

COBAR SHIRE COUNCIL



Liquid Trade Waste Policy

FILE: P5-13

Responsible Officer:

WATER AND SEWER MANAGER

Purpose of this policy

This policy sets out how Council will regulate sewerage and trade waste discharges to its sewerage system in accordance with the NSW Framework for Regulation of Sewerage and Trade Waste (section 3.1 on page 17). The policy is concerned with the approval, monitoring and enforcement process for liquid trade wastes discharged to Council's sewerage system and the levying of commercial sewerage and liquid trade waste fees and charges. It has been developed to ensure the proper control of liquid trade waste and hence protection of public health, worker safety, the environment, and Council's sewerage system. The policy also promotes waste minimisation, water conservation, water recycling and biosolids reuse.

Sewerage systems are generally designed to cater for waste from domestic sources that are essentially of predictable strength and quality. Council **may** accept trade waste into its sewerage system as a **service** to businesses and industry.

Liquid trade wastes may exert much greater demands on sewerage systems than domestic sewage and, if uncontrolled, can pose serious problems to public health, worker safety, Council's sewerage system and the environment.

Impacts of poor liquid trade waste regulation include:

- Grease, oil, solid material, if not removed on-site, can cause sewer chokes and blockages and the discharge of untreated sewage to the environment.
- Strong waste may cause sewage odour problems and corrosion of sewer mains, pumping stations and sewage treatment works.

A person wishing to discharge liquid trade waste to the sewerage system must, under section 68 of the *Local Government Act 1993*, obtain prior approval from Council. Discharging liquid trade waste without an approval is an offence under section 626 of the Act.

The procedure for approval is governed by Chapter 7 of the Local Government Act and is subject to the *Local Government (General) Regulation 2005*.

Under clause 28 of the Local Government (General) Regulation, a council must not grant an approval under section 68 of the Act to discharge trade waste (whether treated or not) into a sewer of the council unless the Director General of the Department of Primary Industries (DPI) has concurred with the approval.

Under section 90 (2) of the Local Government Act, the Director General, DPI, may give the Council notice that the concurrence may be assumed (with such qualifications or conditions as are specified in the notice).

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Glossary

Assumed Concurrence: Council may apply to the Director General of the Department of Primary Industries (DPI) for authorisation to assume concurrence for Classification B or Classification S activities. Requests for assumed concurrence need to be forwarded to the NSW Office of Water. If granted, Council will no longer need to forward such applications for concurrence.

Automatic Assumed Concurrence: Councils have been authorised to assume concurrence for Classification A activities. Such applications may be approved by Council without forwarding the application for concurrence.

Bilge Water: minor amounts of water collecting in the bilge of a vessel from spray, rain, seepage, spillage and boat movements. Bilge water may be contaminated with oil, grease, petroleum products and saltwater.

Biochemical Oxygen Demand (BOD₅): The amount of oxygen utilised by micro-organisms in the process of decomposition of organic material in wastewater over a period of five days at 20°C. In practical terms, BOD is a measure of biodegradable organic content of the waste.

Biosolids: Primarily organic solid product produced by sewage processing. Until such solids are suitable for beneficial use, they are defined as wastewater solids or sewage sludge.

Bunding: Secondary containment provided for storage areas, particularly for materials with the propensity to cause environmental damage.

Chemical Oxygen Demand (COD): A measure of oxygen required to oxidise organic and inorganic matter in wastewater by a strong chemical oxidant. Wastewaters containing high levels of readily oxidised compounds have a high COD.

Chemical Toilet: Toilet in which wastes are deposited into a holding tank containing a deodorizing or other chemicals; wastes are stored and must be pumped out (and chemical recharged) periodically.

Commercial Kitchen/Caterer: For the purpose of these Guidelines, a commercial kitchen is a premise that is typically a stand-alone operation and prepares food for consumption off-site. These types of businesses typically cater to wedding functions, conferences, parties, etc. This definition would not apply to a food processing factory supplying pre-prepared meals to an airline company or similar.

Contingency Plan: A set of procedures for responding to an incident that will affect the quality of liquid trade waste discharged to the sewerage system. The plan also encompasses procedures to protect the environment from accidental and unauthorised discharges of liquid trade waste to the stormwater drainage system, and leaks and spillages from stored products and chemicals.

Director General: Director General means the Director General of the Department of Primary Industries (DPI).

Due Diligence Program: A plan that identifies potential health and safety, environmental or other hazards (eg. spills, accidents or leaks) and appropriate corrective actions aimed at minimising or preventing the hazards.

Concurrence is required before a council may approve an application for the discharge of liquid trade waste (including septic tank and pan waste) to the sewerage system. It is a requirement under section 90(1) of the Local Government Act and clause 28 of the *Local Government (General) Regulation 2005* that council obtain the written concurrence of the Director General of the Department of Primary Industries (DPI) prior to approving such waste to be discharged to the Council's sewerage system. Such concurrence request is to be provided to the NSW Office of Water.

Effluent: The liquid discharged following a wastewater treatment process.

Effluent Improvement Plan (EIP): The document required to be submitted by a discharger who is not meeting the acceptance limits for discharge waste quality set down in Council's approval conditions and/or liquid trade waste agreement. The document sets out how the discharger will meet the acceptance limits for the discharge of liquid trade waste to the sewerage system within the agreed timeframe.

Galley Waste: In this Policy, a liquid waste from a kitchen or a food preparation area of a vessel; solid wastes are excluded.

Heavy Metals: Metals of high atomic weight which in high concentrations can exert a toxic effect and may accumulate in the environment and the food chain. Examples include mercury, chromium, cadmium, arsenic, nickel, lead and zinc.

Housekeeping: is a general term, which covers all waste minimisation activities connected with the way in which operations within the premises are carried out.

Industrial Discharges: Industrial liquid trade waste is defined as liquid waste generated by industrial or manufacturing processes.

Local Government Regulation: *Local Government (General) Regulation 2005* under the *Local Government Act 1993*.

Liquid Trade Waste: Liquid trade waste means all liquid waste other than sewage of a domestic nature.

Mandatory Concurrence: For the liquid waste in Classification C, councils will need to obtain concurrence for each discharger. Such concurrence request is to be provided to the NSW Office of Water.

Methylene Blue Active Substances (MBAS): These are anionic surfactants (see Surfactants definition) and are called MBAS as their presence and concentration is detected by measuring the colour change in a standard solution of methylene blue dye.

Minimal Pre-treatment: For the purpose of this Policy includes sink strainers, basket arrestors for sink and floor waste, plaster arrestors and fixed or removable screens.

National Framework for Wastewater Source Management: refer to section 3.2

NSW Framework for Regulation of Sewerage and Trade Waste: refer to section 3.1

NSW Office of Water (NOW): In accordance with the Public Sector Employment and Management (Departments) Order 2011, from 4 April 2011 the NSW Office of Water is a separate office within the Department of Primary Industries (DPI). All trade waste matters/applications for concurrence and policies for consent need to be forwarded to NOW.

Open Area: Any unroofed process, storage, washing or transport area potentially contaminated with rainwater and substances which may adversely affect the sewerage system or the environment.

Pan: For the purpose of this Policy "pan" means any moveable receptacle kept in a closet and used for the reception of human waste.

pH: A measure of acidity or alkalinity of an aqueous solution, expressed as the logarithm of the reciprocal of the hydrogen ion (H⁺) activity in moles per litre at a given temperature; pH 7 is neutral, below 7 is acidic and above 7 is alkaline.

Premises: Has the same meaning as defined in the Local Government Act Dictionary and includes any of the following:

- (a) a building of any description or any part of it and the appurtenances to it
- (b) land, whether built on or not
- (c) a shed or other structure
- (d) a tent
- (e) a swimming pool
- (f) a ship or vessel of any description (including a houseboat)
- (g) a van.

Prescribed Pre-treatment Equipment is defined as standard non-complex equipment used for pre-treatment of liquid trade waste, eg. a grease arrestor, an oil arrestor/separator, solids arrestor, cooling pit (refer to Table 7 of *Liquid Trade Waste Regulation Guidelines*, 2009).

Primary Measurement Device: A device such as a gauging pit, weir tank or flume installed in the liquid trade waste discharge line suitable for installation of instrumentation for flow measurement. In cases of commercial flows this can mean a removable section of pipe (in the fresh water supply to the trade waste area) and the installation of a check meter.

Septage: Material pumped out from a septic tank during desludging; contains partly decomposed scum, sludge and liquid.

Septic Tank: Wastewater treatment device that provides a preliminary form of treatment for wastewater, comprising sedimentation of settleable solids, flotation of oils and fats, and anaerobic digestion of sludge.

Septic Tank Effluent: The liquid discharged from a septic tank after treatment.

Sewage Management Facility: A human waste storage facility or a waste treatment device intended to process sewage and includes a drain connected to such a facility or device.

Sewage of Domestic Nature: Includes human faecal matter and urine and waste water associated with ordinary kitchen, laundry and ablution activities of a household, but does not include waste in or from a sewage management facility.

Sewage Management Facility: A human waste storage facility or a waste treatment device intended to process sewage and includes a drain connected to such a facility or device.

Sewerage System: The network of sewage collection, transportation, treatment and by-products (effluent and biosolids) management facilities.

Ship-to-Shore Pump-out: Liquid waste from a vessel that may be considered for disposal to the sewerage system. This includes on-board toilet wastes, galley wastes and dry dock cleaning waste from maintenance activities.

Sullage: Domestic wastewater excluding toilet waste.

Surfactants: The key active ingredient of detergents, soaps, emulsifiers, wetting agents and penetrants. Anionic surfactants react with a chemical called methylene blue to form a blue-chloroform-soluble complex; the intensity of colour is proportional to concentration.

Suspended Solids (SS): The insoluble solid matter suspended in wastewater that can be separated by laboratory filtration and is retained on a filter. Previously also referred to as non-filtrable residue (NFR).

Total Dissolved Solids (TDS): The total amount of dissolved material in the water.

Waste Minimisation: Procedures and processes implemented by industry and business to modify, change, alter or substitute work practices and products that will result in a reduction in the volume and/or strength of waste discharged to sewer.

What is liquid trade waste?

Liquid trade waste is defined in the *Local Government (General) Regulation 2005* as below:

Liquid trade waste means all liquid waste other than sewage of a domestic nature.

Liquid trade waste discharges to the sewerage system include liquid wastes from:

- business/commercial premises (eg. beautician, florist, hairdresser, hotel, motel, restaurant, butcher, service station, supermarket, dentist)
- community/public premises (including craft club, school, college, university, hospital and nursing home)
- industrial premises
- trade activities (eg. mobile carpet cleaner)
- any commercial activities carried out at a residential premises
- saleyards, racecourses and from stables and kennels that are not associated with domestic households
- septic tank waste, chemical toilet waste, waste from marine pump-out facilities and established sites for the discharge of pan content from mobile homes/caravans to the sewerage system.

While septic tank, pan and ship-to-shore pump-out waste are defined as trade waste, specific procedures need to be applied to their management as the waste is often transported from its source to the sewerage system. Accordingly, specific references to these wastes are provided in this policy where necessary.

Liquid trade waste excludes:

- toilet, hand wash basin*, shower and bath wastes derived from all the premises and activities mentioned above
- wastewater from residential toilets, kitchens, bathrooms or laundries (ie. domestic sewage)
- common use (non-residential) kitchen and laundry facilities in a caravan park
- residential swimming pool backwash.

* Used for personal hygiene only

Objectives

The objectives of this policy are:

- to protect public health
- to protect the health and safety of Council employees
- to protect the environment from the discharge of waste that may have a detrimental effect
- to protect Council assets from damage
- to assist Council to meet its statutory obligations
- to provide an environmentally responsible liquid trade waste service to the non-residential sector
- to encourage waste minimisation and cleaner production in the commercial and industrial sectors
- to promote water conservation, water recycling and biosolids reuse
- to ensure compliance of liquid trade waste dischargers with Council's approved conditions
- to provide operational data on the volume and composition of industrial and commercial effluent to assist in the operation of the sewerage system and the design of augmentations or new sewerage systems
- to ensure commercial provision of services and full cost recovery through appropriate sewerage and liquid trade waste fees and charges.

Scope of this Policy

This policy comprises three parts:

- Part 1 specifies the circumstances in which a person is exempt from the necessity to apply for an approval to discharge liquid trade waste to Council's sewerage system
- Part 2 specifies the criteria which Council will take into consideration in determining whether to give or refuse a liquid trade waste approval
- Part 3 specifies the framework for regulation of liquid trade waste, including the NSW Framework for Regulation of Sewerage and Trade Waste, alignment with the *National Framework for Wastewater Source Management*, application procedures, liquid trade waste discharge categories, liquid trade waste services agreements, monitoring of liquid trade waste discharges, liquid trade waste fees and charges, modification or revocation of approvals, prevention of waste of water and contaminated stormwater discharges from open areas.

Exemptions

Cobar Shire Council

Exemptions*

For obtaining approval of liquid trade waste discharge

Table 1: Exemptions

This table lists commercial business activities that the Director General has consented to an exemption from the requirement to apply for approval for liquid trade waste discharge to the sewerage system. Each such business must meet the standard requirements specified below. An annual trade waste fee applies to each such discharger.	
Activity	Requirements
Beautician	Nil
Bed and Breakfast (not more than 10 persons including proprietor)	Sink strainers in food preparation areas. Housekeeping practices (see Note 4).
Community hall (minimal hot food)	Sink strainers in food preparation areas. Housekeeping practices (see Note 4).
Day care centre (no hot food prepared)	Sink strainers in food preparation areas. Housekeeping practices (see Note 4). Nappies are not to be flushed into the toilet.
Delicatessen – no hot food prepared	Sink strainers in food preparation areas. Housekeeping practices (see Note 4).
Dental technician (no X-ray)	Plaster arrestor required.
Doctor's surgery (plaster casts, no X-ray)	Plaster arrestor required.
Dog/cat groomer/salon	Floor waste basket and sink strainer required (see Note 3). Animal litter and any waste disposal products may not be discharged to sewer. No organophosphorus pesticides may be discharged to sewer.
Florist	Floor waste basket and sink strainer required. No herbicides/pesticides may be discharged to sewer.
Fruit and vegetable – retail	Floor waste basket and sink strainer required (see Note 3).

Activity	Requirements
Funeral parlour	Floor waste basket required. Formaldehyde is not to be discharged to the sewer.
Hairdressing	Floor waste basket and sink strainer (where available).
Jewellery shop <i>miniplate</i> <i>ultrasonic washing</i> <i>precious stone cutting</i>	Miniplate vessel to contain no more than 1.5 L of precious metal solution Nil If : < 1000 L/d plaster arrestor required > 1000 L/d general purpose pit required
Mixed business (minimal hot food)	Floor waste basket and sink strainer required (see Note 3). Housekeeping practices (see Note 4).
Mobile cleaning units carpet cleaning garbage bin washing	20 micron filtration system fitted to a mobile unit. Floor waste basket required. Discharge is via grease arrestor (if available).
Motel (no hot food prepared and no laundry facility)	Floor waste basket and sink strainer required (see Note 3). Housekeeping practices (see Note 4).
Nut shop	Floor waste basket and sink strainer required (see Note 3).
Optical service - retail	Solids settlement tank/pit required.
Pet shop – retail	Floor waste basket and sink strainer required (see Note 2).
Pizza reheating for home delivery	Housekeeping practices (see Note 4).
Sandwich shop, salad bar, juice bar, coffee shop (no hot food prepared)	Floor waste basket and sink strainer required (see Note 3). Housekeeping practices (see Note 4).
Venetian blind cleaning	Nil (see Note 2).

