

Integrated Strategic Plan 2018

CHAPTER 4: Operational Plan Fees & Charges Information



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Text Only Version

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Fees and Charges

Shoalhaven City Council's Fees and Charges Schedule sets the maximum price payable for any particular activity or service, determined on the basis of the pricing methodologies described below. The complete schedule of Fees, Charges & Rentals adopted by Council is provided at **Attachment A**.

The legislative basis for these fees can be found in Section 608 of the Local Government Act 1993 which provides that Council may charge and recover an approved fee for any service it provides, including the following:

- Supplying a service, product or commodity
- Giving information
- Providing a service in connection with the exercise of the council's regulatory functions – including receiving an application for approval, granting an approval, making an inspection and issuing a certificate allowing admission to any building or enclosure

All fees are quoted in "GST Inclusive" terms, as this is the relevant price to the customer. However, within the schedule, there are many fees that do not attract GST because they have either been specifically exempted by the GST legislation or they have been covered by a determination under Division 81, whereby the Australian government has deemed that the customer does not actually receive a taxable supply in consideration for the fee. The latter excludes many fees for regulatory services that are not provided within a competitive environment and other forms of information that are provided on a non-commercial basis.

Fees or Charges less than the maximum listed amount are approved by Council through a resolution or by designated Council Officers under delegated authority.

Waste Management Charges 2018 / 2019

Domestic Waste Management

Waste Strategy Principles

Council is committed to promoting waste avoidance, minimisation, reuse and resource recovery, and the reduction of waste disposed of to landfill. In accordance with this commitment, Council have instigated a number of responses involving a combination of collection and disposal options and corresponding pricing structures.

The responses include:

- A weekly kerbside domestic waste collection service with a choice of three domestic red lidded landfill bin sizes (240 ltr, 120 ltr or 80 ltr) to encourage separation of recyclable materials. A differential domestic waste charging policy applies and is dependent on size of landfill bin.
- A fortnightly kerbside domestic recycling collection service in a 240 litre yellow lidded bin accepting co-mingled (mixed) recyclable materials for sorting at a materials recovery facility. This service is included in the charge for the weekly landfill bin.
- The recycling collection service frequency increases to weekly for a six-week period during the school holidays between Christmas and the end of January in response to the additional recyclable materials generated in the community during this time.
- An optional rural collection service for domestic waste and comingled recycling.
- A fortnightly commercial recycling collection service in a 240 litre yellow lidded bin for accepting co-mingled recyclable materials for sorting at a materials recovery facility.
- A service for additional recycling bins to complement the standard service (one landfill bin together with one recycling bin).
- Access to all recycling and waste transfer depots for the disposal of specific separated recyclable materials (e.g. bottles, paper, cardboard, plastics, most scrap metals and whitegoods, car bodies, cans, electronic waste such as computers and televisions, expanded polystyrene, fluorescent light globes and domestic quantities of motor oils and car and cell batteries) at no charge.
- Reduced disposal fees for some specific clean and separated materials suitable for beneficial re-use or recycling; e.g. bricks and concrete or clean fill (only at specified depots), and green waste.
- Charges at all waste depots to divert specific priority waste materials from landfill and/or to cover their costs of recovery; e.g. mattresses and tyres.
- Access to buy-back centres at all recycling and waste transfer depots to purchase reusable items for a low price.
- Access to all recycling and waste transfer depots for processed garden waste provided at no-charge if self-loaded, or a small charge to be mechanically loaded at West Nowra, Huskisson or Ulladulla.
- Two no-charge Domestic Waste Vouchers per year to each assessment with each voucher entitling the holder to utilise an on-call clean up collection service or to dispose of domestically sourced waste at no charge. The maximum amount of waste disposed of per voucher is limited to the equivalent of one standard 6ft x 4ft x 1.5ft trailer load (approximately 1m³) at non-weighbridge waste depots, or 300kg at waste depots that have a weighbridge.
- Domestic Green Waste
 - An on-call kerbside clean up collection service at a low charge payable to the contractor (or by redemption of a Domestic Waste Voucher) to part recover cost of collection and disposal.
 - Access to all waste depots for separated green waste at a nominal charge.
 - Free access to processed garden waste according to Council's Garden Waste Mulch Policy

- Domestic Bulky Waste
 - An on call kerbside clean up collection service at a low charge payable to the contractor (or by redemption of a Domestic Waste Voucher) to part recover the cost of collection.
 - Access to all waste depots for disposal of domestic bulky waste that cannot fit in the kerbside domestic waste bin. A charge is applicable for non-reusable items.
- A no-charge compost bin and kitchen tidy together with training as part of the enhanced home composting program.
- Active involvement in trials to encourage waste minimisation and reuse (eg enhanced sorting of mixed loads at certain recycling depots). This includes a program for recycling of silage wrap and a federal government recycling program for chemical containers called “Drummuster”.
- Regular household chemical clean out drop off events, provided at no charge to householders.
- Community Recycling Centres (CRCs) for the no charge disposal of problem household wastes such as paints, oils, batteries, smoke detectors and fluorescent globes, are located at each of the ten recycling and waste facilities.
- Active involvement in campaigns to reduce illegally dumped waste and roadside litter, and
- Community education programs through the newspaper, radio and television media, special events and shows, workshops, school or interest group visits and presentations, and recycling and waste depot tours.

The overall strategy combines diverse activities taking place within the community, at the kerbside and at the waste disposal facilities. The charging structure aims to support the strategy. The charging structure for 2018/19 is based on reasonable cost recovery, with the aim to avoid, minimise, reduce, recycle and reuse waste and embodies financial incentives to encourage sorting and separating materials, with disincentives for mixed, inseparable or problem loads of waste.

Domestic Waste Management Service

All rateable properties categorised as residential for rating purposes, and comprising of a building which is deemed to be a dwelling and located within the defined (urban) waste collection area are required to pay an annual charge of \$343 for the availability of a standard Domestic Waste Management Service (Section 496(1) of the Local Government Act). GST is not applicable to the domestic waste management service.

Domestic Waste Management Service means services comprising the periodic collection of domestic waste from individual parcels of rateable land and services that are associated with those services.

The standard domestic waste collection service comprises of one 120 litre mobile garbage bin (MGB) for landfill waste and one 240 litre MGB for recycling. The landfill bin is collected weekly and recycling bin is collected fortnightly.

