

assurance in water quality and safety



TRILITY
Water Consultancy Services

Delivering safe water
for communities



About TRILITY

TRILITY plays a vital role in our modern world by providing water, wastewater and environmental solutions which contribute to a better quality of life for those communities we serve, across Australia and New Zealand.

We work alongside you as a partner in optimising your facilities, processes and performance – creating value through the full water and wastewater cycle, enhancing your competitiveness and protecting the environment.

We are involved in the delivery of 100s of water infrastructure projects, currently servicing over 450 facilities. We have extensive operations, spanning from the far south of Tasmania to the most northern tip of the country and across the Tasman.

Today, our business combines many services, solutions, products and applications to suit each client's needs. We continually pivot to keep pace with rapidly evolving technology, markets, regulations and climate conditions. Our solutions are built on our heritage and our expertise, a dedication to do it right, and a passionate commitment to provide our services effectively, efficiently, safely and responsibly.



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About Water Consultancy Services

Consistent water quality and safety is essential to our lives, as a community and as a country. Yet achieving compliance is becoming increasingly challenging.

It is easy for utilities, councils and authorities to lose sight of the bigger picture, to be overwhelmed by the compounding details: the regulations, the reporting requirements and the complexities. A depth of expertise is critical.

At TRILITY Water Consultancy Services, we strive to be more than your typical consultant. We strive to be long-term partners to deliver higher standards of water quality together, consistently.

Our philosophy - **of working in true partnership with our clients** - ensures they can confidently elevate and exceed the standards of compliance on a sustainable, ongoing basis.

We fundamentally believe that our expertise enhances our client's ability to deliver safe, reliable water, ensuring a more consistent water quality for all.

“Through collaboration and extensive experience, we're elevating and maintaining the high standards of water quality across the full water cycle that benefit our clients, the industry, our communities and the environment.”

Adam Medlock
General Manager, Operations
TRILITY

Industry-leading experts
collaborating with
utilities, councils and
authorities to deliver safe
water for communities.



How we help

We are front line operators delivering safe and efficient water and wastewater services across the full water cycle. We work in collaboration with our clients to manage, operate, and maintain water and wastewater infrastructure for urban and regional communities.

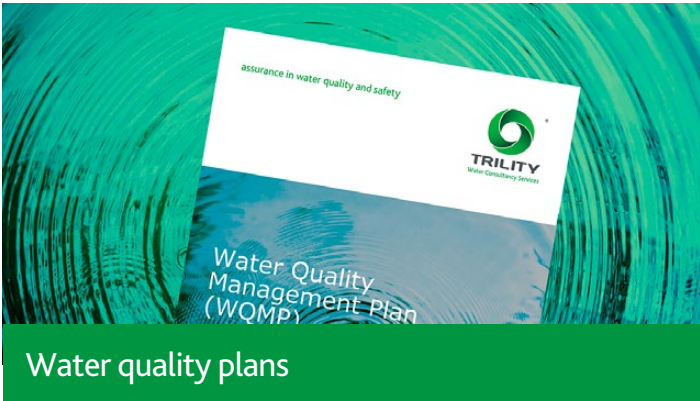
Our capabilities enable us to deliver a broad range of services. At TRILITY Water Consultancy Services, we apply our operational expertise to ensure our clients can support consistent and sustained operations, that meet Australian regulatory standards, public health standards and also protect the environment.

We are committed to enhancing and complementing the resources and skills of utilities, councils and authorities in order to drive sustained compliance.

We genuinely partner and collaborate with our clients. Using guidance, education and proactive troubleshooting to improve current practices, we enhance our clients' capacity to pass and sustain their water compliance requirements.



