



# WELCOME GUIDE



- High quality analytical services
- Field sampling
- Consulting services

[awqc.com.au](http://awqc.com.au)



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## The Australian Water Quality Centre

Thank you for selecting the Australian Water Quality Centre (AWQC).

This Guide describes our processes and procedures for providing you with industry leading water quality sampling, testing and analysis services and the service standards you can expect from us.

An independent business unit of SA Water, we provide our customers with NATA accredited sampling, testing and analysis services associated with the chemistry, microbiology, biology and ecology of waters, wastewater, sediments and sludge, as well as AS/NZS 4020 product testing services.

We are able to meet the demands of many industries and we're proud to service a customer base that includes water and wastewater service providers, utilities, manufacturing, food and beverage, health, environmental, mining, small business and residential.

With state of the art laboratory based in Adelaide (South Australia), expertly trained teams and a vast logistics network, our services extend across Australia and we are able to support a wide range of analytical testing and technical requirements.

Our scope of services include:

- NATA accredited field sampling and testing
- NATA accredited water quality testing
- data analysis reporting
- sample and monitoring plan design
- AS/NZS 4020 product testing for products that come in contact with drinking water
- analytical quality control programs
- research and consultancy.

### Quality services assured

At AWQC, quality is our focus. We operate with a continuous improvement mindset and principles of excellence in safety, service, technology and sustainability in all that we do.

Our Business Quality Management System is certified to ISO9001 and our laboratories are NATA accredited for chemical, biological, DNA and radiological testing. Our testing and instrument calibration services are certified to ISO/IEC 17025.

Our processes support the delivery of quality outcomes for our customers by making it easy for them to use our services. We do this by innovating for continual improvement, employing new technologies, seeking efficiencies and optimising our operations.



## Meet our customer service team

Members of the AWQC customer service team are based in Adelaide and provide nationwide coverage.



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## Terms and conditions

### Conditions of service

By submitting samples to our laboratory, you accept the terms and conditions and agree to pay for any goods or services supplied to you by AWQC. The terms and conditions are available on our website ([www.awqc.com.au](http://www.awqc.com.au)) and accompany quotations. AWQC reserves the right to update the terms and conditions at any time. Terms and conditions are subject to change without notice.

### Criteria for accepting samples

Samples are accepted at the discretion of the laboratory. Customers must comply with sample receipt hours, sample collection and sample submission requirements.

AWQC provides bottles/containers and it is a requirement they are used to ensure that integrity of analysis is maintained. Common reasons for refusing to accept a sample include:

- the sample was not collected in a suitable container (bottle non conformance)
- the sample was not delivered within the specified holding time, and the test results would not be representative
- the sample represents an unacceptable risk to laboratory staff including radiological, biological and chemical hazards
- the sample was submitted outside usual sample receipt hours.

### Exceedance values - Australian Drinking Water Guidelines

Exceedance values against the Australian Drinking Water Guidelines (ADWG) can be set so you can automatically receive emails or SMS notifications of all exceedance levels. The early warning alert levels, including any post rectification testing, can be dealt with very quickly to enable effective and efficient operational decisions.

AWQC's LIMS generates emails and SMS notifications within 15 minutes of result authorisation.

Enquire with your Customer Service Officer to enable this service.

### Payment

Payment terms are strictly 21 days as per terms and conditions. A late fee may apply if payment is not made by the due date.

Customers using a purchase order system must supply the correct purchase order number at the time of schedule or sample submission. Failure to supply the correct purchase order number may result in additional charges for the re-issue of invoices. Note: purchase orders must be maximum 10 characters.

Customers are understood to have accepted SA Water's finance requirements, as stated in the terms and conditions (including in the quotes and CSRs), as part of the terms of contract. Any departure from these terms must be by written agreement with SA Water.

Business customers will receive monthly invoices for business routine and scheduled work.

Prepayment is required for residential and international customers. GST does not apply to our international customers.

A minimum invoice fee of \$50 is applicable to all invoices.

Invoice and account enquiries to: [accounts@awqc.com.au](mailto:accounts@awqc.com.au)

### Payment methods

There are several payment options – full details printed on the invoice:

<b>BPay</b>	Internet and telephone
<b>Online</b>	Visa/Mastercard
<b>Phone</b>	Visa/Mastercard
<b>Mail</b>	Money order/cheque

## **Confidentiality and quality assurance**

Confidentiality is an integral part of our quality assurance certification. Results will not be released to SA Water or a third party without written client consent.

Strict quality control procedures are applied to all analyses. This involves the frequent use of replicates to monitor precision, with standard reference materials and blanks to monitor accuracy.