For a higher annual charge of \$601 the 120 litre landfill bin may be substituted for a 240 litre landfill bin.

For a lower annual charge of \$260 the 120 litre landfill bin may be substituted for an 80 litre landfill bin.

Properties commencing a service part way through the year (eg new houses) and services commencing part way through the year will be charged quarterly on a pro rata basis and billed in arrears (ie billed from the next quarter). A minimum quarterly charge for the standard 120 litre service of \$85.75 is applicable.

The service also includes a subsidised on-call “user pays” collection service for garden organics waste and bulky waste. The service is subsidised by the Domestic Waste Management service with user charges payable directly to the contractor.

The service allows free access to the annual household chemical drop off service and the provision of two “no charge” Domestic Waste Vouchers per year. The recycling and waste depots are also provided as a service to cater for those domestic wastes that cannot be handled by the collection service.

Rural Domestic Waste Collection Service

Properties outside the urban collection area may opt to use the rural collection service. Rateable properties comprising of a building which is deemed to be a dwelling and located outside of the defined (urban) waste collection area, and opt for the rural domestic waste collection service, will be required to pay an annual charge of \$343 for the provision of a standard Rural Domestic Waste Management Service (Section 501 of the Local Government Act 1993). The service will be made available to householders outside of the defined (urban) waste collection service area, where the average bin spacing over the return distance along a proposed service road is less than 500m and there are no obvious road safety hazards. Council will determine the availability of the service based on results from surveys of properties adjacent to a proposed route that show compliance with the bin spacing and safety requirements.

The standard rural domestic waste collection service comprises of one 120 litre mobile garbage bin (MGB) for landfill waste and one 120 litre MGB for recycling. The landfill bin and the recycling are collected weekly.

For a higher annual charge of \$601 the 120 litre landfill bin may be substituted for a 240 litre landfill bin.

For a lower annual charge of \$260 the 120 litre landfill bin may be substituted for an 80 litre landfill bin.

Properties outside a nearby rural domestic waste collection service area may opt to use the service. If this option is selected, the property owner will arrange for the collection container(s) to be placed at an agreed point within the collection area for servicing, and they will be charged the rural domestic waste management charge for the type of service selected.

Properties commencing a service part way through the year (eg new houses) and services commencing part way through the year will be charged quarterly on a pro rata basis and billed in arrears (ie billed from the next quarter). A minimum quarterly charge for the standard 120 litre service of \$85.75 is applicable.

The service also includes a subsidised on-call “user pays” collection service for garden organics waste and bulky waste. The service is subsidised by the Domestic Waste Management service with user charges payable directly to the contractor.

The service allows free access to the annual household chemical drop off service and the provision of two “no charge” Domestic Waste Vouchers per year. The recycling and waste depots are also provided as a service to cater for those domestic wastes that cannot be handled by the collection service.

Non Rateable Properties Charge

Non rateable properties within the collection area may elect to use the domestic waste management service.

The service conditions are the same as the domestic service however charges are levied pursuant to Section 496(2) of the Local Government Act 1993.

Services commencing part way through the year will be charged on a quarterly pro rata basis, as with the domestic waste management charge.

Domestic Waste Management Service (Multiple services)

Individual rateable assessments (eg company title) wanting more than one landfill bin (80, 120 or 240 litre) will be charged upon multiples of the applicable Domestic Waste Management Charge in accordance with the number of landfill bins and the bin sizes. Assessments may choose to have a combination of bin sizes.

Properties with multiple assessments (eg bodies corporate and retirement villages) may elect to use a bulk waste bin provided by the private sector in lieu of having individual waste bins for each occupancy. Properties in this category may enter into arrangements with the private sector (to the satisfaction of Council) for the provision of bulk waste and shared recycling bins and shall not be charged the standard domestic waste management charge but will be charged the applicable new works waste management availability charge.

Properties with more than one service and properties with multiple assessments may elect not to receive all their entitled number of landfill waste and/or recycling bins, however no credit will be given for receiving less than the entitlement.

Commercial and Business Use of the Domestic Waste Management Service

Properties of a commercial nature or properties categorised as business for rating purposes, which are located within the collection area may elect to use the domestic waste management service.

The service conditions are the same as the domestic service.

Commercial or business services are offered on an annual basis. Services commencing part way through the year will be charged on a quarterly post payment pro rata basis, as with the domestic waste management charge.

Charges are levied pursuant to Section 501 of the Local Government Act 1993.

Commercial and Business Use of the Recycling Only Service

Properties of a commercial nature or properties categorised as business for rating purposes, which are located within the collection area may elect to use a fortnightly recycling only collection service. This service excludes the use of a standard landfill waste bin.

The service conditions are the same as the domestic service although they only apply to the recycling bin. The cost of the recycling service is \$116 per annum for the first bin.

Commercial or business recycling services are offered on an annual basis. Services commencing part way through the year will be charged on a quarterly post payment pro rata basis of \$29.00 per quarter.

Charges are levied pursuant to Section 501 of the Local Government Act 1993.

Additional Recycling Service

To encourage the use of recycling by residents and commercial and business operators an additional recycle bin may be provided, if requested by the ratepayer, in addition to the standard 240 litre yellow lidded recycle bin or equivalent rural 120 litre yellow lidded recycle bin.

The cost of each additional domestic recycling service is \$58 per annum.

Charges are levied pursuant to Section 501 of the Local Government Act 1993.

Bin Change Over Process (All collection services)

An administration fee of \$36 (incl GST) per bin will apply to all assessments that require an increase in the size of the landfill waste bin throughout the year.

This charge will not apply where the bin size is being reduced.

This fee shall be payable in advance.

Schools

Schools are included as commercial or business properties and the services are available to schools on the same basis. Schools may elect to use the full domestic service (landfill waste and recycling) or the recycling only service.

Service Conditions (All collection services)

Conditions apply to all collection services for the purposes of:

- Protecting the environment
- Maintaining health and safety for the collection and processing contractors and staff at the Recycling and Waste Depots
- Promoting waste minimisation and maximising recycling
- Minimising servicing problems that may be experienced by the collection vehicles

Specific conditions may change from time to time in accordance with the detailed operation plan approved by Council.