Notes:

1. Where "required" is used it means as required by Council.
2. If activity is conducted outdoors, the work area is to be roofed and banded to prevent stormwater ingress into the sewerage system.
3. All drainage from floors in food preparation areas is required to pass through a floor waste basket.
4. Food preparation activities need to comply with sound housekeeping practices including:
 - (a) Floor must be dry swept before washing.

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- (b) Pre-wiping of all utensils, plates, bowls etc. to the scrap bin before washing up.
 - (c) Use of a food waste disposal unit is not permitted.

Criteria for approval to discharge liquid trade waste into council's sewerage system

2.1 Factors for consideration

Council's decision to accept liquid trade waste into its sewerage system is on the basis of a preventive risk management framework for managing risks to the sewerage system within an integrated water cycle management¹ context. It will be based on the discharge meeting Council's requirements². When determining an application to discharge liquid trade waste to the sewerage system, Council will consider the following factors:

- The potential for the liquid trade waste discharge to impact on public health
- The possible impacts the discharge may pose to the environment (land, water, air, noise, or nuisance factors)
- The potential impacts of the discharge on the health and safety of the Council's employees
- The possible impact of the discharge on Council's sewerage infrastructure or sewage treatment process
- The capability of the sewerage system (both transportation and treatment components) to accept the quality and quantity of the proposed liquid trade waste discharge
- The impact the liquid trade waste will have on the ability of the sewerage scheme to meet Environment Protection Authority licence requirements
- Compliance of the proposed liquid trade waste discharge with guideline limits in this policy³
- The potential impacts of the discharge on the quality of, and management practices for, effluent and biosolids produced from the sewage treatment process
- The adequacy of the pre-treatment process(es) to treat the liquid trade waste to a level acceptable for discharge to the sewerage system, including proposed safeguards if the pre-treatment system fails
- Whether appropriate safeguards are proposed to avoid the discharge of other, non-approved wastes to the sewerage system
- The adequacy of any chemical storage and handling facilities, and the proposed safeguards for preventing the discharge of chemicals to the sewerage system
- Whether prohibited substances are proposed to be discharged
- The potential for stormwater entering the sewerage system and adequacy of proposed stormwater controls
- Waste minimisation and water conservation programs
- The adequacy of the proposed due diligence program and contingency plan, where required.

¹ Integrated Water Cycle Management Guidelines for NSW Local Water Utilities, DWE, October 2004.

² In considering options for waste management to drive resource efficiency, the following order of preference set out on page 6 of the *National Wastewater Source Management Guidelines, July 2008*, WSAA will be adopted:

- Avoidance
- Minimisation
- Re-use
- Recovery of energy
- Treatment
- Disposal

³ The quality of trade waste from some low risk commercial activities in Classification A will exceed guideline limits in Council's trade waste policy. As a higher level of pre-treatment is not cost-effective, such waste is acceptable if the discharger installs and properly operates and maintains the required pre-treatment equipment (refer to Table 4 on page 21 and Tables 7 to 9 of *Liquid Trade Waste Regulation Guidelines, 2009*). Similarly, septic and pan waste may exceed some guideline limits.

2.2 Discharge quality

Council has guideline limits for the acceptance of discharges, as set out in Table 2 on pages 14 to 16. Council may vary the guideline limits for a particular sewerage treatment works. Where the guideline limits cannot be met, applicants are required to provide justification for exceeding the limits. Based on the type and the proposed contaminant levels, Council may refuse the application, or may approve it subject to an effluent improvement program, or other conditions being implemented.

2.3 Prohibited substances

Some substances are not suitable for discharge to the sewerage system. Table 3 on page 17 sets out those substances which must not be discharged to the sewerage system. Council may not grant approval for the discharge of these substances to the sewerage system unless it is specifically approved under section 68 of the Local Government Act.

2.4 Stormwater discharges from open areas

Stormwater is a prohibited discharge under this policy. The ingress of stormwater into the sewerage system can cause operational problems to the system and result in sewer overflows, as the sewerage system does not have the capacity for such flows. Therefore, Council does not generally accept the discharge of stormwater to the sewerage system.

However, it is recognised that it may not always be possible or practical to prevent all stormwater entering the sewerage system at some liquid trade waste premises. The discharge of limited quantities of first flush stormwater from sealed areas will be considered where roofing cannot be provided because of safety or other important considerations. The discharge from unsealed areas is not permitted.

Before the stormwater will be considered for discharge to the sewerage system, the applicant must provide the following information:

- reasons why the area cannot be fully or partially roofed and bunded to exclude stormwater
- the dimensions and a plan of the open area under consideration
- whether the open area is sealed
- the estimated volume of the stormwater discharge
- information on rain gauging
- where a first-flush system is proposed, details on how the stormwater will be diverted to the drainage system after the first flush is accepted (the first flush to be limited to first 10 mm of storm run off)
- measures proposed for diverting stormwater away from the liquid trade waste generating area
- report on other stormwater management options considered and why they are not feasible.

Note: Trade waste charges for the acceptance of stormwater to the sewerage system are indicated in section 3.7.9 on page 30.

2.5 Food waste disposal units

The use of food waste disposal units (also known as in-sinkerators, in-sink food waste disposers, or garbage grinders) is not permitted. Existing installations in hospitals and nursing homes may be permitted, provided that wastewater is discharged through an adequately sized grease arrestor. For existing premises, a food waste disposal charge will be levied based on the number of beds in the hospital or nursing home (refer to section 3.7.6 on page 28).

If the hospital or nursing home kitchen is refurbished, the food waste disposal unit must be removed.

2.6 Devices that macerate or pulverise waste

Macerators and any other similar devices that are used for pulverising of solid waste are not authorised to connect to Council's sewerage system. Solid waste includes, but is not limited to, sanitary napkin, placenta, surgical waste, disposable nappy, mache bedpan and urine containers.

Therefore Council will not accept any discharges from such devices to its sewerage system.

2.7 Use of additives in pre-treatment systems

Council does not allow solvents, enzymes, bioadditives, and odour control agents to be used in pre-treatment systems (except neutralising chemicals designated for the pre-treatment) except by specific written application and subsequent approval.

Table 2: Guideline limits for acceptance of liquid trade wastes into sewerage system

Parameter*	Limits#
General acceptance guideline limits	
Flow Rate	The maximum daily and instantaneous rate of discharge (kL/h or L/s) is set on the available capacity of the sewer. Large dischargers are required to provide a balancing tank to even out the load on the sewage treatment works.
BOD ₅ and Suspended Solids	Normally, approved at 300 mg/L each. Concentration up to 600mg/L and in some cases higher concentration for low mass loadings may be acceptable if the treatment works has sufficient capacity and odour will not be a problem.
COD	Normally, not to exceed BOD ₅ by more than three times. This ratio is given as a guide only to prevent the discharge of non-biodegradable waste.
Total Dissolved Solids	Up to 4,000 mg/L may be accepted. However, the acceptance limit may be reduced depending on available effluent disposal options and will be subject to a mass load limit.
Temperature	Less than 38°C.
pH	Within the range 7.0 to 9.0.
Oil and Grease	100 mg/L if the volume of the discharge does not exceed 10% of the design capacity of the treatment works, and 50 mg/L if the volume is greater than 10%.
Detergents	All industrial detergents are to be biodegradable. A limit on the concentration of 50 mg/L (as MBAS) may be imposed on large liquid trade wastes.
Colour	No visible colour when the waste is diluted to the equivalent dilution afforded by domestic sewage flow.
Radioactive Substances	The discharge must comply with the <i>Radiation Control Act 1990</i> .

cont ...

* See Glossary for explanation of terms

Refer to *National Wastewater Source Management Guideline, July 2008*, WSAA for recommended analytical methods

Table 2 (Cont.) – Guideline limits for acceptance of liquid trade wastes into sewerage system

Parameter	Maximum concentration (mg/L)
Acceptance guideline limits for inorganic compounds	
Ammonia (as N)	50
Boron	5
Bromine	5
Chlorine	10
Cyanide	1
Fluoride	20
Nitrogen (total Kjeldahl)	100
Phosphorus (total)	20
Sulphate (as SO ₄)	500
Sulphide (as S)	1
Sulphite (as SO ₃)	15
Acceptance guideline limits for organic compounds	
Benzene	0.04
Toluene	0.5
Ethylbenzene	1
Xylene	1
Formaldehyde	30
Phenolic compounds (except pentachlorophenol)	5
Petroleum hydrocarbons (non-flammable)*	30
Pesticides general (except organochlorine and organophosphorus)*	0.1
Polynuclear Aromatic Hydrocarbons (PAHs)	5

cont ...

* Refer to Table 3

Table 2 (Cont.) – Guideline limits for acceptance of liquid trade wastes into sewerage system

Parameter	Maximum concentration (mg/L)	Allowed daily mass limit (g/d)
Acceptance guideline limits for metals		
Aluminium	100	-
Arsenic	1	2
Cadmium	1	6
Chromium*	3	15
Cobalt	5	15
Copper	5	15
Iron	100	-
Lead	1	6
Manganese	10	30
Mercury	0.01	0.05
Molybdenum	5	30
Nickel	3	15
Selenium	1	15
Silver	2#	6
Tin	5	15
Zinc	5	15
Total heavy metals excluding aluminium, iron and manganese		less than 30 mg/L and subject to total mass loading requirements

* Where hexavalent chromium (Cr⁶⁺) is present in the process water, pre-treatment will be required to reduce it to the trivalent state (Cr³⁺) prior to discharge into the sewer. Discharge of hexavalent chromium (Cr⁶⁺) from chromate compounds used as corrosion inhibitors in cooling towers is not permitted.

This limit is applicable to large dischargers. The concentration of silver in photo processing waste where a balancing tank is provided is not to exceed 5 mg/L.

Table 3: Substances prohibited from being discharged into the sewerage system

- organochlorine weedicides, fungicides, pesticides, herbicides and substances of a similar nature and/or wastes arising from the preparation of these substances
- organophosphorus pesticides and/or waste arising from the preparation of these substances
- any substances liable to produce noxious or poisonous vapours in the sewerage system
- organic solvents and mineral oil
- any flammable or explosive substance
- discharges from 'Bulk Fuel Depots'
- chromate from cooling towers
- natural or synthetic resins, plastic monomers, synthetic adhesives, rubber and plastic emulsions
- rain, surface, seepage or subsoil water, unless specifically permitted
- solid matter
- any substance assessed as not suitable to be discharged into the sewerage system
- waste that contains pollutants at concentrations which inhibit the sewage treatment process – refer *National Wastewater Source Management Guideline, July 2008, WSAA*
- any other substances listed in a relevant regulation.

Framework for regulation of liquid trade waste

3.1 The NSW framework for regulation of sewerage and trade waste

Due to the *Tragedy of the Commons*⁴ in the use of common pool resources, sound regulation of sewerage and trade waste requires implementation of all the following integrated measures.

1. Preparation and implementation of a sound trade waste regulation policy, assessment of each trade waste application and determination of appropriate conditions of approval. The conditions must be consistent with the LWU's *Integrated Water Cycle Management Strategy* and demand management plan. In addition, execution of a liquid trade waste services agreement is required for large dischargers to assure compliance.
2. Preparation and implementation of a sound *Development Servicing Plan*⁵, with commercial sewerage developer charges to ensure new development pays a fair share of the cost of the required infrastructure.
3. Full cost recovery with appropriate sewer usage charges⁶ and trade waste fees and charges⁷ in order to provide the necessary pricing signals to dischargers. These charges must include non-compliance trade waste usage charges and non-compliance excess mass charges in order to provide the necessary incentives for dischargers to consistently comply with their conditions of approval.
4. Monitoring, mentoring and coaching of dischargers in order to achieve cleaner production and assist them to comply with their conditions of approval.
5. Enforcement, including appropriate use of penalty notices under section 222 of the *Protection of the Environment Operations Act 1997*. Orders may also be issued and penalties imposed for offences under sections 626, 627 and 628 of the *Local Government Act 1993*.
6. Disconnection of a trade waste service in the event of persistent failure to comply with the LWU's conditions of approval.

Together, the above six measures comprise the NSW framework for regulation of sewerage and trade waste. The framework involves a preventive risk management approach, which has been developed to address the use of common pool resources by providing economic incentives for dischargers to minimise their waste and to consistently comply with their conditions of approval.

⁴ Refer to page 3 of *National Wastewater Source Management Guideline, July 2008, WSAA*. Thus, in the absence of appropriate controls and measures (such as conditions of approval, a sewer usage charge, a trade waste usage charge, a non-compliance trade waste usage charge, excess mass charges, non-compliance excess mass charges and penalty notices), it would be in the economic interest of each trade waste discharger to minimize their efforts and expenditure on control and pre-treatment of their trade waste before discharging it to the sewerage system. In the past, failure to implement these measures has caused multi-million dollar damage to sewerage networks, pumping stations and treatment works (refer to the examples shown on pages 30, 47 and 48 of the *Liquid Trade Waste Regulation Guidelines, 2009*).

⁵ In accordance with the *NSW Developer Charges Guidelines for Water Supply, Sewerage and Stormwater, 2002*.

⁶ In accordance with page 29 of the *NSW Water Supply, Sewerage and Trade Waste Pricing Guidelines, 2002*.

⁷ In accordance with Appendices D and I of the *Liquid Trade Waste Regulation Guidelines, 2009*.

3.2 Alignment with the national framework for wastewater source management

The NSW framework for regulation of sewerage and trade waste is outlined in section 3.1. The NSW framework is driven by the NSW Government's *Best-Practice Management of Water Supply of Sewerage Guidelines, 2007* and is consistent with that in the *National Framework for Wastewater Source Management*.⁸

In particular, under the *Best-Practice Management Guidelines* each LWU is required to achieve the following outcomes:

- Prepare and implement a 30-year Integrated Water Cycle Management Strategy, demand management plan, pay-for-use water supply pricing and community and customer involvement (Elements 1, 6, 8)
- Annual performance monitoring, including an annual triple bottom line (TBL) Performance Report and Action Plan to identify and address any areas of under-performance (Elements 5, 6, 9, 10, 11, 12)
- Achieve full cost recovery for water supply, sewerage and trade waste services and apply an appropriate non-residential sewer usage charge (Elements 3, 8)
- Prepare and implement a sound trade waste regulation policy and issue an appropriate approval to each trade waste discharger, including waste minimisation and cleaner production (Elements 1, 2, 3, 4, 7, 8)
- Appropriate trade waste fees and charges (including incentives to comply with LWU's approval conditions through non-compliance trade waste usage charges and non-compliance excess mass charges) (Elements 3, 8)
- Trade waste services agreement for large dischargers to assure compliance (Elements 3, 8)
- Appropriate training of LWU staff and monitoring, mentoring and coaching of trade waste dischargers (Elements 1, 4, 5, 7, 8)
- Enforcement, including appropriate use of penalty notices or orders (Elements 3, 8)
- Disconnection of a trade waste service in the event of persistent failure to comply with the LWU's conditions of approval (Element 8).

