



Government
of South Australia

Department of the
Premier and Cabinet

South Australian Aboriginal Lands Bulletin January 2010

Topic: Infrastructure

Issue: Water Service Incidents and Power Outage

Purpose of this publication: To provide Land Holding Authorities, Community Councils, local businesses and service providers with information regarding water service incidents and power outages protocols on Aboriginal Lands in South Australia.

INTRODUCTION:

Reliable primary infrastructure services (power, water, wastewater, roads and airstrips) are vital for Aboriginal people to have access to health, education and stores in remote communities.

As in any other location, sometimes there are water service incidents and power outages, which interrupt basic services. It can be very inconvenient or unsafe in the community if the electricity fails, or the community has no water or if there is a wastewater or sewage overflow.

In remote Aboriginal communities, it is extremely important that when an incident or outage occurs that a process of assessing the situation and reporting to the relevant people is implemented.



WATER INCIDENT OR ELECTRICITY OUTAGE ADVICE PROCESS:

Overleaf is a process to identify problems and contact relevant people, commencing with the community Essential Services Reporting Officer, for power and water services.

It is important that this process is followed to ensure that simple problems can be resolved promptly, and that factual information is provided to key service providers for more complex problems, prior to deployment of teams from distant regional centres (ie Port Augusta, Alice Springs and Adelaide).

An initiative of the following agency:

See next page for more details →

Aboriginal Affairs and Reconciliation Division

of the South Australian
Department of the Premier and Cabinet
Level 13, State Administration Centre
200 Victoria Square, Adelaide SA 5000
Phone: (08) 8226 8900, Fax: (08) 8226 8999

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STEP 1: Contact the local Essential Services Reporting Officer

			Alternative:
Terry Sheppard	Pipalyatjara & Kalka	08 8956 7545	
Richard Love	Amata & Murputja	08 8956 7567	08 8956 2921
Peter Hilliard	Indulkana, Mimili & Kaltjiti	08 8955 8056	
Dudley Dagg	Pukatja, Umuwa & Yunyarinyi	08 8956 7562	
Ian Ware	Yalata	08 8625 6981	08 8625 6040
Chris Dodd	Oak Valley	08 8670 4214	08 8670 4225

STEP 2: Essential Services Reporting Officer to check

Water / Wastewater Problems
No water?
Wastewater overflow?

Electricity Problems
Check household circuit breaker
Check if neighbouring household has electricity
Check if the whole community has no electricity

Water
Is the bore pump functioning?
Is there an electricity problem?
Is there a pipe burst or overflow?

Electricity Generation
Check if generator is working—
contact powerhouse operator
Check fuel
Check oil and filters

Electricity Distribution
Check circuit breakers
Check fuses and switches
Check voltage points
Check distribution lines

STEP 3: If the ESRO is unable to resolve the problem, call the appropriate service provider listed below and complete Water Incident or Electrical Outage forms

Water / Wastewater
Simon Wurst 08 7424 1330
Grant McLean 08 7424 1064
Damien Mortimer 08 7424 1665
Franz Lintl 08 7424 1165

Water Quality
Mazen Ghamrawi 0428 110 782
Adam Williams 0409 846 114
Lorraine Gladman 08 7424 2123

Electricity Generation
Cavpower
Mark Albert 08 8343 1417
08 8343 1600

Central Power House - Umuwa
Neville Mitchell
08 8955 8062

Electricity Distribution
First contact:
**ETSA Utilities, National
Operations Centre (24 hours)**
131 366

(NOTE: ESRO's have another emergency contact number if required)

STEP 4: If continuing concerns, contact DPC-AARD Remote Areas team (with a copy of the Water Incident or Electrical Outage form)

Lee Morgan	Manager	08 8226 8935	0419 850 259
John Rowett	Senior Project Officer	08 8226 8967	0419 815 475
Peter Campaign	Senior Project Officer	08 8226 8958	0419 181 774
Tony Walker	Programs Officer	08 8226 8947	
Allan Gadd	Senior Project Officer	08 8226 8940	0401 713 384

NOTE: ALL incidents of vandalism will require notification to the South Australian Police