New Works Waste Management Availability Charge (Vacant Land)

A new works waste management availability charge of \$69 applies to any domestic assessments which have any boundary adjacent to a road receiving an urban domestic waste management service and;

1. Does not have a dwelling situated thereon, or
2. The closest point of the dwelling is 100 metres or more from the boundary of the road and the ratepayer chooses not to receive a domestic waste management service.

No Charge Domestic Waste Vouchers

Two Domestic Waste Vouchers are issued per year to each assessment on a domestic waste management charge and to rural property owners not on a domestic service. Each voucher will entitle the property owner to dispose of waste at Council's Recycling and Waste Depots, or to redeem the equivalent Domestic Garden Organics or Bulky Waste on-call clean up collection service (see next section), subject to the following conditions:

- The waste must be generated from domestic sources and, where possible, should be separated into reusable, recyclable and recoverable components;
- If the voucher is redeemed for an on-call clean up collection service, the approximate waste volume applicable to each voucher is 1m³ (or the equivalent of a 6ft (1.8m) x 4ft (1.2m) x 1.5ft (0.5m) trailer load);
- The approximate waste volume applicable to each voucher at depots that do not have a weighbridge is 1m³ (or the equivalent of a 6ft (1.8m) x 4ft (1.2m) x 1.5ft (0.5m) trailer load);
- The load does not exceed 300kg at depots that are equipped with a weighbridge.
- The voucher is redeemable at any of Council's Recycling and Waste Depots, at any time of the year within normal depot operating times, or as payment for the equivalent domestic garden organics or bulky waste pick up service;
- The voucher is valid only during the year of issue (commencing on 1 August and expiring on 31 July in the following year);
- No charge will be applied to that load of waste.

Domestic Waste Vouchers are issued together with the rates notice.

Domestic Garden Organics and Bulky Waste On Call Clean-up Collection Service

An on-call clean up collection service is provided at a nominal fee (or by redeeming a Domestic Waste Voucher) for domestically sourced garden organics or bulky waste.

Bulky waste at \$71 per pick-up - equivalent to 1m³ or a 6ft x 4ft x 1.5ft (1.8m x 1.2m x 0.5m) box trailer.

Garden Organics waste at \$27 per pick-up - equivalent to 1m³ or a 6ft x 4ft x 1.5ft (1.8m x 1.2m x 0.5m) box trailer.

The service will be provided within 10 working days subject to payment in advance to the contractor. Note that one Domestic Waste Voucher is redeemable for one pick up service (1m³).

Waste Disposal Charges

Waste disposal charges have been calculated to encourage separation and minimisation of waste going to landfill and to minimise dumped waste. Some recyclable materials are accepted without charge even though there is an overhead cost to accept these wastes. Charges are levied pursuant to Section 502 of the Local Government Act 1993.

Charges include the applicable waste levy (\$141.20/tonne) payable to the NSW Government (Section 88 of the Protection of the Environment Operations Act 1997) as well as GST.

Recycling and Waste Depot Charging Protocols

The following charging requirements apply at:

West Nowra Landfill Weighbridge Site

- Dead animals shall be included as commercial waste.
- Clean fill or VENM (Virgin Excavated Natural Material) is accepted at a charge equivalent to the applicable state government waste levy amount (Section 88 of the Protection of the Environment Operations Act 1997) including GST.

- Bonded asbestos or suspected bonded asbestos waste sealed in plastic in accordance with WHS regulations and Workcover guidelines will be accepted at the same charge as mixed commercial waste. A 24-hour notice period is required to ensure sound burial of the asbestos containing waste. Unfavourable weather conditions and site operational needs may preclude tipping of asbestos materials for short periods.

Ulladulla and Huskisson Transfer Sites

- Large quantities of clean fill and topsoil may only be accepted by prior arrangement and subject to depot rehabilitation requirements. Charges apply.
- Semi tipper loads and loads unable to be handled by the hook-lift or front lift transfer system will not be accepted.
- Only small quantities of asbestos able to be manually handled will be accepted for placement in the designated asbestos transfer bin. (Ulladulla only).

Non-Weighbridge Transfer Sites

- The tonnage of trucks will be calculated by subtracting the vehicle tare weight from Gross Vehicle Mass (GVM) as displayed on side of truck.
- A fraction of a trailer load is as determined by the gate contractor. Three quarter, half and one quarter loads will be charged the applicable portion of the full charge.
- A single axle trailer with sides greater than 450mm high will be charged at the <4 tonne truck/trailer rate.
- Large loads unable to be handled by the operating equipment at the transfer depot (for example an item that cannot fit into the transfer bin) may not be accepted.
- Waste conversion factors are applied as follows:

All Depots

- Green waste that is defined as “requiring additional reprocessing” includes stumps and large diameter logs of a diameter greater than approximately 150mm, timber with nails or other foreign objects. Note that manufactured timber products, and treated and painted timber is classified as general waste.
- Self-loaded processed garden waste, if available, is provided to residents and community groups (subject to conditions) at no charge, and to commercial operators at a low charge. A mechanical loading fee will be applied at West Nowra, Huskisson and Ulladulla, if required.
- Waste containing more than 15% by volume of recyclables may not be accepted.
- Recyclables contaminated with waste may be rejected or charged at the applicable waste rate.
- Recyclables mixed with polystyrene will not be weighed at the weighbridge depots, but will be charged on a mixed waste load basis. Note that clean separated polystyrene is accepted at no charge.
- A maximum of 5 vehicle tyres will be accepted in each trailer load. Loads greater than 5 tyres will be charged at the bulk tyre rate. Truck and tractor tyres will remain to be charged at the individual rate.
- Unwanted motor vehicles will be accepted without charge providing they contain no more than 5 tyres and the registration plates have been returned to the appropriate authority (RMS).
- Separated green waste and grass clippings disposed of in small vehicles shall be accepted at a nominal charge of \$6.20. (Other charges apply for utilities, trailers and large vehicles).
- Separated recyclables from small business or domestic sources, such as paper, cardboard, glass, cans, PET plastic, HDPE plastic, clean polystyrene, scrap metal and anything that is reusable shall be accepted without charge subject to the discretion of the depot contractor. Refrigerators and air-conditioning units require degassing in accordance with the Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995, so a degassing fee will be applied to each of these units in order to recover the cost of degassing.
- Commercial quantities of recyclables (for example greater than 1m³) will be charged a fee.
- Untreated and unpainted construction timber will be accepted at the same rate as recyclable green waste.
- Asbestos Contaminated Loads:

If a load of waste or recyclable material delivered to any site is found to be contaminated with asbestos, Council will arrange to clean up the material if it is bonded and less than 10m², and the customer will be charged the full amount of clean up (including testing, monitoring, safety equipment, plant hire, disposal fees or any other direct costs) plus a 20% administration fee. For amounts greater than 10m² the customer will be given the option to arrange for a licensed asbestos removalist to clean up or allow Council to arrange for a licensed asbestos removalist to clean up. In either case the customer is responsible for all costs, including a 20% administration fee if Council arranges for the clean up.