⁸ The following 12 elements of the *National Framework for Wastewater Source Management* are set out on page 22 of the *National Wastewater Source Management Guideline, July 2008, WSAA*:

COMMITMENT

1. Commitment to Wastewater Source Management

SYSTEM ANALYSIS and MANAGEMENT

2. Assessment of the Wastewater System
3. Preventive Measures for Wastewater Input Quality Management
4. Operational Procedures and Process Control
5. Verification of Wastewater Inputs Quality
6. Management of Incidents/Complaints and Emergencies

SUPPORTING REQUIREMENTS

7. Employee Awareness and Training
8. Customer and stakeholder involvement and awareness
9. System Validation and Research and Development
10. Documentation and Reporting

REVIEW

11. Evaluation and Audit
12. Review and Continual Improvement

3.3 Application Procedures

To obtain Council's approval to discharge liquid trade waste to Council's sewerage system, a discharger must lodge an application in writing. Application forms are available from Council. If a person wishes to discharge liquid trade waste to the sewerage system but is not the owner of the premises, the person must obtain the owner's consent to the application.

The applicant must provide the following information:

- site owner's full name, address, contact telephone number
- address of the business/industry where discharge to the sewerage system will occur
- name of contact person for the premises and telephone contact for the business/industry
- type of process/activity generating the liquid trade waste
- normal hours of business operation
- rate of discharge, including
 - the average per day, maximum per day and per hour, and
 - hours of the day during which discharge will take place
 - characteristics of wastes, including
 - nature of source
 - expected maximum and average concentrations of pollutants

(Where sampling and testing are required to establish the quality of the liquid trade waste, the testing should be carried out in accordance with the procedures set out in the *Standard Methods for the Examination of Water and Wastewater* published by the American Public Health Association, American Water Works Association and Water Pollution Control Federation.)

- chemicals to be used – supply Material Safety Data Sheets
- details of any proposed pre-treatment facilities, location and site plan. Details should include:
 - pre-treatment process details
 - internal wastewater drainage
 - pump size
 - rising main size, length and profile
 - system operational characteristics
 - operational procedures
 - provisions for sampling and flow measurement, where required
 - proposed connection point to the sewerage system
- flow diagram and hydraulic profile of proposed liquid trade waste pre-treatment facilities
- maintenance schedule for pre-treatment equipment, including contractor's details
- stormwater drainage plan
- measures for prevention of stormwater ingress into the sewerage system
- location, nature and chemical composition of all substances stored/used on site
- justification for disposing of the waste into the sewerage system over other possible options (if any)
- methods of disposal for other wastes that are not discharged to the sewerage system
- any relevant environmental impact assessments
- any additional information as requested by Council.

The following information needs to be provided in regard to the discharge of septic tank and pan waste to the sewerage system:

- identification of the pump out service provider
- proposed method of discharge including plans and drawings if appropriate
- details of any proposed facilities for a disposal point, location and site plan (if applicable). Details should include the proposed connection point to the sewerage system
- security arrangements at the proposed disposal site (if applicable)
- the provision of freshwater for hosing down where needed

-
- bunding and measures to prevent the ingress of stormwater at the proposed dump point, if applicable
 - the use of odour inhibiting or other chemicals, if any, and their dosage rates
 - statement that septic effluent will not be mixed with septage or grease trap pump out, ie. dedicated tankers will be used for each type of waste
 - for boat/marina facility – the type and number of vessels either moored at the marina and/or would utilise the pump-out facility on a regular basis:
 - private
 - commercial.

Council may, under section 86 of the Local Government Act, request an applicant to provide more information to enable it to determine the application.

3.4 Approval of applications

Where an application is approved, Council will notify the applicant as soon as practical of the approval and any conditions of the approval. The duration of the approval will be as stated in the approval. In cases where Council requires a discharger to enter into a liquid trade waste services agreement (refer to section 3.9 on page 32), Council will issue a deferred commencement approval under section 95 of the Local Government Act requesting the discharger to do so within the time specified in Council's letter. In such cases, the approval will not be operative until the agreement has been executed by the discharger.

An applicant may make a minor amendment or withdraw an application before it is approved by Council. An applicant may also apply to Council to renew or extend an approval, in accordance with section 107 of the Local Government Act.

If an application is refused, Council will notify the applicant of the grounds for refusal.

An approval to discharge liquid trade waste to Council's sewer is not transferable. A new application must be lodged and a new approval obtained if there is a change of the approval holder or the activity. Council must be notified of change of ownership and/or occupier in all cases, whether a new approval is required or not, to allow updating of records.

3.5 Concurrence

If Council supports an application and has a notice stating that concurrence of the Director General, Department of Primary Industries (DPI), can be assumed for the waste relevant to the application, Council will approve the application. Otherwise, Council will seek concurrence in accordance with the requirements of section 90(1) of the Local Government Act. All such concurrence requests will be provided to the NSW Office of Water.

Liquid trade waste discharges are divided into four (4) classifications for the purpose of the concurrence process:

- Concurrence Classification A – liquid trade waste dischargers for which Council has been authorised to assume concurrence to the approval subject to certain requirements
- Concurrence Classification B – liquid trade waste dischargers whereby Council may apply for authorisation to assume concurrence to the approval subject to certain requirements
- Concurrence Classification S – the acceptance of septic tank, pan waste and ship-to-shore pump-out. Council may apply for authorisation to assume concurrence to the approval subject to certain conditions
- Concurrence Classification C – all other liquid trade waste dischargers that do not fall within Concurrence Classification A, B or S, and therefore require Council to forward the application for concurrence.

All councils have been authorised to assume concurrence for Concurrence Classification A liquid trade waste discharges. These are listed in Table 4 and Council will not need to seek concurrence for approval of trade waste applications for these activities.

4: Liquid trade waste discharges with automatic assumed concurrence

Commercial retail food preparation activities	Other Commercial activities
Bakery (retail)	Animal wash (pound, stables, racecourse, kennels, mobile animal wash and veterinary with no X-ray)
Bed and Breakfast (<10 persons)	Beautician
Bistro	Boiler blowdown
Boarding house / hostel kitchen	Car detailing
Butcher shop (retail)	Cooling tower
Café / coffee shop / coffee lounge	Craft activities (making of clay pottery, ceramics, cutting and polishing of gemstones or making of jewellery at clubs, cottage industries)
Canteen	Dental surgery/dental specialist
Cafeteria	Dental technician
Chicken / poultry shop (only fresh chickens / game sold)	Doctors surgery, medical centre – plaster casts (no X-rays)
Chicken/poultry shop (retail BBQ/charcoal chicken)	Florist
Club (kitchen wastes)	Funeral parlour, morgue
Commercial kitchen/caterer	Hairdressing (includes barbers)
Community hall/civic centre	Jewellery shop
Day care centre	Laboratory (pathology/analytical)
Delicatessen	Laundry or laundromat (coin operated)
Doughnut shop	Lawnmower repairs
Fast food outlet (McDonalds, KFC, Burger King, Pizza Hut, Red Rooster, etc.)	Mechanical repairs/workshop
Fish shop (retail – fresh and/or cooked)	Mobile cleaning units
Food caravan	Optical Service
Fruit and vegetable shop (retail)	Pet shop (retail)
Function centre	Photographic tray work / manual development
Hotel	Plants retail (no nursery)
Ice cream parlour	School (Primary and Secondary)
Juice bar	Stone working
Mixed business	Swimming pool / spa / hydrotherapy
Motel	Vehicle washing (by hand/wand, automatic car wash, external truck wash or underbody / engine degrease only)
Nightclub	Venetian blind cleaning
Nursing home kitchen	Veterinary / animal kennels with X-ray
Nut shop	Waterless minilab
Patisserie	
Pie shop	
Pizza shop	
Restaurant	
Salad bar	
Sandwich shop	
School canteen	
Supermarket (with butcher/delicatessen/seafood/or charcoal chickens)	
Take-away food outlet	

Notes:

The volume of liquid trade waste must not exceed 5 kL/d or 1000 kL/a except in the case of commercial retail food preparation activities, where up to 16 kL/d is included in this category. If the waste discharged to the sewer exceeds these volumes, the application must be treated as Concurrence Classification B. Discharges over 20 kL/d must be treated as Classification C.

3.6 Liquid trade waste charging categories

Four (4) classifications of liquid trade waste have been established for concurrence purposes, Classification A, B, C and S (refer section 3.5 on page 20). For trade waste charging purposes there are also four (4) charging categories, Category 1, 2, 2S and 3 (pages 24 to 25).

Figure 1 below shows that Classification A dischargers fall into Charging Category 1 or Category 2. Classification B dischargers fall into Charging Category 2, except for a few dischargers with low impact on the sewerage system which fall into Category 1. Classification S dischargers fall into Charging Category 2S. Classification C dischargers fall into Charging Category 3.

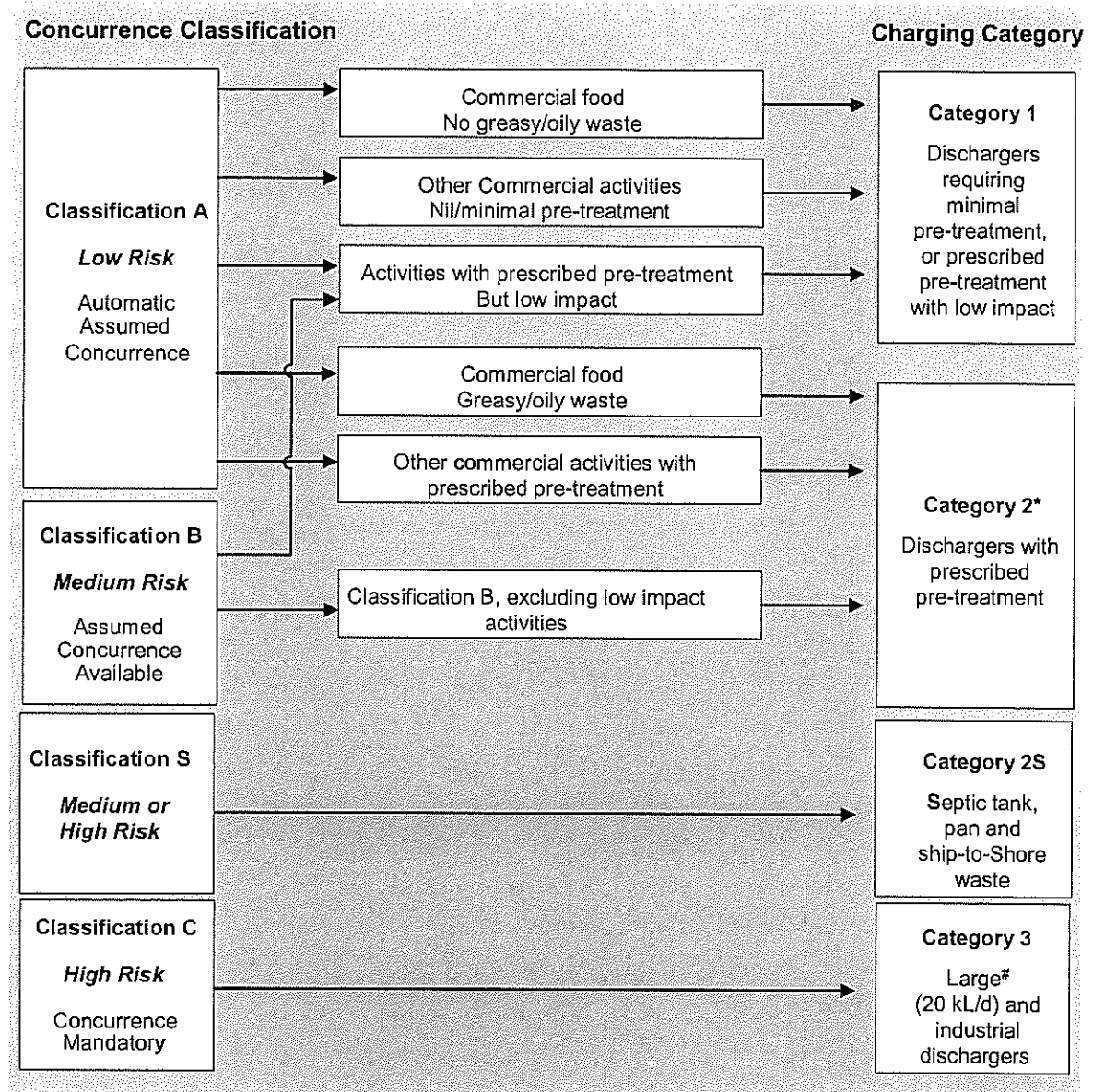


Figure 1: Charging categories for trade waste

* Also includes fish shop (fresh fish for retail)

Except shopping complexes and institutions (hospital, educational facilities, etc.). These will be charged as Category 2 in accordance with activities carried out on the premises.

Category 1 Discharger

Category 1 liquid trade waste dischargers are those conducting an activity deemed by Council as requiring nil or only minimal pre-treatment equipment and whose effluent is well defined and of a relatively low risk to the sewerage system. In addition, Category 1 includes dischargers requiring prescribed pre-treatment but with low impact on the sewerage system.

Classification A activities – Commercial retail food preparation activities that do not generate an oily/greasy waste: bakery (only bread baked on-site), bistro (sandwiches, coffee only), café/coffee shop/coffee lounge, canteen, community hall (minimal food), day care centre, delicatessen, fruit and vegetable shop, hotel, ice cream parlour (take away only), juice bar, mixed business, motel, nightclub, nut shop, pizza cooking/reheating (no preparation or washing up on-site, pizza heated and sold for consumption off-site), potato peeling (small operation), sandwich shop/salad bar, take away food outlet.

Classification A activities – Other commercial activities: animal wash, beautician/hairdressing, crafts < 1000 L/d, dental surgery (plaster casts, no X-ray unless digital), doctor's surgery and medical centre (plaster casts, no X-ray), florist, funeral parlour, mobile cleaning units, morgue, jewellery shop, optical service (retail), pet shop, plants retail (no nursery), public swimming pool, photographic (tray work/manual development), venetian blind cleaning, veterinary (no X-ray).

Classification A or B activities – dischargers with prescribed pre-treatment with low impact on the sewerage system: boiler blowdown, cooling tower, industrial boilers, laboratory (analytical/pathology/tertiary institution), laundry, primary and secondary school⁹, vehicle washing.