## **Cancellations**

In general, until you have submitted a sample for testing, you can cancel the request for service without penalty or obligation. However AWQC reserves the right to recover costs from you under certain circumstances, such as:

- an administration fee (\$50 + GST) where preparation or analysis has not commenced; or
- the full analytical or service fee where analysis or experimentation has commenced. If preparation or analysis has commenced, the result will be reported consistent with AWQC accreditation and certification.

## **Transport costs**

Transport costs may be incurred in relation to bottle/sample provision and/or return to customers. Discuss transport options with your customer service officer.

Please consider the time taken for samples to be sent in line with holding times.

## **Customer service feedback**

At AWQC, we aim to provide great customer service to all our customers and partners.

We welcome your feedback about the services we provide, or the way in which they are provided. Receiving feedback or a complaint gives us the opportunity to remedy an issue and continually improve our services. Receiving a compliment is also welcomed and helps to reinforce the things we do well.

## **When you are happy with our service**

We can learn from positive feedback too, so if you are happy with your AWQC experience, please share with us by sending an email to [customerservice@awqc.com.au](mailto:customerservice@awqc.com.au)

## **When you are not happy with our service**

We will work with you to resolve the matter and learn from each experience. Here is how we will do that together:

### **Step 1 – talk to us**

Please call us on 08 7424 1514 and talk to one of our customer service team members who will try and resolve your issue over the phone.

### **Step 2 – if you are still not satisfied with our service**

If we have not resolved your issue and you would like to lodge a complaint, please email us at [customerservice@awqc.com.au](mailto:customerservice@awqc.com.au)

When we receive your email, one of our management team will contact you within 2 business days to explain the next steps and keep you informed about what is happening, why it is happening, and provide a time frame to resolve the matter.

We aim to respond and resolve complaints within 10 business days. For more complex issues, we may need more time. If we do, we will let you know.



## Quotes

We will always provide a quote prior to commencing service delivery and will not commence work unless authorised by the customer, which is usually confirmed via email. Quotes are valid for 30 days from the date of issue unless otherwise specified.

Customers are assigned a dedicated customer service officer who contacts the customer to discuss bottles, sampling, chain of custody forms and results formats.

## Long term quotes

Prices in quotes that span periods longer than 12 months will be subject to annual review including CPI.

## Legal samples

AWQC is equipped to manage strict protocol for sample test results that are likely to be the subject of legal proceedings. Please discuss with a customer service officer. A 'legal sample' handling fee is applicable on top of analysis costs.

## Quarantine samples

AWQC has approved arrangements by AQIS for class 5.1.1 low risk and class 5.2.1 medium risk samples which covers a variety of bio-security arrangements.

Special quarantine fees will apply, please discuss with a customer service officer.

## Routine monitoring programs

If you have a consistent, regular program from year to year whether it is field sampling, sampling and analysis, or analysis only, we can schedule your yearly (or any time period) into our Laboratory Information Management System 12 months in advance – either calendar or financial years.

Scheduling will give you piece of mind that your program is booked in and prices confirmed for the year, enabling you to keep track of your program and budget. Scheduling is part of our service, and we are happy to support you to meet your responsibilities and operational impacts.

We can also accommodate unplanned services in addition to planned, or simply from sample submission when required.



## Sample preparation, submission, testing and reporting processes

### Sampling kit (bottles and containers)

We will provide you with a sampling kit containing sample bottles and instructions, esky, ice brick and chain of custody form once you have selected the testing you require. Some of the bottles have special preservatives added. The sampling kit is included in the analysis costs.

It is important to collect the samples correctly using the sampling kits we provide. Other containers can affect the validity of scientific test results.

Fill the bottles according to the instructions in your kit or see the Sample Bottle Guide on our website [AWQC.com.au](http://AWQC.com.au).

### Collect and submit samples

Follow the sampling instructions and collect the sample in bottles provided – note holding times for specific analysis.

Deliver within 24 hours to our Adelaide laboratory or contact your customer service officer to arrange collection and obtain consignment number for courier pick-up (fees apply).

Samples for bacteriological testing ie *E. coli*, must be delivered within 24 hours of collection.

Fill in the chain of custody form clearly and accurately including date and time of sampling (otherwise your order may be rejected).

Place samples in esky with ice brick (excluding Amoeba) ready for transportation. Do not freeze the samples.

Keep samples clean, upright to prevent leakage, and protect them from excessive heat, cold or physical damage. Secure container lids so it does not come loose in transit. Some containers may need to be sealed with packing tape.

Paperwork packed within the transport container should be sealed in a plastic bag to prevent water damage.

### Holding times and standards

Holding times are based on best practice (including legislative requirements) to allow for the analysis to be carried out properly and with assurance.