Waste Exempt from Section 88 Waste Contributions

Waste that is exempt from the payment of contributions to the Environment Protection Authority (eg waste from Clean Up Australia Day and op shops and charities registered with the EPA) shall not be charged the applicable section 88 levy (Section 88 of the Protection of the Environment Operations Act 1997).

Depot Account Cards

Regular users of the waste depots may apply for a waste depot account card. The card will be issued, following a credit check, with the following conditions:

- Tax invoices will be issued on a monthly basis requiring payment within 30 days
- Accounts that fall in arrears of more than 60 days will be suspended
- An account keeping fee of \$20 including GST will apply to any account that does not accumulate a minimum charge of \$20 per financial year
- A replacement charge of \$15 including GST will apply to each lost or stolen card that needs to be replaced.

Waste Fee Relief (Environmental Enhancement Projects)

Council has established a protocol to allow community groups undertaking voluntary environmental enhancement work to dispose of waste for nil charge at Council's waste facilities, without applying for a Council donation in each case.

Disposal of waste for nil charge will apply provided the following criteria is satisfied on all points:

1. The waste is directly generated by work undertaken as part of an environment improvement project to land or facilities under the control of Council.
2. The work is undertaken by a non - profit community organisation or group working on a voluntary basis.
3. The total waste disposal fee does not exceed an amount of \$300 for any one event or program.
4. The total fee relief approved in any one financial year does not exceed \$1100 unless Council has resolved an additional amount.
5. Groups wishing to take advantage of this protocol should notify and gain approval from Council for the activity to be undertaken, well in advance of the proposed activity date.

Opportunity Shops

Registered charitable organisations shall be charged the nominal scale of rates for waste disposal charges arising from opportunity shops with a reduction to their annual waste disposal account of an amount equivalent to 50% of the total charge up to a maximum of \$2500 unless Council has resolved to reduce the charge by an additional amount.

Shoalhaven Water Proposed Charges 2018 / 2019

Shoalhaven City Council has responsibility for water and sewerage services for the Shoalhaven Local Government area. Council meets these responsibilities and delivers water and sewerage services through Shoalhaven Water, a defined Business Group of Council.

Shoalhaven Water develops long term capital works and financial plans to use as a basis for budget projections to ensure the continued viability of the business and provision of essential services to the community. Asset management of water and sewer systems, together with major capital works are the key elements of the 20 year financial plans that are developed for each fund.

Pricing for water and sewerage services complies with the “2007 NSW Government, Department of Water and Energy, Best-Practice Management of Water Supply and Sewerage Guidelines”.

Subject to continued compliance with the Best-Practice Management Guidelines, a water dividend is expected to be paid to the General Fund in accordance with the Local Government Act. A dividend from the sewer fund is not intended due to the capital expenditure commitments.

Income is largely generated within the Water Fund for ongoing operational, maintenance and asset renewal requirements from the usage charges. A two part tariff for the water charges will continue (usage and availability) and the previous forecast price path increase in 2018/19 is not required and water prices will remain unchanged. Price modelling indicates however that water charges will increase in line with CPI in 2019/20 and out years. This follows a period since 2013/14 during which the charges have seen only moderate real increases (availability 1.2% usage 6.25%).

The sewer fund is heavily influenced by ongoing and significant capital work requirements. The sewer fund charges have been increased over a number of years to enable the construction of new sewerage schemes. The early stages of planning have commenced to sewer the village area of Woollamia and St Andrews Way Coolangatta. Major upgrades works are in progress at the Nowra and Bomaderry sewage treatment plants as part of the Shoalhaven Reclaimed Water Management Scheme. The wastewater availability charge will increase by 2.17% due to this capital works commitment with CPI increases forecast through to 2020/21 as shown in the wastewater Table below.

Both the water and wastewater availability charges are levied in accordance with Sections 501 and 552 of the Local Government Act to provide access to facilities for the supply of water and wastewater services. The level of charge is determined based upon the NSW Government Water Supply, Sewerage and Trade Waste Pricing Guidelines and Council Policy 16/84. Copies of these publications are publicly available. Access to water supply or sewerage services will only be provided however, after the payment of any applicable Section 64 Contributions or Separate System Connection Fee. An explanation of the Section 64 charges and a table with the ET classifications is given under “Development Contributions” at the end of this section.

Water account charges (water or wastewater) continue to be discounted on application for eligible pensioners in accordance with Section 575 of the Local Government Act. As previously forecast, Council is implementing new billing systems and the facility regarding a grace period for eligible pensioner water accounts will cease. The grace period of 365 days will no longer apply but will be replaced by a Council component increase to the annual concession by up to \$10 for water and \$10 for wastewater availability charges based on a 100% pension entitlement.

In accordance with Section 566 of the Local Government Act 1993, it is proposed to accrue interest on overdue water, wastewater availability, usage charges (water, wastewater and trade waste) and other water account charges as applicable. The current policy and narrative concerning the interest rate on overdue rates and charges is contained within Chapter 3 Operational Plan – Financials of the Integrated Strategic Plan 2018 or as otherwise promulgated by the NSW Office of Local Government.

A stringent process in the pursuance of unpaid Water Accounts is being followed consistent with industry practice and Office of Local Government direction as applicable. The use of an alternative mercantile recovery agent to that used for general rates is utilised to ensure that essential services are clearly identified for debt recovery proceedings. Shoalhaven Water Debtor Management Policy (POL17/1) is publicly available.

To ensure the continuation of essential services, the use of water flow restricting devices is not undertaken on vulnerable sections of the community in respect of unpaid water charges including; eligible pensioner accounts, schools, medical facilities, dialysis patients, retirement homes or rural properties with farm animals. The restriction or disconnection of water to tenanted properties is only an option of last resort.