Category 2 Discharger

Category 2 liquid trade waste dischargers are those conducting an activity deemed by Council as requiring a prescribed type of liquid trade waste pre-treatment equipment and whose effluent is well characterised.

Trade Waste dischargers with prescribed pre-treatment¹⁰ include:

Classification A activities: Premises that prepare and/or serve hot food or foods that generate an oily/greasy waste: bakery (pies, sausage rolls, quiches, cakes, pastries with creams or custards), bistro, boarding house/hostel kitchen, butcher, café/coffee shop/coffee lounge, cafeteria, canteen, fast food outlet, chicken/poultry shop, club, community hall¹¹, commercial kitchen/caterer, nursing home, patisserie, supermarket, doughnut shop, fish shop (cooking on-site), function centre, hotel, ice cream parlour, motel, nightclub, pizza cooking, restaurant, sandwich shop/salad bar, take away food outlet.

Other commercial Classification A activities: car detailing, craft activities > 1000 L/d, dental surgery with X-ray, lawnmower repairs, mechanical workshop, stone working, veterinary (with X-ray), waterless mini-lab.

Classification B activities: auto dismantler, bus/coach depot, construction equipment maintenance and cleaning, equipment hire, maintenance and cleaning, glass cutting and grinding, graphic arts, hospital (with or without X-ray), medical centre (with X-ray), optical services (at medical or educational facilities, workshops), oyster processing – shucking, panel beating, photographic lab, radiator repairer, screen printing, service station forecourt, shopping complex, water wash mini-lab, X-ray radiologist.

Other Classification A activities: fish shop (fresh fish for retail).

⁹ If significant hot food preparation is carried out, Category 2 charges may be levied by Council.

¹⁰ Excludes low impact activities, listed under Category 1.

¹¹ If the type and size of kitchen fixtures installed enable catering for large functions.

Category 2S Discharger

Category 2S dischargers are those conducting an activity of transporting and/or discharging septic tank or pan content waste into the sewerage system.

Trade waste dischargers include the following Classification S activities:

Classification S activities: bus/rail coaches/caravan/motor home/caravan park waste dump points, mooring/marina dump points, pan waste, portable chemical toilet waste, septage, septic tank effluent, ship-to-shore pump-outs (galley waste and toilet waste).

Category 3 Discharger (large or industrial waste dischargers)

Category 3 liquid trade waste dischargers are those conducting an activity which is of an industrial nature and/or which results in the discharge of large volumes (over 20 kL/d) of liquid trade waste to the sewerage system. Any Category 1 or 2 discharger whose volume exceeds 20 kL/d becomes a Category 3 discharger, except shopping complexes and institutions (eg. hospitals, educational facilities, correctional facilities, etc.)

Large trade waste dischargers and other Classification C activities include: abattoir, bakery (wholesale), brewery, cooling towers, cosmetics/perfumes manufacture, dairy processing (milk/cheese/yoghurt/ice cream etc.), food processing (cereals/cannery/condiments/ confectionary/edible oils/fats/essence/ flavours/fish/fruit juice/gelatine/honey/meat/pickles/ smallgoods/tea and coffee/vinegar/yeast manufacture etc.), fruit and vegetable processing, flour milling, glue manufacturer, egg processing, pet food processing, plants nursery (open areas), potato processing, poultry processing, saleyards, seafood processing, soft drink/cordial manufacture, starch manufacture, sugar refinery, tanker washing, tip leachate, transport depot/ terminal, water treatment backwash, wholesale meat processing, winery, wine/spirit bottling.

Dischargers of industrial waste include the following Classification C activities: acid pickling, adhesive/latex manufacture, agricultural and veterinary drugs, anodising, bitumen and tar, bottle washing, cardboard and carton manufacture, carpet manufacture, caustic degreasing, chemicals manufacture and repackaging, contaminated site treatment, cyanide hardening, detergent/soaps manufacture, drum washing, electroplating, engine gearbox reconditioning, extrusion and moulding (plastic/metal), feather washing, fellmonger, felt manufacture, fertilisers manufacture, fibreglass manufacture, filter cleaning, foundry, galvanising, glass manufacture, ink manufacture, laboratories (excluding those in Category 2), liquid wastewater treatment facility (grease trap receipt depot and other pump-out waste depot), metal finishing, metal processing (refining/rolling/ non-cyanide heat treatment/phosphating/ photo engraving/printed circuit etching/sheet metal fabrication etc.), mirrors manufacture, oil recycling (petrochemical) and refinery, paint stripping, paint manufacture, paper manufacture, pharmaceuticals manufacture, plaster manufacture, powder coating, printing (newspaper, lithographic), sandblasting, slipway, tannery, timber processing (joinery and furniture/plywood/hardwood), textile manufacture (wool dyeing/ spinning/scouring), truck washing (internal), waxes and polishes.

Phasing-in of charges

As indicated on page 24 of the *Best-Practice Management of Water Supply and Sewerage Guidelines, 2007*, the non-residential sewerage bills for customers facing a large increase as a result of implementing best-practice pricing are to be phased in over a period of five (5) years. Large increases in trade waste fees and charges may be phased in over a period of up to three (3) years.

3.7 Liquid trade waste fees and charges

Council provides sewerage and liquid trade waste services on a commercial basis, with full cost recovery through sewerage and liquid trade waste fees and charges. Council's proposed fees and charges are advertised annually for public comment in its draft Management Plan. In addition to the trade waste fees and charges described below, Council may elect to include any trade waste charges shown in Appendix I of the *Liquid Trade Waste Regulation Guidelines, 2009*.

Liquid trade waste discharged to the sewerage system from industrial, commercial or other non-residential customers can impose significant costs on sewage transport and treatment facilities. To recover these costs and to ensure

removal of existing significant cross-subsidies from residential customers, in addition to a two-part tariff with an appropriate **sewer usage charge/kL** for non-residential sewerage, appropriate fees and charges are levied for liquid trade waste.

Council's liquid trade waste fees and charges may include:

- Application fee
- Annual trade waste fee
- Re-inspection fee
- Trade waste usage charge
- Septic tank and pan waste disposal charge
- Excess mass charges
- Food waste disposal charge
- Non-compliance trade waste usage charge
- Non-compliance excess mass charge and pH charge
- Non-compliance penalty.

3.7.1 Application fee

The application fee recovers the cost of administration and technical services provided by Council in processing applications for approval to discharge liquid trade waste to the sewerage system. The application fee will be allocated on the basis of the category into which the discharger is classified and reflects the complexity of processing the application. Application fees will be set annually by Council.

3.7.2 Annual trade waste fee

The purpose of this fee is to recover the cost incurred by Council for administration and the scheduled inspections each year to ensure a liquid trade waste discharger's ongoing compliance with the conditions of their approval.

As part of an inspection, Council or its agents may undertake monitoring of the liquid trade waste discharges from premises or business. Such monitoring may include but is not limited to, flow measurement and the sampling of the liquid trade waste. **Where more than one (1) instance+** of such monitoring is undertaken by Council, or its agents, in a financial year, the cost involved may be recovered from the discharger.

Annual liquid trade waste fees are determined on the basis of the category of the discharger and are proportionate to the complexity of their inspection and administration requirements. Annual trade waste fees will be set by Council. Where the discharger is required to pay for monitoring this will be charged on the basis of full cost recovery#.

3.7.3 Re-inspection fee

Where non-compliance with the conditions of an approval has been detected and the discharger is required to address these issues, Council will undertake re-inspections to confirm that remedial action has been satisfactorily implemented. Council will impose a fee for each re-inspection. The re-inspection fee will be set annually by Council on the basis of full cost recovery. A re-inspection may include the monitoring of liquid trade waste discharges, the cost of which may be recovered from the discharger.

3.7.4 Trade waste usage charge

The trade waste usage charge is imposed to recover the additional cost of transporting and treating liquid trade waste from Category 2 dischargers.

Trade Waste Usage Charge (\$) = $Q \times \$1.38^*/\text{kL}$ (2007/08\$)

Where Q = Volume (kL) of liquid trade waste discharged to sewer.

3.7.5 Excess mass charges

Excess mass charges will apply for substances discharged in excess of the deemed concentrations in domestic sewage shown in Table 5 below. For excess mass charge calculation, equation (1) below will be applied.

Table 5: Deemed concentration of substances in domestic sewage

Substance	Concentration (mg/L)
Biochemical Oxygen Demand (BOD ₅)	300
Suspended Solids	300
Total Oil and Grease	50
Ammonia (as Nitrogen)	35
Total Kjeldahl Nitrogen	50
Total Phosphorus	10
Total Dissolved Solids	1000
Sulphate (SO ₄)	50#

The concentration in the potable water supply to be used if it is higher than 50mg/L.

NB. Substances not listed above are deemed not to be present in domestic sewage.

$$\text{Liquid Trade Waste Excess Mass Charge (\$)} = \frac{(S-D) \times Q \times U}{1,000} \quad (1)$$

Where: S = Concentration (mg/L) of substance in sample.
D = Concentration (mg/L) of substance deemed to be present in domestic sewage.
Q = Volume (kL) of liquid trade waste discharged to the sewerage system.
U = Charging rate (\$/kg) for discharge of substance to the sewerage system

Charging rates (U) used in equation (1) are as shown in Council's Annual Management Plan.

With regard to BOD, equation (1) applies for BOD₅ up to 600 mg/L.

Excess mass charges for BOD exceeding 600mg/L

If Council approves the acceptance limits for BOD higher than 600mg/L, an exponential type equation will be used for calculation of the charging rate U_e (\$/kg) as shown in equation (2). Equation (2) provides a strong incentive for dischargers to reduce the strength of waste. In addition, equation (5) on page 29 will be used where the discharger has failed to meet their approved BOD limit on two (2) or more instances in a financial year.

U_e is the excess mass charging rate for BOD (\$/kg).

$$U_e = 2C \times \frac{(\text{Actual BOD} - 300\text{mg/L})}{600\text{mg/L}} \times 1.05^{\frac{(\text{Actual BOD} - 600\text{mg/L})}{(600\text{mg/L})}} \quad (2)$$

Where C = the charging rate (\$/kg) for BOD₅ 600mg/L

Actual BOD – the concentration of BOD₅ as measured in a sample

For example if C = \$.623/kg, equation (2) would result in the following excess mass charging rates:

\$.623/kg for BOD₅ 600mg/L

\$1.96/kg for BOD₅ 1200mg/L

\$5.05/kg for BOD₅ 2400mg/L

The excess mass charge for BOD is calculated using equation (1):

$$\text{Excess Mass Charge for BOD (\$)} = \frac{(S-D) \times Q \times U_a}{1000}$$

3.7.6 Food waste disposal charge¹²

Where Council has permitted the use of a food waste disposal unit for an existing hospital, nursing home or other eligible facility, the following additional food waste disposal charge will be payable annually.

$$\text{Food Waste Disposal Charge (\$)} = B \times UF$$

Where B = Number of beds in hospital or nursing home.

UF = Annual charging rate (\$/bed) for a food waste disposal unit at a hospital or nursing home.

Note: The recommended annual charging rate is \$23/bed (2007/08\$).

¹² For existing installations only. New installations are not permitted.

3.7.7 Non-compliance charges

Category 1 and 2 Dischargers

If the discharger has not installed or maintained appropriate pre-treatment equipment, the following trade waste usage charges will be applied for the relevant billing period:

Category 1 Discharger - \$1.38*/kL (2007/08\$)

Category 2 Discharger - \$12.68*/kL (2007/08\$)

Category 3 Discharger

Non-compliance pH charge

Equation (3) is used for waste with pH being outside the approved range. This equation provides an incentive for dischargers to apply appropriate pH correction so their waste remains within the approved pH limits. Council may require industrial and large dischargers to install and permanently maintain a pH chart recorder or data logger as control of pH is critical to minimising odour and corrosion problems in the sewerage system.

Charging rate for pH where it is outside the approved range for the discharger =

$$K \times (\text{actual pH} - \text{approved pH})\# \times 2 \quad (\text{actual pH} - \text{approved pH})\# \quad (3)$$

absolute value to be used.

K = pH coefficient = 0.346 (2007/08\$) and needs to be adjusted in accordance with changes in the CPI.

Example: Council has approved the pH range 8.0 to 9.0 for a large discharger generating high strength trade waste in order to prevent corrosion and odour problems in the sewerage system.

Case 1: pH measured 7.0

Charging rate (\$/kL) = $0.346 \times [7 - 8] \times 2^{[7-8]} = \$0.69/\text{kL}$

Case 2: pH measured 11.0

Charging rate (\$/kL) = $0.346 \times [11-9] \times 2^{[11-9]} = \$2.77/\text{kL}$

Non-compliance excess mass charges

Where a discharge quality fails to comply with the approved concentration limits of substances specified in Council's approval conditions (or the acceptance criterion listed in Council's trade waste policy), Council incurs additional costs in accepting and treating that waste. Council may also face problems with the effluent and biosolids management.

*These charging rates are in 2007/08\$ and should be indexed on the basis of the Consumer Price Index for Sydney.

In order to recover Council's costs, equation (4) shall apply for non-compliance excess mass charges, except for BOD where equation (5) shall apply.

$$\text{Non-compliance Excess Mass Charges (\$)} = \frac{(\text{S}-\text{A}) \times \text{Q} \times 2\text{U}}{1,000} + \frac{(\text{S}-\text{D}) \times \text{Q} \times \text{U}}{1,000} \quad (4)$$

Where:

S = Concentration (mg/L) of substance in sample.

A = Approved maximum concentration (mg/L) of pollutant as specified in Council's approval (or liquid trade waste policy).

Q = Volume (kL) of liquid trade waste discharged for the period of non-compliance.

U = Excess mass charging rate (\$/kg) for discharge of pollutant to sewerage system, as shown in Council's Annual Management Plan.

D = Concentration (mg/L) of substance deemed to be present in domestic sewage.

Non-compliance excess mass charges for BOD

If a discharger has failed to meet the approved maximum concentration of BOD on two or more instances in a financial year, the non-compliance excess mass charging rate for BOD U_n will be levied on the basis of equation (5):

U_n is the BOD non-compliance excess mass charging rate.

$$U_n = 2C \times \frac{(A - 300 \text{ mg/L})}{600 \text{ mg/L}} \times 1.05^{\frac{(A - 300 \text{ mg/L})}{600 \text{ mg/L}}} + 4C \times \frac{(\text{Actual BOD} - A)}{600 \text{ mg/L}} \times 1.05^{\frac{(\text{Actual BOD} - A)}{600 \text{ mg/L}}} \quad (5)$$

For example, if $C = \$0.623/\text{kg}$, BODs actual (measured) level is 2400mg/L and the approved maximum concentration of BOD (A) is 1000mg/L, equation (5) would result in a non-compliance excess mass charging rate of \$8.02/kg.

Non-compliance Excess Mass Charge for BOD is calculated using equation (1):

$$\text{Non-compliance Excess Mass Charge (\$)} = \frac{(\text{S}-\text{D}) \times \text{Q} \times U_n}{1,000}$$

The non-compliance excess mass charges shown above are in lieu of the excess mass charges in section 3.7.5.