Our key services



Catchment-to-tap water quality management



Leveraging our operations and maintenance experience, we are proactive in delivering solutions that drive operational efficiency for treatment plants right across the full water cycle, from catchment to tap. To enable this, we collaborate closely with our clients to enhance their capabilities and knowledge throughout the cycle. We can assist you with:

- Catchment-to-tap data analysis
- Developing, updating and modernising standard operating procedures
- Health based targets (HBT) assessment
- Data assessment
- Water quality risk assessment
- Analysis of online and sample-based water quality data
- Good Practice Guide gap analysis
- Critical Control Point (CCP) monitoring service, verification, and review
- Developing and reviewing sampling programs
- Treatment assessment and optimisation

Environmental management



We provide utilities, authorities, regulators, government and other stakeholders assurance that where we are engaged, all recommendations and solutions are designed with environmental considerations and positive outcomes in mind. We offer a range of specialist environmental services tailored to meet your needs, including:

- Environmental management plan
- Environmental risk assessments and evaluations
- Biosolid management plan
- Risk minimisation and management plans (RMMP)
- Health and environmental management plans (HEMP)
- Annual reports

Water quality audits



Meeting regulatory compliance requirements is critical in providing the base level of water standards in Australia. Our dedicated and experienced team conduct internal audits of your Quality Management System which includes:

- Recycled water quality audit
- Drinking water quality audit
- Water quality management system audit
- Process efficiency and improvement

Which ensures compliance with:

- | | | |
|---|---|---|
|  State legislation, regulations, and guidelines |  Australian Drinking Water Guidelines (ADWG) |  Australian Guidelines for Recycled Water (AGRW) |
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Benefits of an internal audit

Internal audits provide assurance upwards to internal stakeholders including senior management that the organisation has prepared appropriately to pass a regulatory audit, and that all potential encumbrances to meeting audit requirements have been identified and addressed. The benefits of undertaking an internal audit include:

- assessing compliance with regulatory requirements and best practice
- identifying key improvements and gaps
- better managing risks, reducing replication and improving efficiency
- strengthening internal practices and quality control measures
- enhancing confidence of stakeholders, including management, customers and regulators
- demonstrating a culture of continuous improvement, and
- preparing for regulatory audits.

Water quality plans

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Water Quality
Management Plan
(WQMP)

The development and implementation of water quality management plans is an essential component of assuring water safety and quality.

Our approach to developing water quality management plans follows a risk management approach and is a documented, risk-based system for managing the supply of drinking water. The plan is also intended to be a living document that reflects the requirements of the suppliers (i.e., water utilities and councils) and is actioned through the suppliers' day-to-day activities now and in the future. Suppliers must prepare and implement management plans.

We undertake a thorough review of the management plan is required to ensure they accurate and up to date, appropriate to managing risks to the supply and functioning and working well.

The Water Quality Plan will be developed to meet the requirements where a supplier must prepare an annual report on the quality of drinking water as specified by the state's regulations. Our dedicated and experienced team can assist in the development and review of:

- Drinking water quality management plan (DWQMP)
- Recycled water management plan (RWQMP)
- Water safety plan (WSP)
- Annual report for Regulator
- and other plans to suit your needs

The TRILITY way

We are proactive

As water industry-leading experts, we're here to use our expertise and knowledge to deliver solutions that our clients value.

We act with transparency

Transparency is a key value for TRILITY. We are open with our knowledge, ready to share and happy to be challenged.

We collaborate, always

Throughout all our client engagements, from the outset to completion and beyond, we ensure we listen, understand, and work closely together to deliver better, more innovative solutions.

We don't over-complicate

We strive to bring efficiency through simplicity, a down-to-earth and practical approach.



Meet the team

Water Consultancy Services is comprised of engineers and scientists with a range of professional backgrounds in water quality and treatment. The team has extensive knowledge of drinking water and wastewater treatment processes, regulation, compliance and risk management across Australia.

Our task is to help our clients deliver their responsibility: safe, reliable water for our communities.



Dr Emily Quek

Water Quality Manager,
Australia / New Zealand



Martin Harris

Water Quality Lead



Jane Stokeld

Water Quality Lead



Nathan Strazdins

Operations Systems
Engineer



Mitch Turton

Operations Support
Engineer



Karl Humphreys

Operations Support
Engineer



Maximilian Curtis

Operations Support
Engineer



Rongtao Liu

Environmental and
Operations Engineer

Want to learn more about Water Consultancy Services?

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Read more at
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