Shoalhaven Water continues to provide a Payment Assistance Scheme to support financially disadvantaged customers in helping to pay water usage charges and maintain a continuance of this essential service. A budget of \$20,000 is provided for the operation of this scheme which is managed by a number of Independent Support Agencies located across the City.

Shoalhaven Water manages customer information in accordance with the Council's Privacy Management Plan. Council does not act as a credit provider. Should a customer engage a credit or any other agency to manage their account with Shoalhaven Water, information about the customer will not be provided to the third party without their express written consent.

In order to facilitate some relief to customers in respect of water and sewer charges Shoalhaven Water will, subject to qualifying conditions;

- provide assistance through its Undetected Leak Reduction Policy where a significant water leak is discovered within the property,

- offer a rainwater tank rebate and maintain that level of assistance at \$500,
- deliver a range of Community Service Obligation (CSO) measures, and
- continue to facilitate a tap re-washer program to eligible customers

The level of CSO is outlined in the relevant water and sewer charge sections below and a city-wide audit is intended to ensure compliance with Council Policy.

Shoalhaven Water has provided for customers at no cost, access to the Energy and Water Ombudsman NSW (EWON). EWON is an independent body established in 1998 and is available to investigate a wide range of water related issues. Decisions made by EWON are binding upon Council.

To reduce the cost of producing paper invoices and to meet customer expectations, Shoalhaven Water has an option for customers to receive water accounts electronically. The provision of previously issued water accounts will only be supplied in a printed or electronic format for the current and last financial years. Account transactions predating 2 years will only be supplied in a spreadsheet and with the data available.

Water Charges

Pricing strategies and water tariffs are modelled to:

- generate sufficient income to ensure full cost recovery and maintain the long-term financial viability of the business, and
- aim to recover at least 75% of revenue from customers in the residential category from the water usage charge.

A residential two part tariff which encompasses a single usage charge, regardless of the volume of water used, and a fixed availability charge is applied as water charges as applicable. This pricing tariff accords with the most recent NSW Department of Primary Industries Water Pricing Guideline.

Water Availability Charge

The water availability charge is based on the proportional size of the water meter service connection. The proposed and forecast charges over the next three years are as follows:

Size of Water Meter Service Connection	Charge	Charge	Charge
	2018/2019	2019/2020	2020/2021

20mm (all residential customers)	\$82	\$84	\$86
25mm	\$129	\$132	\$136
32mm	\$211	\$216	\$220
40mm	\$330	\$340	\$344
50mm	\$515	\$528	\$540
80mm	\$1,318	\$1,348	\$1,376
100mm	\$2,060	\$2,112	\$2,152
150mm	\$4,635	\$4,752	\$4,836
200mm	\$8,240	\$8,444	\$8,600

- properties with multiple water meter service connections will be levied an availability charge for each connection.
- vacant land where the service is available (in accordance with Section 552 of the LGA) will be levied an availability charge.

The availability charges for residential properties (including strata-title and vacant land) will be assumed to be a 20mm water meter service connection. The responsibility for replacement of residential water meters by Council is limited to 20mm sized service unless lower pressures determine that larger connection sizes should apply.

Water Usage Charges

	Charge 2018/2019	Charge 2019/2020	Charge 2020/2021
Residential, commercial & CSO categorised properties per kilolitre	\$1.70	\$1.75	\$1.80

The Water usage charges will continue to be apportioned on a daily average basis according to the meter reading period. Water meters will be read on a quarterly basis with more frequent reading undertaken for high usage properties. A program will continue to educate and inform customers about water and sewerage services through the provision of literature to accompany each water account. Partnership arrangements with external organisations for the funding of this literature are actively taken.

It is proposed to continue the levying of a lower charge for those accounts with untreated water (Raw) for usage and availability charges as recognition of no treatment and reticulation. A bulk supply tariff to the Manildra factory in respect of treated and untreated water is applied for water usage charges.

Assistance to dialysis patients will continue with water usage charges also levied at 50% of the applicable charge.

Water standpipe charges are levied quarterly and standpipes not surrendered within the billing cycle are levied consumption based on the current financial year charges. Water usage charges for volumes extracted from the Shoalhaven Water fixed bulk water stations will be charged at a reduced rate to encourage use of those facilities in accordance with Council resolution. It is planned to alter the type, method of charging and the control mechanisms in place for all hydrant standpipe use in the longer term to ensure the protection of water quality throughout the city. Consultation with affected customers will be undertaken beforehand.

The annual charge (to be invoiced quarterly) for the registration of backflow devices is included on water accounts to those properties with devices installed.

Properties with water available will be classified according to (for water/wastewater);

Residential

Commercial (includes bulk supply and non-strata)

Community Service Obligation (CSO) Level 1, and

Community Service Obligation (CSO) Level 2

Community Service Obligation (CSO) Level 3 (sporting fields, excluding facilities)

A table listing all the classifications and usage allowances as applicable is shown within the wastewater charges section below.

The NSW Government Water Supply, Sewerage and Trade Waste Pricing Guidelines specify that the decision to provide a Community Service Obligation is a matter for determination by each Local Government Water Utility. Consistent with IPART rationales, CSO's should be reported publicly and therefore Council has clear policy guidelines (POL 16/83 of 16 May 2017 and as adopted thereafter) for determining the criteria for recognition of a CSO, the charging policy in respect of Water Supply, Wastewater, Effluent, Trade Waste services and Section 64 Contributions.

The amount of CSO and other assistance measures from the water fund is estimated to be;

- Availability Charges Foregone (CSO); \$97,537
- Pensioner Availability Charges Foregone; \$202,268 (forecast estimate)
- Water Usage Charges Foregone (CSO); \$105,159
- Events Sponsorship Funding; \$50,000
- Pensioner Water Usage Charges Foregone; \$209,342 (forecast estimate)

- Payment Assistance Scheme; \$20,000
- Undetected water leak reduction and Tank rebates; \$25,000
- Development Contribution Concessions; \$450,000

Wastewater Charges (Sewer)

The base charge for a sewer connection will continue to increase as predicted due to the significant Capital Works Program. Since 2005, \$251m has been invested in providing new and upgraded sewerage infrastructure within the city to support increased growth and higher treated wastewater quality standards. In this regard, a major upgrade to the Bomaderry and Nowra Sewerage Treatment Plants is currently under construction and this has previously been forecast within the 20 year financial plan. The total project estimate is \$135m which is being financed predominantly from loan funding.