NB. Council will continue applying the above non-compliance excess mass charge until the quality of discharge complies with Council's approved quality (or the trade waste policy) limits, within the time frame determined by Council for remedying the problem. If the discharger fails to rectify the problem within this time frame, the discharger may be required to cease discharging liquid trade waste into Council's sewerage system and may also be required to pay a 'non-compliance penalty' as indicated in the following

3.7.8 Non-compliance penalty

The non-compliance penalty covers instances where Council may seek compensation for its costs relating to legal action, damage to infrastructure, incurred fines and other matters resulting from illegal, prohibited or unapproved liquid trade waste discharged to the sewerage system. Also included are fines under:

- *Protection of the Environment Operations Act 1997*, section 120(1) (Pollution of any waters by a discharger who fails to comply with the conditions of approval for discharge of liquid trade waste to sewer)
- *Local Government Act, 1993*, section 627 (Failure to comply with an approval), section 628 (Failure to comply with an order). Non-compliance penalties will be pursued by legal action.

3.7.9 Discharge of stormwater to the sewerage system

The discharge of stormwater, surface and subsoil waters to the sewerage system is prohibited under this policy. As indicated in section 2.4, the acceptance of first flush stormwater runoff may be permitted. A charge of \$12.68/kL (2007/08\$) will be applied to Category 3 dischargers in accordance with the non-compliance trade waste usage charge, if approval is granted to accept the above waters. Excess mass charges will be also applied in accordance with section 3.7.5.

3.7.10 Septic and pan waste disposal charge

This charge is imposed to recover the cost of accepting and treating septic tank and pan waste.

Septic tank and pan waste disposal charge (\$) = Q x S

Where: Q = Volume (kL) of waste discharged to sewer.

S = Charging rate in \$/kL for septic tank effluent, septage or chemical toilet waste as indicated in Council's Annual Management Plan.*

3.7.11 Responsibility for payment of fees and charges

Property (land) owners are responsible for the payment of fees and charges for water supply, sewerage and liquid trade services provided by Council. This includes property owners of marina, caravan park, etc., if a dump point located at their premises is connected to the sewerage system. Where another party (lessee) leases premises any reimbursement of the lessor (property owner) for such fees and charges is a matter for the lessor and the lessee.

Council will charge a septic tank and pan waste disposal charge for services it provides to transporters of septic tank and pan waste tankered and discharged to the sewerage system.

Table 6: Summary of trade waste fees and charges¹³

CHARGING CATEGORY	APPLICATION FEE	ANNUAL NON RESIDENTIAL SEWERAGE BILL WITH APPROPRIATE SEWER USAGE CHARGE/kL	ANNUAL TRADE WASTE FEE	RE-INSPECTION FEE (when required)	TRADE WASTE USAGE CHARGE/kL	SEPTIC WASTE DISPOSAL CHARGE	EXCESS MASS CHARGES/kg	NON COMPLIANCE TRADE WASTE USAGE HARGES/kg	NON-COMPLIANCE EXCESS MASS/kg and pH CHARGES/kL (if required)	NON-COMPLIANCE PENALTY (if required)
1	Yes ¹⁴	Yes	Yes	Yes	No	No	No	Yes ¹⁵	No	Yes
2	Yes	Yes	Yes	Yes	Yes	No	No	Yes ¹⁵	No	Yes
2S	Yes	Yes ¹⁶	Yes	Yes ¹⁶	No	Yes	No	No	No	Yes
3	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes	Yes

All dischargers of liquid trade waste to Council's sewerage system should be aware that they are subject to prosecution and imposition of fines under the *Local Government Act 1993* and the *Protection of the Environment (Operations) Act 1997* and Regulations. In addition to fines, Council may recover costs of damages and fines incurred by Council as a result of an illegal liquid trade waste discharge.

3.8 Monitoring

Council will carry out inspections of the premises of all liquid trade waste dischargers and their treatment facilities at least once per annum. Inspections of commercial premises preparing hot food may be carried out at least four (4) times per annum (refer to page 26 in section 3.7.2). Monitoring of the large and industrial dischargers is to be carried out as specified in the approval conditions.

The applicant may be required to monitor the liquid trade waste discharge as a condition of an approval or agreement. They may also be required to pay for any sampling and testing of liquid trade waste undertaken by Council.

For this purpose, an inspection/sampling point, where the waste can be inspected and sampled, will be specified in the approval and/or agreement. This point will normally be located after the pre-treatment facility. The discharger may need to install a suitable method of flow measurement.

¹³ In addition, a Food Waste Disposal Charge will apply where Council has approved the use of an existing food waste disposal unit for a hospital, nursing home or other eligible facility (refer to section 3.7.6 on page 28).

¹⁴ Not applicable for dischargers exempted in Table 1.

¹⁵ Non-compliance trade waste usage charge, if the discharger fails to install or properly maintain appropriate pre-treatment equipment:

Category 1 - \$1.38/kL (2007/08\$)

Category 2 - \$12.68/kL (2007/08\$)

¹⁶ Only applicable if the discharger has a dump point located at their premises which is connected to the sewerage system

Council may require the discharger to:

- install a permanent primary measurement device
- measure the volume and flow rate using the permanently installed flow measurement system (such as a flow metering system)
- install a flow measurement device on a temporary basis and obtain enough data to determine a basis for assessing the flow rate and volume
- provide a system which allows obtaining a flow weighted composite sample.

Testing of samples is to be undertaken by a NATA-registered or other laboratory recognised by the NSW Office of Water to ensure reliable and accurate results. Where the discharger is sampling the effluent, Council may randomly take duplicates to confirm the waste characteristics.

3.9 Liquid trade waste services agreement

In addition to its approval under the Local Government Act, Council may require certain dischargers, including those who wish to discharge liquid trade waste in large volumes (discharge >20 kL/d) or industrial waste (Concurrence Classification C discharges) or Classification S into its sewerage system to execute a liquid trade waste services agreement (refer to Attachment 1). The agreement will set out the conditions associated with the discharge and execution of the agreement will be a condition of the approval issued by Council (refer to section 3.4 on page 20). The conditions will be binding on the applicant and the Council. The agreement will be for a period of up to five (5) years. No discharge is to be made to Council's sewerage system until an agreement or an interim agreement has been executed.

Provision can be made in the agreement for (in addition to Council's approval conditions):

- additional conditions for discharge of liquid trade waste
- cancellation of the agreement and/or order to cease the discharge if the discharger is found to be in breach of the agreement or the liquid trade waste approval or, in the opinion of Council, the waste is adversely affecting the sewerage system or the environment
- entry by Council officers to inspect the liquid trade waste collection, treatment, monitoring and disposal systems
- the applicant to notify Council in advance of any changes that may affect the quality and quantity of the liquid trade waste
- the amount of bond/security to be lodged with Council prior to discharging to the sewerage system.

3.10 Enforcement of approvals and agreements

(see the attached sample agreement at Attachment 1 on page 34)

Any person who fails to obtain Council's approval to discharge liquid trade waste into the sewerage system, or fails to comply with the conditions of the approval, may be liable to a penalty as provided under the *Local Government Act 1993* (sections 626 to 628 and 634 to 639).

Polluting of any waters by a discharger of liquid trade waste who does not have a Council approval or who fails to comply with the conditions of the approval is an offence under section 120 (1) of the *Protection of the Environment Operations Act 1997*. In addition, under section 222 of this Act, Council may issue a penalty notice (ie. an on-the-spot fine) to such a discharger.

Any person who fails to comply with the terms or conditions of a liquid trade waste services agreement (ie. there is a breach of the agreement) will be required to indemnify the Council against any resulting claims, losses or expenses in accordance with section 8 of the agreement. Suspensions may also apply and may include a notice to cease the discharge.

3.11 Modification and revocation of approvals

Council reserves the right to modify or revoke an approval to discharge liquid trade waste to the sewerage system in any of the following circumstances:

- if the approval was obtained by fraud, misrepresentation or concealment of facts
- for any cause arising after the granting of the approval which, had it arisen before the approval was granted, would have caused the council not to have granted the approval
- for failure to comply with a requirement made by or under the *Local Government Act 1993* relating to a condition of the approval
- for failure to comply with a condition of the approval.

3.12 Prevention of waste of water

Water must be used efficiently and must be recycled where practicable. It is an offence under section 637 of the *Local Government Act 1993* and its Regulation (refer to Attachment 2) to waste or misuse water.

Dilution of trade waste with water from any non-process source including Council's water supply, bore water, groundwater and/or stormwater as a means of reducing pollutant concentration is therefore strictly prohibited.

3.13 Effluent improvement plans

Where the existing liquid trade waste discharged does not meet Council's requirements, the applicant may be required to submit an Effluent Improvement Plan setting out how Council's requirements will be met. The proposed plan must detail the methods/actions proposed to achieve the discharge limits and a timetable for implementation of the proposed actions. Such actions may include more intensive monitoring, improvements to work practices and/or pre-treatment facilities to improve the effluent quality and reliability.

3.14 Due diligence programs and contingency plans

For *Concurrence Classification A*, a discharger is not required to submit either a due diligence program or a contingency plan.

A discharger may be required to submit a due diligence program and a contingency plan for *Concurrence Classification B* or *Classification S* where it is considered that the discharge may pose a potential threat to the sewerage system. If required, a due diligence program and contingency plan must be submitted to Council within six (6) months and three (3) months respectively of receiving a liquid trade waste approval.

For *Concurrence Classification C*, a discharger may need to provide a due diligence program and contingency plan to Council within six (6) months and three (3) months respectively of receiving a liquid trade waste approval.

It should be noted that:

1. If the discharger has an accredited environmental management system in place, a due diligence program and contingency plan may not be required. However, proof of accreditation must be provided to Council with the application. The EMP may not include all necessary provisions in regard to trade waste. In such cases Council may require that a suitable due diligence program and contingency plan be developed and submitted to Council.
2. Where Council considers there is potential risk to the sewerage system from a discharge, it may request a due diligence program and contingency plan to be submitted prior to commencing the discharge.

Attachment 1

Sample Liquid Trade Waste Services Agreement between [Council] and [Applicant]

Liquid Trade Waste Services Agreement

Between

1. The Council

and

2. The Applicant

Recitals

- A. The Council is the owner and operator of a sewerage system within the _____ area.
- B. The Applicant has made application to the Council to discharge liquid trade waste from the Premises into the Council's sewerage system.
- C. The application has been approved by the Council on certain conditions ("the Approval"), including the condition that the Council and the Applicant enter into this Agreement.
- D. The Director General of the Department of Primary Industries has concurred in the Approval in accordance with clause 28 of the *Local Government (General) Regulation 2005*.
- E. The Approval does not operate until this Agreement has been executed by both parties.
- F. The parties enter this Agreement in consideration of the mutual promises contained herein.

Operative Part

1. Definitions and interpretation

1.1 In this Agreement, unless the context otherwise requires:

"Act" means the *Local Government Act 1993* (NSW).

"Annexure" means the annexure to this Agreement.

"Annual Management Plan" means the annual management plan of the Council, as adopted by the Council from time to time.

"Applicant" means the entity named as such in the Annexure.

"Approval" means the approval described in Recital C.

"Council" means the council named as such in the Annexure.

"Liquid Trade Waste Services" mean the making available by the Council of its sewerage system for connection to the Premises, for the purpose of discharge by the Applicant of its liquid trade waste.

"Premises" means the premises described in the Annexure.

1.2 Unless the context otherwise requires:

- a. A reference to this Agreement is a reference to this Agreement, including the Annexure, as amended from time to time in accordance with its terms
- b. A reference to the discharge of liquid trade waste means the discharge of liquid trade waste by the Applicant from the Premises to the Council's sewerage system
- c. A reference to any legislation is a reference to such legislation as amended from time to time
- d. Where the Applicant is comprised of more than one person, each obligation of the Applicant will bind those persons jointly and severally and will be enforceable against them jointly and severally.

2. Liquid Trade Waste Services

The Council will provide the Liquid Trade Waste Services to the Applicant on the terms of this Agreement.

3. Additional conditions for discharge of liquid trade waste

- 3.1 The Applicant may discharge liquid trade waste to the Council's sewerage system in accordance with the Approval and subject to this Agreement.
- 3.2 The Applicant must comply with all applicable Acts, regulations, by laws, proclamations and orders and with any lawful direction or order given by or for the Council or any other competent authority.
- 3.3 The Applicant must not discharge liquid trade waste contrary to this Agreement or the Approval or in any manner which may have an adverse effect on any person or property (including the sewerage system and the ecological system in the waters, land or area receiving sewage treatment works effluent or biosolids), or which may cause the Council to be in breach of any applicable Act, regulation, by law, proclamation or order or of any lawful direction given by or for any competent authority.
- 3.4 The Applicant must at its own cost monitor its discharges in accordance with the requirements set out in the Approval and must maintain records of such monitoring for inspection by the Council for such period as may be specified in the Approval.
- 3.5 The Council will carry out routine sampling and testing of the waste stream.
- 3.6 Where any flow-metering device is installed, the Applicant must at its own cost cause the device to be calibrated at least annually by a person or company approved by the Council. The Applicant must obtain a calibration certificate and provide a copy of the certificate to the Council within one month of receiving it.
- 3.7 If the Applicant is required to cease discharging liquid trade waste for any period, then the Applicant must cease discharging such waste for the period specified.
- 3.8 Where the Applicant ceases to discharge waste in the circumstances prescribed in clause 3.7, the Council may, at its discretion, elect to refund part of the annual trade waste fee on a pro rata basis, calculated according to the period of suspension.
- 3.9 If this Agreement is terminated, the Applicant must immediately cease to discharge liquid trade waste.

4. Fees and charges

- 4.1 In accordance with the section 560 of the *Local Government Act 1993*, Council will levy all water supply, sewerage and liquid trade waste fees and charges on the owner of the property.
- 4.2 In consideration of provision of the Liquid Trade Waste Services, the fees and charges as specified in the Council's Annual Management Plan and notified by Council to the owner and the Applicant must be paid to the Council, including fees for sampling and testing by Council in accordance with the Approval.
- 4.3 Fees and charges payable will include both non-residential sewerage charges and liquid trade waste fees and charges.
- 4.4 All monies payable to the Council must be paid within the time specified in the notice of charge.

5. Term

- 5.1 This Agreement will commence from the date it is signed on behalf of the Council, and will continue until the Applicant's Approval is revoked or the Applicant permanently ceases to discharge liquid trade waste pursuant to the Approval, whichever is the earlier. Upon such revocation or permanent cessation of the approved activity this Agreement shall automatically terminate by operation of this clause.
- 5.2 Termination of this Agreement is without prejudice to any accrued rights or obligations of either Party.