Samples should be submitted to the laboratory well within the holding time to ensure compliance. Samples that exceed the maximum holding times are usually deemed unsuitable for testing.

Contact your customer service officer for clarification if required.

### Turnaround times

Our standard turnaround times are generally 5 working days for most tests and commence when a complete chain of custody form and samples received. Other tests can take 10 working days depending on the type and analysis.

Urgent turnaround times such as 24 and 48 hours will attract a surcharge. Enquire with your customer service officer.

Analysis that is subcontracted to an external laboratory may take longer due to sample received days/times and batch availability.



## Sample receipt

Deliver the samples as soon as possible to:

AWQC sample receipt days and times		
Adelaide	Monday and Tuesday	8.30am to 8.00pm
	Wednesday to Friday	8.30am to 4.30pm*

Please take our sample receipt days and times into account when collecting and submitting samples, particularly in relation to holding times. Samples will not be accepted outside these hours except in an emergency (substantial surcharges apply).

\*Legionella and Amoeba samples must be delivered by 3.30pm on a Friday. AWQC reserves the right to decline samples after this time.

## Sample analysis

Samples arrive at the laboratory and are registered for all the analysis requested on the paperwork.

Samples are processed in the laboratory and customers are kept informed by the customer service officer of any irregularities with the analysis.

## Sample results report

Once all results are entered and authorised, customers will receive a NATA endorsed report via email in PDF and Microsoft Excel CSV formats.

The report will let you compare your results to the Australian Drinking Water Guidelines. AWQC cannot interpret the water quality test results.

For interpretation of the test results, please contact the Department of Health in your State.

If you have any questions regarding your results, please contact your customer service officer.

## Interim reports (preliminary reports)

If you require access to some of your results before all the tests have been completed, you can request a NATA endorsed interim report. An interim report will only include test results that have already been completed and reviewed.

## Waterscope

Waterscope is a secure web based system that allows direct access to data. We can provide you with access via a secure login username/ password or set automated reports for you at your desired frequency.

Benefits include:

- access to analytical results (refreshed every 15 minutes)
- analysis history in one place
- design and download analytical reports
- auto generate reports as frequently as required
- tools for data management including exporting to Excel
- multiple users and access control.

Custom reports are great when you:

- have more than 10 sample points
- require on the pulse data about your analysis results.

## Contact information

Phone: 1300 653 366 or (08) 7424 1514

Email: [customerservice@awqc.com.au](mailto:customerservice@awqc.com.au)

Web: [www.awqc.com.au](http://www.awqc.com.au)

The team is available from Monday to Friday between 8am to 5pm (Adelaide time).

Adelaide	Courier address
250 Victoria Square/ Tarntanyangga Adelaide SA 5000	Enter via Angas Street loading dock 250 Victoria Square/ Tarntanyangga Adelaide SA 5000

## Hours of operation

### Adelaide

8am to 5pm

Monday to Friday (excluding public holidays)

Different hours apply for receiving samples – refer to the sample receipt hours table.

Call us on 1300 653 366  
[awqc.com.au](http://awqc.com.au)



# Chain of Custody (CoC) form



## Australian Water Quality Centre

### Samples to:

**AWQC Adelaide:** Angas St loading bay, 250 Victoria Square/Tarntanyanga Adelaide SA (M-Tue 8:00am - 8:00pm), (W-F 8:00am - 4:30pm)

**AWQC Melbourne:** 158 Fulham Rd Alphington VIC 3078 (M-F 8:00am - 4:30pm)

\*Samples for Legionella testing are to be received no later than 3:30pm on a Friday.

**Phone: (08) 7424 1514**

**Email: [customerservice@awqc.com.au](mailto:customerservice@awqc.com.au)**

Standard Turnaround Times (TAT) are generally 5 working days for most tests and commence when a complete CoC is received. Urgent TATs will attract a surcharge.

Customer details	
Company (billing):	
Contact:	
Address:	
Phone:	
Email:	
Project name:	
Results to email:	
Purchase/job/order #:	
AWQC quote reference:	
Courier/consignment #:	

Sample ID	Sample location	Sample type (water, sludge)	Sampling Date	Time	# containers	Analysis required	Comments

Sampled by: \_\_\_\_\_ Signature: \_\_\_\_\_

Relinquished by:	
Name:	Date:
Phone:	Time:
Email:	

Received by:	
Name:	Date:
Lab comments:	Time:
	Temperature:

## Appendix B - List of analysis and services

### Laboratory tests



#### Inorganic Chemistry

##### Nutrients

Ammonia

- Free as N and NH<sub>3</sub>
- Total as N

Ammonium as N

Bromide

Chloride

Ferrous Iron Soluble

Filterable Reactive Phosphorus/Orthophosphate

- as P
- as PO<sub>4</sub>

Fluoride

Iodide

Nitrate and Nitrite as N (OXN)

Nitrate as N

Nitrite as N

Nitrogen, Kjeldahl

- Soluble
- Total

Nitrogen, Organic

Nitrogen, Total

Oxidisable Substances

Phosphorus as P

- Available
- Dissolved Organic
- Soluble
- Total

Phosphorus as PO<sub>4</sub>

Reactive Silica

##### Waste

Biochemical Oxygen Demand (5-day)

- Carbonaceous
- Soluble
- Total

Chemical Oxygen Demand

- Readily Biodegradable Soluble
- Soluble
- Total

Chlorine

- Free
- Total
- Chloramines

Chlorine Demand

Conductivity

Cyanide

- Total
- Weak Acid Dissociable

Grease/Oil and Grease

Substances (Anionic Surfactants)

pH

Solids

- ASH 550°C
- Fixed
- Suspended

- Total
- Total Dissolved
- Volatile

UV

- Absorbance
- Transmittance

##### Radiological

Gross Alpha and Beta Activity (K-40 Corrected)

Radon 222

##### Physical

Alkalinity

- Total, HCO<sub>3</sub>, CO<sub>3</sub>, OH

Hardness

- Calcium
- Carbonate
- Total

Colour

- Apparent
- True

Conductivity

Dissolved Solids Calculation

Free Carbon Dioxide

pH

Total Hardness as CaCO<sub>3</sub>

Turbidity

#### Organic Chemistry

Anatoxin-a

BTEX

Chloroacetic Acids

Cylindrospermopsin

Disinfection by-Products

Formaldehyde

Glyphosate

Haloacetic Acids

Haloxyfop

Herbicides

MIB/Geosmin

Microcystins

NDMA

Nodularin

Organic Carbon

- Dissolved
- Total

GCMS Scan

Petroleum Hydrocarbon

PSP Algal Toxins

Total Organic Carbon

Trihalomethanes

Volatile Fatty Acids

#### Metals (Total & Soluble)

Aluminium

Antimony

Arsenic

Barium

Beryllium

Bismuth

Boron

Cadmium

Calcium

Chromium

Cobalt

Copper

Ion Balance

Iron

Langelier Index

Lanthanum

Lead

Larson Skold Index

Lithium

Magnesium

Manganese

Mercury

Molybdenum

Nickel

Phosphorus

Platinum

Potassium

Selenium

Silica/Silicon

Silver

Sodium

Strontium

Sulphate

Sulphur

Thallium

Thorium

Tin

Titanium

Uranium

Vanadium

Zinc

#### Microbiology

Coliform ID by API

##### Bacteriology

Actinomycetes

*Aeromonas*

Aerobic Spores

Bacteriophage

*Campylobacter*

*Clostridium perfringens*

Colony Count (pour plate)

- 20°C, 22°C, 35°C, 37°C

Endotoxins

*E. coli* and coliforms

*E. coli* and thermotolerant coliforms

Enterococci

Faecal Streptococci

*Pseudomonas aeruginosa*

Fungi and Yeasts

*Salmonella*

*Staphylococcus*

Sulphate reducing bacteria

Filamentous bacteria

Iron bacteria

*Legionella*

##### Biology

Algal Biovolume

Algal Enumeration

- Direct, partial
- Direct, total
- Sedimented, partial
- Sedimented, total
- Algal scan, Total
- Cyanobacteria (blue-green algae) identification and enumeration

Chlorophyll a & b

Phaeophytin

Zooplankton

- Identification
- Enumeration

##### Molecular Biology

Bacterial diversity profiling (bactDNA)

Vertebrate diversity profiling (VDNA)

CyanoDTec analyses

DinoDTec analyses

*E. coli* capsules

*E. coli* phylogrouping

*E. coli* whole genome sequencing

Faecal source tracking

Toxic gene testing

##### Protozoology

Amoeba (incl. *Naegleria fowleri*)

- qualitative & quantitative

*Cryptosporidium* speciation by Fluorescence *in-situ* hybridisation (FISH)

*Giardia* speciation by FISH

*Cryptosporidium*

*C. parvum*

*C. hominis*

*Giardia*

*G. duodenalis* assemblage A or B

All *Cryptosporidium* species and *G. duodenalis* assemblages by genotyping

*Cryptosporidium* infectivity

Helminths

#### Field testing (on-site)

Chlorine

Conductivity

pH

Redox potential

Sample collection

Dissolved Oxygen

Standing Water Level

Turbidity

Temperature