Wastewater availability charges for residential premises is based on a common service connection and discharge to the system, regardless of the size of the connection. The wastewater availability charge for commercial and non-strata properties is based on the proportional size of the water meter service connection and discharge to the system.

Sewer charges include a two-part tariff structure (availability and usage) for commercial customers together with trade waste charges if applicable.

Wastewater Availability Charge

Availability charge based on the proportional size of the water meter service connection:

Size of Water Meter Service Connection	Charge 2018/2019	Charge 2019/2020	Charge 2020/2021
20mm	\$848	\$868	\$888
25mm	\$1,184	\$1,212	\$1,240
32mm	\$1,812	\$1,852	\$1,896
40mm	\$2,404	\$2,460	\$2,516
50mm	\$3,392	\$3,472	\$3,552
80mm	\$7,004	\$7,168	\$7,332

100mm	\$10,032	\$10,268	\$10,504
150mm	\$17,288	\$17,696	\$18,100
200mm	\$26,820	\$27,452	\$28,084

- properties with multiple water meter service connections will be levied a wastewater availability charge for each connection. This reflects the load that a discharger may place on the sewerage system and accords with NSW Government Best Practice Water, Sewerage and Trade Waste Pricing Guidelines adopted by Council resolution 1196 of 1 September 2003.
- vacant land where the service is available (in accordance with Section 552 of the LGA) will be levied an availability charge.

Wastewater Usage Charge

The wastewater usage charge will be levied on all premises classified as commercial or CSO and connected to sewer, based upon a percentage of the recorded water consumption. The per kilolitre charge will continue to increase at a level greater than inflation in future years until the charge reflects the long run marginal cost and any cross subsidy across customer categories is removed.

Charge 2018/2019	Charge 2019/2020	Charge 2020/21
\$1.60 per kl	\$1.70 per kl	\$1.80 per kl

A discharge percentage factor based on the classification of the property will apply to convert metered water to wastewater. The charge is apportioned on a daily basis with the non-rounded metered volume applied against the per kl rate as shown above. Where individual customers can demonstrate the actual discharge to sewer, the actual discharge will apply. Where sewer flow monitoring is installed by Shoalhaven Water the actual discharge will be used. The formula for determining the wastewater usage charges is;

$$D = A \times B \times C$$

- Where:
- A = Metered water usage
 - B = The sewer usage charge
 - C = Sewer discharge factor
 - D = The wastewater usage charge levied on the Water Account

The land use classification as they apply to the Water and Wastewater Availability, usage allowances if applicable and discharge factors for all classifications shown as a percentage are within the following table;

√ Applies

LAND USE	CLASSIFICATION	WATER AND WASTEWATER AVAILABILITY CHARGE	WATER USAGE CHARGE ALLOWANCES		WASTEWATER USAGE CHARGES DISCHARGE FACTOR
			Water	Wastewater	%
			Level 1 300kl Allowance	Level 3 300kl Allowance Plus special rate \$0.85c per KL thereafter	% .√ to all unless specified
Charity	CSO Level 1		√		90
Church	CSO Level 1		√		90
Public Amenities	CSO Level 1		√		90
Public Reserve	CSO Level 1		√		N/A
Public Reserve with Amenities	CSO Level 1		√		90
Other	CSO Level 1		√		90
Bushfire Station	CSO Level 2a				90
Church Hall	CSO Level 2a				90
Community Centre	CSO Level 2a				90
Halls/Library	CSO Level 2a				90
Public Museum	CSO Level 2a				90

Swimming Pools	CSO Level2b				80
Sporting Oval	CSO Level 3			√	N/A
Ambulance Station	Commercial	√			90
Car Sales & Service	Commercial	√			60
Caravan parks	Commercial	√			60
Child Care Centre	Commercial	√			90
Church School	Commercial	√			90
Commercial (gardens)	Commercial	√			70
Commercial (without gardens)	Commercial	√			90
Concrete batching plant	Commercial	√			10
Fire Station	Commercial	√			80
Food preparation	Commercial	√			90
Government Department	Commercial	√			90
Guest House	Commercial	√			70
Hospital	Commercial	√			90
Hotel with accommodation	Commercial	√			70
Hotel without accommodation	Commercial	√			85
B & B (more than 2 rooms)	Commercial	√			70
Industry (Dry)	Commercial	√			70
Laundry	Commercial	√			90
Motel/Resort	Commercial	√			70
Non Strata Residential Flat	Commercial	√			90
Nursing Home	Commercial	√			90
Other	Commercial	√			90

Police Station	Commercial	√			90
Railway Station	Commercial	√			80
Registered Club	Commercial	√			90
Registered Club (sporting facilities)	Commercial	√			50
Restaurant	Commercial	√			90
School	Commercial	√			90
Shopping Centre	Commercial	√			90
Office	Commercial	√			90
Factory	Commercial	√			70
Multi-Premise (Strata Plan) Parent Commercial	Commercial				90
Nursery	Commercial	√			70
Animal Boarding	Commercial	√			90
Multi-Premise (Non Strata) Dual Occ. >25mm	Commercial	√			90
Commercial/Farm Raw Water	Commercial	√			N/A
Strata Assessment (Unit) Commercial – Child within Strata	Commercial	√			90
Commercial Community Association – Common Property – Parent	Commercial				N/A
Commercial Community Association – Individual Unit – Child	Commercial	√			90

Standpipe	Commercial				N/A
Standpipe – Rural Fire Service	Commercial				N/A
Standpipe – Raw Water	Commercial				N/A
Farm	Rural/Agricultural	√			N/A
Market Garden	Rural/Agricultural	√			N/A
Sewerage Treatment Works/Pump Station	Commercial	Water Availability Only			No Wastewater Usage Charges apply
Water Pump Station/Treatment Works	Commercial	Wastewater Availability Only	No Water/Wastewater Usage Charges apply		

Council will continue to classify sewerage accounts with wastewater available according to:

Residential

Commercial (includes non-strata)

Community Service Obligation (CSO) Level 1

Community Service Obligation (CSO) Level 2

Community Service Obligation (CSO) Level 3

The amount of Community Service Obligations and other assistance measures from the wastewater fund is anticipated to be;

- Availability Charges Foregone \$ 648,000
- Pensioner Availability Charge Foregone \$ 402,135

- Development Contribution Concessions \$ 590,000

Council will continue to offer assistance to customers unable to connect to sewerage services in backlog areas where they are experiencing financial difficulties. The offer of assistance program provides payment of the costs associated with connecting the property and a two year interest free period in which to repay those costs.