6. Powers of the Council

-
- 6.1 The Council may enter the Premises at a reasonable hour in the daytime or at any hour during which business is in progress or is usually carried on at the Premises for the purpose of conducting any inspection, examination, testing, monitoring or sampling to determine whether the Applicant is complying with the conditions of this Agreement.
 - 6.2 The Applicant acknowledges that the Council has statutory powers available to it under the *Local Government Act 1993* and other Acts to issue orders and directions to the Applicant in relation to the discharge of liquid trade waste. The Applicant undertakes to comply with each such order or direction that may be notified by the Council to the Applicant within the time specified for compliance in that order or direction.
 - 6.3 The Applicant releases the Council from any liability to the Applicant for any loss or damage due to the disruption of the Applicant's business arising out of the exercise of Council's rights pursuant to this clause.

7. Information supplied by the Applicant

- 7.1 The Applicant warrants that all information in its application for approval is true, complete and accurate to the best of its knowledge.
- 7.2 The Applicant must immediately notify the Council in writing of any error or omission in that information or any change to the information of which the Applicant becomes aware.
- 7.3 The Applicant must not provide any false or misleading information to the Council.

8. Indemnity

- 8.1 The Applicant indemnifies the Council from and against any claims, losses or expense (including legal costs on a solicitor and client basis) which the Council pays, suffers, incurs or is liable for as a result of:
 - (a) any unlawful, negligent, reckless or deliberately wrongful act or omission of the Applicant or its personnel or agents in connection with the discharge of liquid trade waste, including (without limitation) such acts or omissions which cause damage to property, personal injury or death
 - (b) a breach of this Agreement by the Applicant.
- 8.2 The Applicant's liability to indemnify the Council shall be reduced proportionally to the extent that any unlawful, negligent, reckless or deliberately wrongful act or omission of the Council caused or contributed to the liability or loss.

9. Insurance

The Applicant must effect and maintain for the term of this Agreement a public risk policy of insurance in the minimum of the sum specified in the Annexure and must, upon request by the Council, produce evidence of such insurance to the Council.

10. Bond

- 10.1 The Applicant must pay to the Council a bond in the sum specified in the Annexure.
- 10.2 The Council may at any time and without prior notice to the Applicant have recourse to the bond for the recovery of any sum due and owing by the Applicant to the Council.
- 10.3 Where the applicant fails to cease discharging trade waste as prescribed in clause 3.7, the Council may require the applicant to forfeit 50% of the bond.
- 10.4 The Council must return the bond to the Applicant, less any amount deducted by the Council under this clause, upon termination of this Agreement.

11. No assignment

The Applicant may not assign or otherwise transfer its rights and/or obligations under this Agreement.

12. Notices

- 12.1 A notice under this Agreement must be:

-
- (a) in writing, directed to the representative of the other party as specified in the Annexure
 - (b) forwarded to the address, facsimile number or the email address of that representative as specified in the Annexure or the address last notified by the intended recipient to the sender.
- 12.2 A notice under this Agreement will be deemed to be served:
- (a) in the case of delivery in person - when delivered to the recipient's address for service and a signature received as evidence of delivery
 - (b) in the case of delivery by post - within three business days of posting
 - (c) in the case of delivery by facsimile – at the time of dispatch if the sender receives a transmission report which confirms that the facsimile was sent in its entirety to the facsimile number of the recipient
 - (d) in the case of delivery by email, on receipt of confirmation by the recipient that the recipient has received the email.
- 12.3 Notwithstanding the preceding clause 12.2, if delivery or receipt of a communication is on a day which is not a business day in the place to which the communication is sent or is later than 5 pm (local time in that place) it will be deemed to have been duly given or made at 9 am (local time at that place) on the next business day in that place.

13. Variation

- 13.1 If the Applicant's Approval to discharge liquid trade waste from the Premises is varied, this Agreement shall be deemed to be varied in accordance with the variation made to that approval or to the fees, by operation of this clause.
- 13.2 In addition to automatic variation under clause 13.1, this Agreement may be varied by written agreement of the parties, provided that a variation to this Agreement that is inconsistent with:
- (a) the Approval, including rights granted under, and conditions attached to, the Approval
 - (b) any applicable legislation; or
 - (c) Council's Annual Management Plan in respect of applicable fees and charges,
- shall have no force or effect.

14. Severability

If any part of this Agreement is prohibited, void, voidable, illegal or unenforceable, then that part is severed from this Agreement but without affecting the continued operation, so far as possible, of the remainder of this Agreement.

15. Applicable law

- 15.1 This Agreement is governed by, and must be construed in accordance with, the laws in force in the State of New South Wales.
- 15.2 Each party submits to the exclusive jurisdiction of the courts exercising jurisdiction in the State of New South Wales and the courts of appeal there from.

16. Rights cumulative

The rights and remedies provided under this Agreement are in addition to, and not exclusive of, any other rights or remedies provided by law.

<p>Executed as an agreement Execution by the Council: THE COMMON SEAL OF</p> <p>..... was affixed this</p> <p>..... day of 20.....</p> <p>in the presence of:</p> <p>.....</p> <p>General Manager</p> <p>and</p> <p>.....</p> <p>[print name of witness]</p> <p>Executed by the Applicant (corporate entity):</p>	<p>(Corporate Seal)</p> <p>.....</p> <p>[signature of General Manager]</p> <p>.....</p> <p>.....</p> <p>[signature of witness]</p>
<p>The COMMON SEAL of.....</p> <p>.....PTY LIMITED</p> <p>was affixed this day of</p> <p>.....20..... in the</p> <p>presence of:</p> <p>.....</p> <p>[name of Director]</p> <p>.....</p> <p>[name of Director/Secretary]</p>	<p>.....</p> <p>[signature of Director]</p> <p>.....</p> <p>[signature of Director/Secretary]</p>

<p>Executed by the Applicant (individual):</p> <p>Signed by:</p> <p>[name of Applicant]</p> <p>This.....day of.....20....</p> <p>in the presence of:</p> <p>.....</p> <p>[print name of witness]</p>	<p>.....</p> <p>[signature of Applicant]</p> <p>.....</p> <p>[signature of witness]</p>
---	---

Annexure

A. The Council

1. Full Name of Council _____
2. ABN _____
3. Address _____

4. Telephone _____
5. Emergency Contact _____
Telephone _____

B. The Applicant

1. Full Name of Applicant _____
2. ABN _____
3. Business or Trading Name _____
4. Address _____

5. Telephone _____
6. Emergency Contact _____
Telephone _____

C. The Premises

1. Lot and DP Number: Lot(S) _____ DP _____
2. Location _____

3. Description _____
4. Nature of Business _____

D. Notices

- Applicant's Representative _____
- Postal Address _____

- Facsimile _____
- Email _____
- Council's Representative _____
- Postal address _____

- Facsimile _____
- Email address _____

E. PUBLIC LIABILITY INSURANCE

Minimum cover: \$ _____

F. BOND \$ _____

Attachment 2

Provisions in the *Local Government (General) Regulation 2005* in regard to acceptance of liquid trade waste into the sewerage system

Clause 25 Matters to accompany applications relating to discharge into sewers

An application for approval to discharge trade waste into a sewer under the control of a Council or that connects with such a sewer must be accompanied by the information required by Table 1 to the Liquid Trade Waste Management Guidelines.

Clause 28 Approval to discharge waste into sewers: concurrence required

A council must not grant an approval under section 68 of the Act to discharge trade waste (whether treated or not) into a sewer of the council unless the Director-General of the Department of Energy, Utilities and Sustainability* has concurred with the approval.

Note: Section 90 (2) of the Act permits any person or authority whose concurrence is required before an approval can be granted to give the council notice that the concurrence may be assumed (with such qualifications or conditions as are specified in the notice).

Clause 32 Disposal of trade waste

(1) An approval to dispose of trade waste into a sewer of the council is subject to such conditions (if any) as the council specifies in the approval.

(2) In imposing any such conditions, the council is to have regard to the matter set out in Table 5 to the Liquid Trade Waste Management Guidelines#.

Clause 159 Prevention of waste and misuse of water

The owner, occupier or manager of premises to which water is supplied by the council must:

- (a) prevent waste of water by taking prompt action to repair leaking taps, pipes or fittings located on the premises
- (b) take any other action that is reasonable to prevent waste and misuse of water.

"Liquid Trade Waste Management Guidelines" means the Guidelines of that name produced by the NSW Office of Water in March 2005, as in force from time to time. The 2005 Guidelines have now been superseded by *Liquid Trade Waste Regulation Guidelines*, April 2009.

* From 4 April 2011 a reference to the Director General of the Department of Energy, Utilities and Sustainability is to be construed as a reference to the Director General of the Department of Primary Industries.

Liquid Trade Waste Policy

Amendment List

[illegible]

COBAR SHIRE COUNCIL



Business Management Plan **Tourism, Events & The Great Cobar Heritage Centre**

FILE:

Responsible Officer: Projects Officer

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SUMMARY

The Management Plan aims to provide a unique plan for Cobar Shire Council within a versatile and workable document. The plan focuses on Tourism, The Great Cobar Heritage Centre and Events and will address our current position as well as highlight new opportunities for growth and development. The plan comes at a time when tourism as a whole is on the agenda and is recognised by a number of community members and local business as an opportunity to strengthen and diversify our economic base. The plan also includes conservation and preservation of our museum building and the collection it holds and to continue to allow us to accept further donations from the community.

VISION

To develop and provide new opportunities for tourism, events and arts and culture within Cobar Shire and within this development, celebrate our rich history, culture and landscape with an aim to a more vibrant and sustainable future for our community.

KEY OBJECTIVES

- Higher visibility for Cobar Shire and its events and attractions
- Effectively highlight Cobar's history and mining culture
- Strengthen our approach, methods and strategies to effectively market to our target markets and audiences

GREAT COBAR HERITAGE CENTRE

Overview

The Great Cobar Heritage Centre is Cobar's combined Regional Museum and Visitor Information Centre and serves as the main provider of cultural and historical activity in Cobar. Cobar Shire Council has managed the centre since 1988 and is the main financial provider. The Visitor Information Centre provides information and advice to over 25 000 visitors per year.

The Centre safely houses a vast collection of our region's material history which represent a broad cross section of local and regional personalities and themes.

Moving into the future, research and innovative thinking will be key to maintaining the ongoing narrative within our exhibitions, while being able to refresh objects and exhibitions and continue to adequately and appropriately store and catalogue the collection to ensure the safety of Cobar's history for generations to come.

Key Priorities

- Stronger community engagement and partnerships
- Provide solutions for safe collection storage and preservation
- Conservation of the building
- A more welcome and flexible Visitor Information Centre
- Enhancing and supporting the growing arts and cultural community

Structure & Collection

Collection Storage & Preservation

Thousands of objects, documents and photos are currently housed at the Great Cobar Heritage Centre and have an approximate value of \$2,000 000 or more. The value of the collection to Cobar's history and community is priceless.

After being donated to Cobar Shire Council in 1968, the building was used as a museum that operated for twenty years on a purely voluntary basis until 1988 when Council employed a professional curator for the museum. Since then, multiple systems of collection management have been used, often by untrained or inadequately trained volunteers, resulting in missing, unavailable or incomplete records for the objects. Pest, ventilation and shelving materials have also contributed to the issues we now face and adequate time and material will need to be allocated for the current curator to continue to clean, evaluate and record our current collection. It will be investigated as to whether volunteers may be available from the community to be involved in this process. While a daunting task, this will provide opportunities for engagement with the local community and viewing of objects which are not regularly on display. The items within the collection have great value and hold significant history for the residents of Cobar and their families and will also provide opportunities for storytelling and sharing.

Building Conservation

Applications are underway to secure funding for much needed building maintenance, including damp course and roof and window replacement. A grant application has also been submitted for the restoration of a damaged upstairs room, which if successful, will house a brand new Virtual Realty Mine Tour as a new exhibition. This exhibit will be an advantage for promotion to a more diverse audience. Research should be conducted into the development of an asset management plan based on the building's needs and to ensure its integrity for the future. This would provide a schedule for maintenance works on a yearly basis that would continue the overall upkeep of the building and the history it houses. This maintenance is paramount to ensuring the building is conserved and is viable for many years to come.

Exhibitions

Our current exhibits are well received by visitors and the local community and provide a continuous narrative of Cobar throughout the tour that encompasses social, pastoral, indigenous and mining history. The exterior displays house large objects including the restored Royal Far West Children's Health Carriage. Museum visitors range from tourists and commercial coach groups to local and regional school based groups. The diversity of the exhibits and the interpretation of objects and stories are suitable for all age groups and abilities.

Photographs and information within individual exhibits can become outdated or require repair after time and importance has been placed on refreshing display objects as well as the need to update our signage within parts of the museum. Cost effective measures are being used, including the reuse of existing signage boards, which dramatically reduces the cost. The use of new digital wrapping techniques will be longer lasting and are significantly easier to maintain. An overhaul of partial areas within the museum is currently being researched for funding applications.

New exhibitions are constantly investigated to keep a regular file of options and ideas to be prepared if and when funding opportunities become available. An example would be the construction of a replica Wrightville House which would be set out to highlight the difficulties that families faced in harsh conditions in the early days of mining. One of the main obstacles to new exhibitions being constructed is the constraints and guidelines of disability access and our lack thereof. While this is being partially addressed with the design of an extension to the museum site, it would be advantageous to research access options to the base of the building so as not to hinder any opportunities for development in the meantime.

Temporary Exhibitions are another avenue to pursue for growth and marketing the museum to a wider audience. Exhibitions which are temporary can be used for rapid response, to occur alongside a local, national or international event or anniversary; thematic, such as showcasing the history of our local pubs and clubs as well as in conjunction with other artists or organisations such as Outback Arts. This is a great opportunity for collaboration with the community. The major issue halting temporary exhibitions and displays is the lack of an appropriate facility. Research should be carried out into local venues that could be utilised and opportunities for funding to create an appropriate space or refurbish an available space. The support of the Cobar Arts Council and Outback Arts will provide more opportunities for arts and cultural exhibitions of different media including photography and may include the use of the Cobar Railway Station as a venue for future events or exhibitions.

Opportunities are also available to increase revenue and to build a more diverse and sustainable future for the Great Cobar Heritage Centre. School holiday activities and educational workshops would provide a unique new activity in Cobar for varying age groups and would be an easy and cost effective revenue raising effort. Various evening events could be created throughout the year to suit different audiences and could be thematic or be conducted alongside existing events, such as the Festival of the Miner's Ghost. Suggestions have come from the community for a VIP evening at the museum to view the fireworks over the Great Cobar.

Visitors Information Centre

The Great Cobar Heritage Centre contains two components: The Museum and its collections and the Visitor Information Centre (VIC). Unlike metropolitan areas, regional VICs are still looked upon to provide information on more authentic local experiences and direction.

Reviews and feedback from our visitors through conversation, surveys, visitor's book and reviews are very positive and provides insight into the consistent high level of service that is provided at the VIC. The welcome area of the building should be thought of as a retail business to enhance and complement the service that is already provided and through this increase revenue via souvenir sales and entry to the museum. The economic flow on effects from tourism to local businesses is evident and increasing visibility for the VIC and museum will only improve this.

