Corporation
☎ 1300 657 657
✉ PO Box 5171, HRMC NSW 2310



Variation of Accreditation (External)

From:

To:

Date:

Please be advised that the Accreditation Status of <insert name of Accredited Supplier> has changed from <insert previous Accreditation Status> to <insert current Accreditation Status>.

The subcategories <insert name of Accredited Supplier> is authorised to perform Works in are now <insert subcategory/codes>.

If you have any queries regarding this, please contact Hunter Water on 1300 657 657 or <insert name of Administrative Officer/Technical Officer> on <insert Officer's telephone number>.

Yours sincerely,


<insert name of Administrative Officer/Technical Officer>

TRIM number: HW2015-1469/12/6.013

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Appendix F: Change of Accreditation Status – Communication Protocol

Hunter Water Corporation
☎ 1300 657 657
📮 PO Box 5171, HRMC NSW 2310



Change of Accreditation Status

From:

To:

Date:

Please be advised that the Accreditation Status of <insert name of Accredited Supplier> has changed from <insert previous Accreditation Status> to <insert current Accreditation Status> for the following reasons:

- <insert reason/s>

The subcategories <insert name of Accredited Supplier> is authorised to perform Works in are now <insert subcategory/codes>.

If you have any queries regarding this, please contact Hunter Water on 1300 657 657 or <insert name of Administrative Officer/Technical Officer> on <insert Officer's telephone number>.


Yours sincerely,

<insert name of Administrative Officer/Technical Officer>

TRIM number: HW2015-1469/12/6.014

Appendix G: Lapse of Accreditation Requirements – Communication Protocol

Hunter Water Corporation
☎ 1300 657 657
✉ PO Box 5171, HRMC NSW 2310



Lapse of Accreditation Requirements

From:

To:

Date:

Please be advised that your <insert insurance/licence/permit/etc.> expired on <insert expiry date>. It is a condition of your accreditation that all insurances, licences, permits, qualifications, training, and the like are kept current and valid. Failure to renew your <insert insurance/licence/permit/etc.> will jeopardise your accreditation and could result in your removal from the <Accredited Design Consultants Register/Accredited Construction Contractors Register>.

Please respond to this notification within 21 calendar days of the above date with evidence of renewal of your <insert insurance/licence/permit/etc.>.

If you have any queries regarding this, please contact Hunter Water on 1300 657 657 or <insert name of Administrative Officer/Technical Officer> on <insert Officer's telephone number>.


Yours sincerely,

<insert name of Administrative Officer/Technical Officer>

TRIM number: HW2015-1469/12/6.015

Appendix H: Non-conformance Report – Communication Protocol

Hunter Water Corporation
☎ 1300 657 657
✉ PO Box 5171, HRMC NSW 2310



Non-conformance Report

From:

To:

Date:

Deed no.:

Please be advised that Hunter Water has conducted <insert an audit/audits> on <insert name of Accredited Supplier>. As a result, the following non-conformances were detected:

- <insert non-conformance here>
- <insert non-conformance here/add or delete as necessary>

Please provide evidence of rectification of the above non-conformances within 21 days of the date shown on this form. Please be advised that failure to address the above <issue/issues> could affect your accreditation. This in turn could affect your ability to perform Developer Works within Hunter Water's area of operations.

If you have any queries regarding this, please contact Hunter Water on 1300 657 657 or <insert name of Administrative Officer/Technical Officer> on <insert Officer's telephone number>.

Yours sincerely,

<insert name of Administrative Officer/Technical Officer>

TRIM number: HW2015-1469/12/6.017

Appendix I: Corrective Action Requirements – Communication Protocol



Corrective Action Requirements

From:

To:

Date:

CC: <insert Developer of project's name>

Dear <insert contact name>,

As a result of <an audit/surveillance> of your contribution to <insert project name>, it has been determined that corrective action is required to make the Works compliant with <Hunter Water's standards/WSAA codes/relevant legislation>. Within 21 days of the above date, please provide evidence of resolution of the following:

- <insert Corrective Action Request here>
- <insert Corrective Action Request here/add or delete as necessary>

Please be advised that failure to address the above <issue/issues> could affect your accreditation. This in turn could affect your ability to perform Developer Works within Hunter Water's area of operations.

If you have any queries regarding this, please contact Hunter Water on 1300 657 657 or <insert name of Administrative Officer/Technical Officer> on <insert Officer's telephone number>.

Yours sincerely,


<insert name of Administrative Officer/Technical Officer>

TRIM number: HW2015-1469/12/6.016

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Appendix J: Accreditation Process Feedback Form

Hunter Water Corporation
☎ 1300 657 657
✉ PO Box 5171, HRMC NSW 2310



Accreditation Process Feedback Form

Date:

Question 1. Were you provided enough information regarding the accreditation process prior to submitting your application?

Question 2. Was the application form clear and easy to use?

Question 3. Were Hunter Water's staff courteous, helpful, respectful and professional?

Question 4. How did you feel about the accreditation process?

Question 5. Would you like to be contacted by Hunter Water? If so, please provide contact details.

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