Liquid Trade Waste Charges

The discharge of liquid trade waste to Council sewerage systems will incur Fees and charges which are applied according to the category into which the liquid trade waste discharger is classified. Council's Local Approvals Policy for Liquid Trade Waste Discharge to the Sewerage System provides information on the approval process, classification of liquid trade waste dischargers and the relevant formula to be used in calculating liquid trade waste usage and liquid trade waste "non-compliance usage" charges.

Council will invoice the owner of the land from which liquid trade waste is discharged in respect of fees and charges. The annual fee to recover the costs associated with the administration and monitoring of liquid waste dischargers are invoiced as a quarterly component upon water accounts.

Effluent and Septic Removal Charges

Council undertakes human waste removal services for properties not connected to sewerage through a contracted arrangement. Consequent to the reduction in demand for the effluent and associated services and pending expiration of the 2003 contract, a review of this arrangement was conducted, and this included community consultation. Council resolved to continue providing a contracted service but on the basis of full cost recovery to eliminate any cross subsidy to the sewer fund. A number of charges for effluent and septic removal services have increased in 2018/19 to achieve full cost recovery.

Septic tank and aerated system cleanouts are conducted on a "pay for service" basis in the first instance. Where pay for service cannot be facilitated or the customer is unable to pay the applicable amount, the costs will be invoiced such to allow repayment over an extended period.

The allowance of effluent removed per service will remain at 2,500 litres before an additional charge per 100 litres is incurred.

Development Contributions (Section 64 Charges)

Section 64 Contributions (also known as Headworks Contributions or Developer Charges) are up-front charges levied to recover part of the infrastructure costs incurred in servicing new developments. Developments are assessed on their relative load on water and/or sewerage systems compared to a single residential dwelling, and an "equivalent tenement" (ET) is calculated.

The cost per ET has been set through a Developer Servicing Plan (DSP), which has been developed in accordance with State Government Guidelines and adopted by Council in November 2005 with commencement from 1st January 2006.

Changes are intended to the DSPs as a consequence of new guidelines released by the NSW Government. Council may continue to provide concessional arrangements for developments to reduce the impact of developer (Section 64) contributions in accordance with Council resolution MIN13.864. These arrangements will be reviewed as part of any changes to the DSP's.

The current developer charges are calculated for new, additional or "change of use" developments, based on the following equivalent tenement classifications.

Equivalent Tenement (Et) Classifications

Developer charges are calculated for new, additional or "change of use" developments based on the following criteria:

ITEM	DESCRIPTION	NOTE	UNIT	ET's
Subdivided Lots	Each subdivided lot with separate connection	V	per Lot	1.00
	Residential Development Only - Community Title/Neighbourhood Title/Strata Title (where development approval for the dwellings granted)	V	1 Bedroom	0.40
			2 Bedroom	0.60
			3 Bedroom	0.80
			4 Bedroom	1.00
Residential Development Only - Community Title/Neighbourhood	V	≤200m ²	0.40	

	Title/Strata Title (where development approval for the dwellings NOT approved) – LAND SIZE		>200m ² & ≤300m ²	0.60
			>300m ² & ≤450m ²	0.80
			>450m ²	1.00
Residential	Single House on single lot	V	per house	1.00
Residential Development	Flats & Medium Density Development, Dual Occupancy & “Granny Flat”	V, VI	1 Bedroom	0.40
			2 Bedroom	0.60
			3 Bedroom	0.80
			4 Bedroom	1.00
Caravan Parks	per licensed site – tent sites & mobile caravan sites (excluding Manager’s Residence)	I, III, V	Short Term Site	0.15
			Long Term Site	0.30
	per licensed site – Cabin/mobile home (short or long term sites) (excluding Manager’s Residence)	I, III, V	1 Bedroom	0.25
			2 Bedroom	0.40
			3 Bedroom	0.60
Retirement Villages	Nursing Homes and Hostel Single occupant - No separate kitchen facilities - Occupants require support includes other supporting facilities - Excludes Manager’s residence	I, V	per single bed	0.25
	Self-Care	V	1 Bedroom	0.40
			2 Bedroom	0.60
			3 Bedroom	0.60
			4 Bedroom	0.80
Motels/Hotels/ Resorts	- Excludes Manager’s residence - Excludes restaurants, clubs, reception centres, etc (see commercial wet trade or licensed premises or other commercial activities (refer to appropriate item/description))	I, V	1 Bedroom	0.20
			2 Bedroom	0.40
			3 Bedroom or greater	0.60
Backpacker Accommodation/Hostel	- Communal cooking facilities - Small communal laundry	V	per bed	0.125
Bed-sitter / Guest House	No cooking - ensuite facilities available	V	per Bedroom	0.20

	House based with communal kitchen/laundry	V	1 Bedroom	0.25
			2 Bedroom	0.40
			3 Bedroom	0.60
Bed & Breakfast	Accommodation (New)	V	per bedroom	0.25
	Accommodation (Amendment to existing building with no building additions)	V	per bedroom in excess of 4 bedrooms (or possible bedrooms)	0.25
Industrial	Large open building which may/are further developed (divided) and where future use is unknown.	II, V	per 1,000m ² gross floor area	1.00
Offices	Commercial Activity	V	per 250m ² gross floor area	1.00
Commercial Development	General Merchandise Type Shops (excludes Commercial Dry Trade & Commercial Wet Trade)	V	per 250m ² gross floor area	1.00
Commercial: Multi-Premise Development	Milt-premise commercial development (allowance made for small commercial wet trade)	V, IX	Per 210m ² gross floor area	1.00
Commercial Dry Trade	Bulky Goods Type Shops (excluding food and wet trade), Museum, Showroom, Galleries, etc – water used only for domestic purposes (other than in or part of shopping complexes)	V	per 500m ² gross floor area	1.00
Commercial Wet Trade	Shops – Food preparation and sales and where water is used for business activity other than domestic purposes (unless otherwise stated) eg., café, butcher, milk bar, bakery, fish shop, restaurant	V	per 100m ² gross floor area	1.00
Shopping Complex/Retail Super Store	Food Preparation (eg., café, butcher), Shops and Offices (for Supermarket refer below)	V	per 210m ² gross floor area	1.00
Supermarket	Food Preparation	V	per 100m ² gross floor area	1.00
	Offices	V	per 250m ² gross floor area	1.00