Areas of focus are:

- Our Products & Services
- Promotion of Products & Services
- The Visitor Experience
- Physical Environment

The current range of products that are available within the Museum store are popular, but are lacking in locally made and produced products. Partnerships with local artists and hobbyists would be beneficial for sales. The promotion of the services and products at the Centre should be highlighted to the local community as well as having a stronger presence online and in all our ongoing marketing materials. The welcome area serves as the entrance to the Centre for the VIC and the Museum and will be undergoing minor refurbishments in the near future. This will include painting and the rearrangement of the reception desk and product displays to ensure staff are facing the customers at all times and to provide an overall more welcoming image that will complement our service and information. This should include the introduction of new directional signage to provide more concise information to visitors entering the Centre.

Opportunities

Opportunities for research and development include:

- School Holiday activities
- Evening events at the museum
- Educational workshops for all ages
- Community art or historical projects
- Temporary Exhibitions including 2020

-
- Purchase of locally made and produced products for museum store

Tourism and Visitors

Overview

Various industry sectors are involved within tourism and include accommodation, retail businesses, food services and arts and recreation. Cobar Shire Council's position within our tourism industry is as a main financial provider of area marketing, product development and event management.

Tourism provides direct economic benefits to the community and its small businesses. It is also an opportunity to broaden our economic base.

Identification of trends and analysis of our current position within the market will provide a clearer direction for the future and can be used as a base for product development and effective marketing and promotion.

Key Priorities

- Identify our key tourism products
- Provide a snapshot of our current position
- Detail current marketing initiatives
- Provide opportunities for expanding our marketing and promotion
- Implement activities that will facilitate the achievement of Council's community and economic strategies in the Annual Operation Plan and the Economic Action Plan

Marketing and Promotion

Within the Outback NSW tourism region there has been a slight decline in visitors in general, though there has been some shifts within trends. An increase in marketing through channels which have been proven effective may have a positive impact for Cobar. We currently market through basic means, and can make better use of digital media to enhance our Shire's exposure without a huge increase in financial or employee cost.

This can be done through the new Destination Cobar Facebook page, the newly developed Cobar Shire Council Instagram page, and the Destination Cobar website which is currently being developed.

Word of mouth is still the most influential driver in holiday decision making, though change has come in the form of social media. For Australians in general, brand websites and Facebook are the preferred platforms, with 2 in 3 Australians sharing about their holidays on Facebook as they experience them, though for regional areas, holiday makers still look to their local visitor information centre for advice on authentic local experiences. In 2016, 60% of young Australians said their decisions were influenced by the experiences of friends and family on social media.

(Information sourced from Skift Megatrends Report 2017)

Current communication channels include:

- Local Mud Maps & Town Maps
- The Cobar Weekly
- Kidman Way Brochure and Website
- Caravan Parks of NSW
- Cobar Shire Council Website
- Caravanning Australia Autumn Edition
- Melbourne Leisurefest
- Victoria Caravan & Camping Supershow
- Queensland Caravanning & Camping Expo
- Sydney Caravan & Camping Show

Collaborative marketing is another cost effective method and Cobar Shire has seen the benefit through the Kidman Way Promotional guide and the attendance at four major caravan and camping shows. This should continue, though care should be taken to ensure all stakeholders within the committee provide equal levels of not only financial support but employee travel and wage costs to these events. The Kidman Way guides design and content is currently being overhauled to ensure it is up to date with trends and maximises the opportunity to target younger audiences.

Options for expanding on the collaborative approach include Nyngan and Bourke, with promotion and marketing targeted as a long weekend triangular destination. Between the three Shires there are activities and attractions which complement one another rather than compete; this is an approach which focuses on a destination rather than just a stopover. Local stakeholders including accommodation, food services and retail businesses are integral in providing a united front for marketing. Twice yearly informal gatherings would be a possible opening for better communication and updated information including new product and attraction ideas, between Council and the community on tourism in general and to build stronger relationships. These are other cost effective methods.

An integral part of our current channels and proposed channels becoming more effective is the “Cobar” brand. While our history and culture speak for itself, we do not currently possess graphics that adequately portray or represent this. Investment of time and a small amount of resources would provide an opportunity to develop complementary branding for Cobar tourism. This branding would utilise the recognisable Cobar Shire logo and be adjusted to suit marketing materials, signage and many other promotional items for tourism. A strong brand and a strong image for Cobar provides a secure starting point for future projects around tourism, including the production of our own small promotional brochures and proposed tourism signage at our rest stops. A small Cobar brochure would be beneficial to local businesses and accommodation providers.

Market Trends

It is important to stay up to date wherever possible with trends, not just within NSW or Australia, but globally. These trends can be beneficial for small areas by applying local meaning.

Top Trends

- Contemporary Female Travellers
- 50-59 year olds
- Small brands, big stories
- Indigenous cultural experiences
- Nature and Adventure based experiences
- Local Heroes with dining and shopping

(Information sourced from Skift Megatrends Report 2017)

Current Attractions and Products Audit

<i>Attraction</i>	<i>Description</i>	<i>Amenities</i>
<i>Great Cobar Heritage Centre</i>	The centre houses our Visitor Information as well as our Museum which covers social, mining, agriculture and aboriginal history, as well as a large object display.	Public Toilets Picnic Area with BBQ Water Dump Site Shaded Tables
<i>Mining Heritage Park</i>	A commemorative park for the miners who lost their lives in the Cobar mines. Large objects and interpretive signs are on display.	
<i>Fort Bourke Lookout</i>	A viewing platform for the New Cobar Open Cut Gold Mine and Cobar and surrounds. The platform is 150m above the entrance to the decline. A display is also on the lookout for The Towzer's Huts.	
<i>Mt Grenfell</i>	National Park and historic site, Mt Grenfell features significant samples of Aboriginal rock painting. A 5km 'Ngyampaa Walkabout' is available and takes you to the top of the ridge for great views.	Picnic Area and BBQ Toilets Water
<i>Federation Walking Track</i>	This walk moves south from the Great Cobar Heritage Centre around the Newey Reservoir and is has good bird watching opportunities. Signs are along the way which have a focus on flora and fauna as well as the historic mining villages. Around 6km in length, return.	Toilets available at Newey reservoir Picnic tables at two sites
<i>Cobar Heritage Walk</i>	This walk covers all points of interest within the main area of town including old buildings and sites of historical significance.	Toilets are available in Drummond Park and Cobar Shire & TAFE Library
<i>Peak Golden Walk</i>	A visitor's car park and short walk takes you past surface works at Peak Gold Mine with sign panels and information on gold mining.	

Newey Reservoir

A pretty public recreation area. Good bird watching opportunities and picnic spot.

Toilets
Water
Picnic Area & BBQ

Old Reservoir & Devil's Rock

An ancient rock formation where Aboriginal people used to carry out ceremonial rites. Around the reservoir are good bird and wildlife watching areas.

Villages

Euabalong and Euabalong West have attractive picnic spots along the Lachlan River. Canbelego to Nymagee is a great tourist drive and along the way is Mt Boppy which provides a spectacular view of the countryside.

Toilets and water available at each village

The Nymagee Hotel is promoted as a great stop for a cool drink. Mt Hope and Gilgunnia are also within our surrounds and offer a pub as well as information signage at the rest stop.

Accommodation

Cobar Caravan Park

Rooms/Sites

- 110 powered sites
- 15 self-contained cabins
- Standard Cabin
- 2 bedroom cabin
- 1 bedroom cabin
- Motel style suites
- Large grassed camping area

Facilities/Extras

- WiFi
- Well-appointed amenities blocks
- Dump point
- Camp kitchen
- BBQ area
- Small kiosk
- Pets welcome on sites

Cobar Central Motor Inn

- 36 Rooms
- 4 Family rooms
- 5 Twin rooms
- 2 Disabled rooms

- Guest laundry
- Breakfast dining available
- Swimming pool
- Charge backs available from the Cobar
- Bowling & Golf Club for meals

Cobar Motor Inn

40 Rooms
-23 Double rooms
-16 Twin rooms
-7 Family rooms
30 Rooms
-5 Executive rooms
-3 Family rooms
-8 Deluxe rooms
-6 standard rooms
-8 Budget rooms

All rooms equipped with microwaves, fridges and tea & coffee facilities
Restaurant open 6 days

Copper City Motel

Room service breakfast

Restaurant available by the end of 2018
Microwaves in executive rooms

Cobar Oasis Motel

21 Rooms
-3 Family rooms
-6 King rooms
-12 Twin rooms

Room service breakfast
Meals soon to be available

Crossroads Motel

17 Rooms
-3 Family rooms
-1 Twin Room
-12 Queen Rooms
-1 Disabled room

Continental breakfast
Charge backs to the Empire Hotel for meals
Microwaves in all rooms
Lunch packs can be provided

Great Western Hotel

17 Rooms

Restaurant open 7 days

Highway Motel

4-6 Rooms only

Self-contained unit style rooms

<i>Town & Country Motel</i>	33 Rooms -18 Twin rooms -5 Family rooms -10 Queens rooms -1 two bedroom unit -1 Disabled room 10 Budget Rooms -8 rooms with two single beds -2 Double rooms	Restaurant available 6 days
<i>The Grand Hotel</i>		Shared bathrooms No disabled access Microwave in all rooms Restaurant open 7 days for meals
<i>Food Services</i>	<i>Type</i>	
<i>Town & Country Motel</i>	Restaurant	
<i>Cobar Bowling & Golf Club</i>	Restaurant	
<i>Cobar Memorial Services Club</i>	Restaurant	
<i>Cobar Thai</i>	Restaurant	
<i>Empire Hotel</i>	Bistro	
<i>Great Western Hotel</i>	Bistro	
<i>Grand Hotel</i>	Bistro	
<i>Calltex Service Station</i>	Takeaway	
<i>Inland Petroleum</i>	Takeaway	
<i>Cobar Hot Bake</i>	Bakery	
<i>Maddies Café</i>	Café and Takeaway	
<i>SubWay</i>	Takeaway	
<i>Country Simplicity</i>	Café	
<i>Gumnuts Gifts & Homewares</i>	Café	

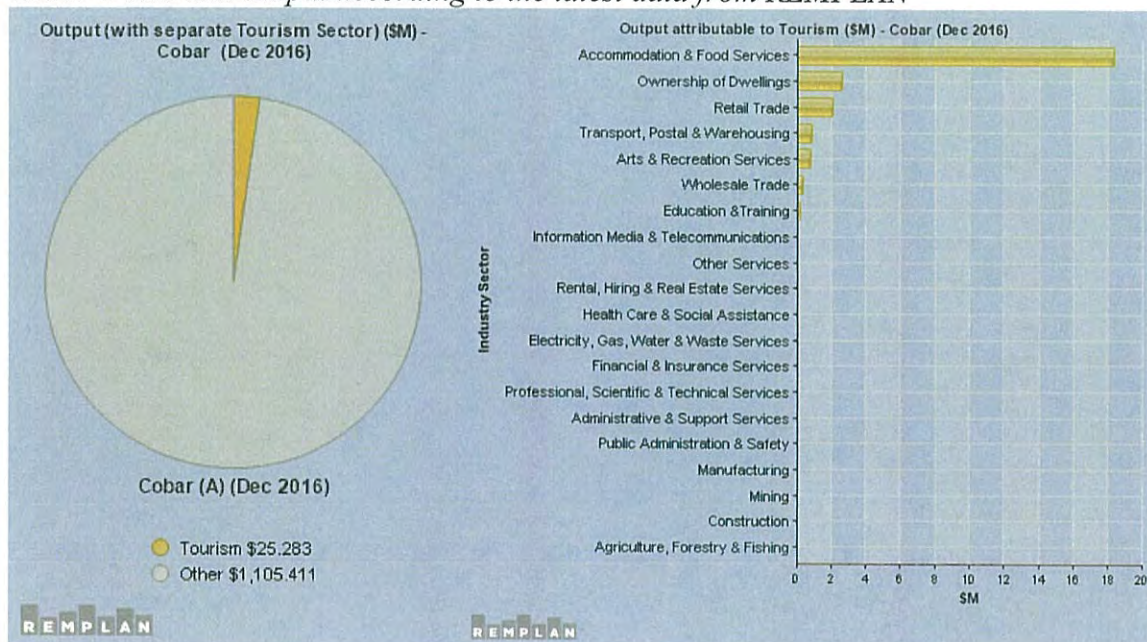
Data and Statistics

Financial Figures and Visitor Numbers for the Great Cobar Heritage Centre

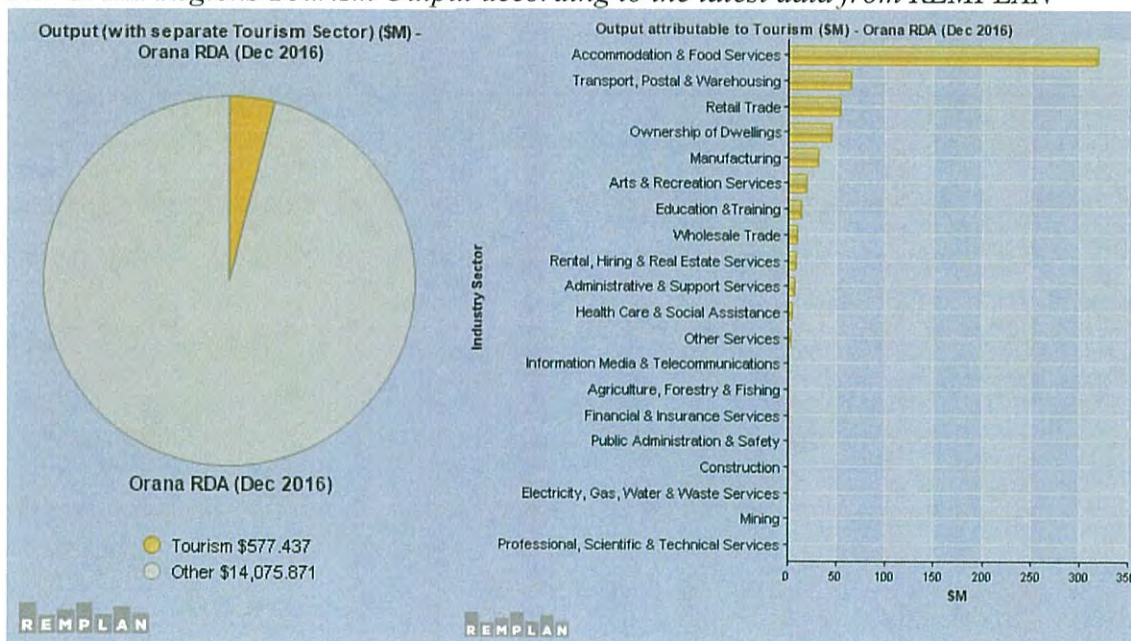
2015/2016 Financial year breakdown									
Month	Visitors	Eng	Total	Groups	Adults	Family	Sales	Miscell.	Amount Taken
Jul-15	520	2797	3317	\$3,484.00	\$780.00	\$575.00	\$7,814.25	\$400.00	\$13,053.25
Aug-15	450	2511	2961	\$3,398.00	\$648.00	\$450.00	\$7,377.30		\$11,873.30
Sep-15	550	2643	3193	\$3,220.00	\$954.00	\$850.00	\$8,403.92	\$420.00	\$13,847.92
Oct-15	372	1769	2141	\$2,260.00	\$888.00	\$425.00	\$7,054.07		\$10,627.07
Nov-15	154	788	942	\$772.00	\$601.00	\$150.00	\$4,173.65		\$5,696.65
Dec-15	161	926	1087	\$420.00	\$408.00	\$499.00	\$4,257.00		\$5,584.00
Jan-16	207	1014	1221	\$670.00	\$706.00	\$500.00	\$3,640.15		\$5,516.15
Feb-16	101	566	667	\$470.00	\$168.00	\$150.00	\$1,766.30		\$2,554.30
Mar-16	310	1123	1433	\$1,600.00	\$708.00	\$500.00	\$4,610.10	\$60.00	\$7,478.10
Apr-16	451	1834	2285	\$2,840.00	\$877.00	\$575.00	\$6,779.65		\$11,071.65
May-16	472	2301	2773	\$3,790.00	\$888.00	\$150.00	\$7,257.30		\$12,085.30
Jun-16	739	2357	3096	\$5,450.00	\$876.00	\$400.00	\$6,893.50	\$2,465.00	\$16,084.50