	Supermarket (customer area)	V	per 1,000m ² gross floor area	1.00
Licensed Premises	Clubs, Restaurants, Reception Centres, etc.	V	per 100m ² gross floor area	1.00
Hospital		V	per bed	1.00
School	Day	V	per 25 pupils	1.00
	Boarding	V	per 6 pupils	1.00
Child Minding Facilities	Day Care (short and long)	V, VIII, XII	Water (per person)	0.06
		V, VIII, XII	Sewer (per person)	0.10
Theatres, Churches		V	per 100 occupants	1.00
Sporting Complex	Potential maximum number of persons (for seating 1 person per 500 mm wide)	V	per 100 persons	1.00
Animal Boarding	Dogs, Cats, etc	V	Per 500m ² floor area (including the play area)	1.00
Green Trade,	Nursery, Sporting Fields (eg. Oval/fields/bowling greens for irrigation purposes with no stand or amenities block/s), Parks, Gardens, Market gardens (excluding primary residence)/Garden Centres/ Nurseries. Meter sizes larger than 50mm subject to written application.	V, X	To be individually assessed or in accordance with Water Directorate "Section 64 Determinations of Equivalent Tenements Guidelines", or specific Council resolution.	To be determined on application
Public Amenity Blocks	Public facilities	V, XI	Per fixture (eg WC, shower)	0.50
Commercial Laundry	Laundrette, etc	V	To be individually assessed or in accordance with Water Directorate "Section 64	To be determined on application

			Determinations of Equivalent Tenements Guidelines”, or specific Council resolution.	
Other developments not specified:		V	To be individually assessed or in accordance with specific Council resolution or Water Directorate “Section 64 Determinations of Equivalent Tenements Guidelines”.	To be determined on application

NOTES:

ET – Equivalent Tenement

I Manager’s residence to be based on number of bedrooms (see Residential Development)

II Area of Portal frame (Industrial) building to be determined by measuring to external cladding.

III Caravan Parks:

Short Term Site- includes camping site, caravan sites – as per licence approval

Long Term Site- includes caravan sites, mobile home sites, and cabins – as per licence approval

IV Deleted as a result of MIN13.864.

V Council resolution MIN13.864 applies.

VI Medium Density and Residential Flat Developments – ET’s are set by Council Resolution 93/2899 – resolved at Council meeting on 16 Nov 1993 as follows:

93/2899 *Developer Charges for Water Supply and Sewerage - Medium Density and Residential Flat Development Files 90/2499, 90/2500*

+ *RECOMMENDED that, for the proposal of calculating developer contributions for water supply and sewerage, the following 'equivalent tenement' (E.T.) factors be used in respect of medium density and residential flat development:-*

- + *Small residential flat or unit - 1 bedroom = 0.4 E.T.*
- + *Medium residential flat or unit - 2 bedrooms = 0.6 E.T.*
- + *Large residential flat or unit - 3 bedrooms = 0.8 E.T.*

+ ***and that rooms capable of being used as separate bedrooms be included in the number of bedrooms.***

VIII As per NSW Water Directorate "Section 64 Determinations of Equivalent Tenements Guidelines". Persons include children and staff.

IX As per Council report and resolution (Minute No. 06/184), February 2006.

184. Section 64 Contributions – 'First Occupancy' or 'Change of Use' of Commercial Buildings File 15513

RECOMMENDED that Council levy a Section 64 contribution charge for commercial small shopping complexes at the initial DA stage to cover 'first occupancy' or 'change of use' where impact is minor on the water and/or sewerage systems, as follows:

a) *The rate of one (1) equivalent tenement (ET) for a proposed or existing multi premise commercial development on commercial zoned land shall be per 210m² of gross floor area; and*

b) *A business which occupies one of the premises (as a first occupancy or a change of use) may be granted a concession towards payment of water and sewer developer charges if:*

i) *it is less than 100m²;*

ii) *its calculated loading on a system is less than or equal to 1.0 ET;*

iii) *it is not a large water user or sewer discharger (eg. commercial laundries, or licensed premises, etc.);*

c) *A development/business which occupies one of the premises (as a first occupancy or a change of use) and is determined as having a loading on a system that is greater than 1.0 ET, then the development/business shall pay water and sewer developer charges as follows:*

Net ET's = development /business loading in ET's – credit for area occupied at rate of 1ET/210m².

d) *The above rate and calculations be included in the Annual Management Plan.*

X Fairways on golf courses are not provided with town water supply for irrigation purposes.

XI Minute 2008.663 refers to specific public amenity buildings

663. Disposal of Assets - Public Amenities

File 35799, 30449, 9738, 36685, 36684

RECOMMENDED that

a) *the report on the disposal of assets - public amenities buildings at Pillipai Ring Reserve - Erowal Bay, Bens Walk Reserve - Depot Farm - West Nowra and Falls Creek Picnic Area be received for information*

b) *Council adopt the 3 Year (2008/11) Public Amenities Capital Program as attached to this report*

c) *Council determine to demolish the public amenities at Falls Creek and Depot Farm*

d) *Council waiver the water and wastewater headworks charges as a Community Service Obligation – Level 4, 100% reduction*

e) *Council undertake works to remove underscrub around the amenity building at Pillipai Ring Reserve, Erowal Bay to improve security and visibility.*

XII NSW Government – Education Department

(<http://www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care/regulatory-framework/national-quality-framework/qualifications-and-ratios>)

Educator to child ratios

Under the National Regulations, the following educator to child ratios will apply in NSW

Centre based services

Age of children	Educator to child ratio
Birth to 24 months	1:4
Over 24 months and less than 36 months	1:8 until 31/12/15 Then 1:5
Over 36 months and not yet attending school	1:10

Family day care services

- 1:7 for each family day care educator
- Until 31 December 2013 not more than 5 of the children can be preschool age or under.
- From 1 January 2014 not more than 4 of the children can be preschool age or under.