2016/17 Financial year breakdown									
Month	Visitors	Eng	Total	Groups	Adults	Family	Sales	Miscell.	Amount Taken
Jul-16	656	2357	3013	\$4,486.00	\$1,297.00	\$575.00	\$6,757.91		\$13,115.91
Aug-16	537	2335	2872	\$4,172.00	\$864.00	\$560.75	\$7,913.95	\$1,265.00	\$14,775.70
Sep-16	766	2673	3439	\$3,972.00	\$1,516.00	\$1,200.00	\$9,977.40	\$1.00	\$16,666.40
Oct-16	369	2463	2832	\$2,532.00	\$676.50	\$425.00	\$11,333.15	\$0.50	\$14,967.15
Nov-16	220	975	1195	\$1,470.00	\$480.00	\$175.00	\$4,613.00	\$214.00	\$6,952.00
Dec-16	190	903	1093	\$436.00	\$448.00	\$538.00	\$4,061.00		\$5,483.00
Jan-17	133	688	821	\$348.00	\$670.00	\$250.00	\$2,360.25		\$3,628.25
Feb-17	101	483	584	\$492.00	\$288.00	\$150.00	\$1,880.55		\$2,810.55
Mar-17	314	1097	1411	\$2,210.00	\$636.00	\$250.00	\$4,521.70	\$870.00	\$8,487.70
Apr-17	598	1934	2534	\$3,500.00	\$960.00	\$950.00	\$6,421.45	\$73.00	\$11,904.45
May-17	577	2261	2838	\$4,260.00	\$744.00	\$250.00	\$7,045.65	\$726.00	\$13,025.65
Jun-17	628	2335	2963	\$5,250.00	\$733.00	\$375.00	\$7,236.25	\$12.00	\$13,606.25

Cobar's Tourism Output according to the latest data from REMPLAN



The Orana Regions Tourism Output according to the latest data from REMPLAN



Opportunities

Opportunities for research and development include

-
- Development of Cobar branding
 - Production of a small Cobar promotional brochure to be used locally and within the Orana region
 - Collaborative promotion with our close neighbours, Nyngan and Bourke
 - New Tourism Signage at rest stops and likely tourist gathering hot spots
 - Adventure and Nature based tourism products
 - Self-Guided scenic drives e.g. Canbelego – Nymagee round trip

EVENTS

Overview

Cobar has a history of providing strong and engaging community events that are enjoyed by local families. These are valued and need to be conserved, though opportunities are available to expand existing events and to develop new community and large scale events that will attract visitors from outside our region, which would provide economic benefits for Cobar and local businesses.

The development of event partnerships for larger events would provide an opportunity for community collaboration but also has benefits for community support and ownership. This is crucial for the success of tourism as a whole. Event Partnerships work by providing local businesses and organisations with the opportunity to be involved in local events or to have Council's support for their events. Partnerships for Council based events may include financial contributions to aid us in advertising or could be in-kind, through volunteer hours. The partnership provides exposure for the business or organisation while also promoting collaboration and support. This shifts the focus from committee meetings to meeting the public at their location to encourage better engagement and participation.

The current lack of an appropriate sound system has been identified as an issue for the community and larger scale events, as the Police Blue Light Trailer is no longer accessible for non-Police events and is located in another town. Research should be conducted into the acquisition of a portable system capable of handling the diverse needs of Cobar. Funding opportunities would be sought, along with an opportunity for hire to community groups to recoup costs.

Key Priorities

- Strengthen existing community events
- Research options for large scale unique event and seek funding opportunities
- Provide support for local organisations and their events

Established Events

Festival of the Miner's Ghost

The Festival of the Miner's Ghost has been running since 1999 and is focused on the mining history and culture of Cobar. Future development and expansion could include the addition of new activities and a clearer direction on the theme of the event to maximise promotional opportunities. Options for the 2018 festival include collaboration with the organisers of *Running on Empty*. This new event is focused on the 1982 film of the same name, which had partial filming done in the Cobar Shire and will attract auto enthusiasts. The organisers of both events will be considering combining over a week long period to offer a larger range of activities for locals and visitors. A new program will be proposed that will have a heavier focus on mining and stronger support of local organisations such as the Miner's Memorial and Cobar Arts Council and their exhibition.

Cliffhanger

Cliffhanger is a bi-annual week long off-road event involving winching up rocks and through mud, speedy creek runs, navigational tasks, rally stages on farm trails and is famous for its

vertical winch walls. The stages are all long lasting and typically combine several facets of winching, navigation and speed. The event runs every second year to ensure higher attendance. The next event is in April 2019 and will be held at “Tambua” Station on the Mt Gap Road.

In previous years, Cobar as a whole has not been involved with this event, however the organisers and Council will now be working together to have events in town such as a Show & Shine, event registration and displays. We will be working together to have a “2835” spectator day which will be free for Cobar residents to go out and watch as well as promotion of our attractions and businesses to encourage participants to spend time in Cobar. 2019 will see their largest number of participants yet, with over 80 registered at this time. A cancellation list is ongoing because of the high demand. This presents as a promising opportunity for Cobar to diversify in its events and to take advantage of global trends around the adventure based experience market.

Large Event Opportunity

Grey Mardi Gras

The concept of the Grey Mardi Gras was brought to the attention of tourism staff only recently through Councillor Bob Sinclair. The event is targeted at the Baby Boomer generation and is an opportunity for Cobar to host a unique large scale event in the peak tourism period and will incorporate the theme of the 1950s, 1960s and 1970s.

Research is currently being conducted into funding opportunities and proposed activities for the event. A draft list of activities include

- A caravan and float parade
- Amazing food of the 70s competition
- Fashion Parade and competition including hairstyles and make up.
- A Grand Ball
- Old Time Dance classes
- Baby Boomer concert with cover bands
- Cobar in the ‘50s, ‘60s and ‘70s exhibition at the Cobar Railway Station

With adequate levels of targeted advertising and by holding the event within the peak season, Council will be more likely to have higher levels of participation and attendance from visitors. This is an original concept, which, if taken up, will provide Cobar with a unique offering to visitors and to the entire region and has substantial growth potential.

2020 – 150 year celebrations

The year 2020 will signal 150 years since the foundation of Cobar. Council has resolved to form a 2020 Working Group which will provide a draft costed list of activities for the celebrations that will then allow Council to set a financial budget for 2018/2019. Councillor Christopher Lehmann will chair the Working Group. The Working Group will also create an action and coordination plan for the event.

These celebrations will involve milestone events within Cobar’s history but also showcase the everyday community members who have played an integral part in shaping Cobar as we see it today. A Working Group will allow Council to have a diverse cross-section of the community take part in the decision making process in the planning and management of this event.

Small Events

Australia Day
Senior Citizens Week

Opportunities

Opportunities for research & development include

- Event Partnerships
- Grey Mardi Gras
- Small Arts & Cultural Events
- 2020

MONITORING AND EVALUATION

Evaluation is crucial to determine the effectiveness of the actions and if the objectives of the Management Plan have been met. Tourism is often evaluated in terms of increased visitation;

this will be monitored, though should not be solely relied upon to ascertain the effectiveness of the actions. This document will be reviewed and reported on for Council on a quarterly basis. Evaluation will be based upon the completion of actions or their steps, with new actions to be determined based on the quality of research and/or the next stages of development of possible opportunities.

CONCLUSION

Many of the opportunities within this document need to be developed, prioritised and strategised. The overview of each category within the Plan will assist when conducting this process. The Action Plan consists of achievable targets with stages of development for each opportunity. Some priorities within this document are already strong and are ready to be capitalised further, while others are in early stages and have barriers facing further development.

Action Plan

Great Cobar Heritage Centre - Actions

<i>Responsible</i>	<i>Timeframe</i>	<i>AOP/Economic Action Plan reference</i>
Support and liaise with Steve Pearce at DWP for Museum extension and provide strong promotion for presentations to seek State/Federal funding for \$31m extension.	Projects Officer/Museum Curator/Executive Management Ongoing	1.5.2.4
Research and obtain quotes for electronic collection management system software	Museum Curator April 2018	1.4.4.2
Research and obtain quotes for baked enamel shelving and storage materials for collection storage room	Museum Curator May 2018	1.4.4.2 1.6.4.2
Liaise with interested community members on volunteering to create display equipment e.g. cement pad for Weather Radar and cleaning and repositioning of current collection	Museum Curator Ongoing	1.4.1 3.2.1 1.6.4.2
Liaise with appropriate Council departments on the development of an asset management plan for The Great Cobar Heritage Centre building and a schedule for maintenance works on the site	Museum Curator/ Projects Officer December 2018	1.6.4.2
Liaise with Council departments on priority building works to	Projects Officer/Museum Curator Ongoing	1.5.2.4 1.6.4.2

ensure \$100 000 in 2018/2019 budget is dispersed appropriately			1.6.4.3
Create a timeline for update of signage and objects within the current exhibits at the museum	Museum Curator	June 2018	1.4.4.2 2.2.2.1
Research opportunities and costings and identify barriers for new exhibits e.g. Wrightville House	Museum Curator	Ongoing	1.4.4 1.4.4.2 2.2.2.1 1.4.4
Liaise with appropriate Council departments on accessibility for the building	Museum Curator/ Projects Officer	Ongoing	1.6.4.3
Build stronger relationships with Outback Arts and Cobar Arts Council and develop ideas for exhibitions and events	Projects Officer/ Museum Curator	Ongoing	1.4.4 3.2.1 2.2.2.1 2.2.1.1
Research availability of existing local venues for temporary exhibitions	Projects Officer/ Museum Curator	Ongoing	1.4.4 1.3.3 2.2.2 2.2.2.1 3.2.1
Develop concept for educational workshops and school holiday activities	Museum Curator/ Projects Officer	April 2018	1.3.3 2.2.2 3.2.1
Introduce an evening event at The Great Cobar Heritage Centre	Museum Curator/ Projects Officer	March 2018	1.3.3 2.2.2 2.2.2.1 1.4.4 1.4.1
Investigate locally made and produced products for the	Projects Officer	Ongoing	1.4.4 3.2.1

<p>museum store</p> <p>Create a social media content plan for regular use on the Destination Cobar Facebook page to more effectively promote the Great Cobar Heritage Centre to the community and visitors</p> <p>Use cost effective methods to redesign the reception area of the Great Cobar Heritage Centre and create new directional signage</p> <p>Tourism - Actions</p>	<p>Projects Officer/ Tourism Officer</p> <p>February 2018</p>	<p>2.2.2.1</p> <p>2.2.2</p> <p>3.2.1</p> <p>1.4.1</p>
<p>Provide concept and obtain quotes for tourism branding “Cobar” and provide options for community consult on small local brochures and rest stop signage</p> <p>Finalise the development of the Destination Cobar website</p> <p>Liaise with Bogan and Bourke Shires on collaborative marketing opportunities</p>	<p>Projects Officer</p> <p>May 2018</p>	<p>2.2.2.1</p> <p>1.3.3</p> <p>2.1.2</p> <p>2.2.2</p> <p>2.1.2.1</p>
<p>Provide twice yearly informal events for community stakeholders within the tourism industry to exchange information and brainstorm ideas</p> <p>Events - Actions</p>	<p>Projects Officer/ Tourism Officer</p> <p>January 2018</p> <p>Projects Officer</p> <p>March 2018</p> <p>Projects Officer</p> <p>June 2018</p>	<p>2.2.2</p> <p>3.2.1</p> <p>2.1.1.1</p> <p>2.1.2.1</p> <p>2.2.2.1</p> <p>3.2.1</p> <p>1.4.1</p> <p>1.4.4</p> <p>2.1.2.1</p>
		<p>AOP/Economic Action Plan reference</p>
		<p>AOP/Economic Action Plan reference</p>

Develop a plan of action for the implementation of an Events Partnership Program and a drafted guidelines	Projects Officer	June 2018	3.2.1 1.4.1 1.4.4 2.1.2.1
Investigate costing for a community sound system for use at small and large events e.g. Festival of the Miner's Ghost, Christmas Parade			
Collaborate with organisers of Running on Empty and Festival of the Miner's Ghost for 2018. Provide a draft program for consideration	Projects Officer	February 2018	1.4.1 1.3.3 1.4.4 2.1.2.1 2.2.2 2.2.2.1 3.2.1 1.4.1 1.3.3 1.4.4 2.1.2.1 2.2.2 2.2.2.1 3.2.1 1.3.3 1.4.1 1.4.4 2.1.1.1 2.2.2
Liaise with Cliffhanger event organisers for the 2019 event to promote heavily to the community and visitors	Projects Officer	Ongoing	
Conduct research into small scale arts and cultural events e.g. Long Lunch, Photography Exhibitions	Projects Officer	Ongoing	
Develop the Grey Mardi Gras as Cobar's large scale event for 2019 including investigating funding	Projects Officer	Provide regular updates on progress	2.2.2 1.3.3 1.4.4

opportunities, sponsorship and
project management

Facilitate the formation of a 2020
working group that will create a
costed draft set of activities and
develop an action and
coordination plan

Projects Officer

March 2018

2.1.2.1
1.4.1
2.1.1.1
2.2.2
3.2.1
2.2.2.1
1.3.3
1.4.1
1.4.4

**BUSINESS MANAGEMENT PLAN – TOURISM, EVENTS AND THE GREAT
COBAR HERITAGE CENTRE**

Amendment List

No.	Date Adopted	Minute No.	Date Commenced	Notified in Local Paper

Cost Code	CAPITAL WORKS	Works Undertaken	Actual	Allocation	Actual	November	Commitments
	All Projects		2016/2017	2017/2018	2017/2018	Expenditure	2017/2018
55106	MR7518 - Barnato - Tilpa Road						
	Acres Billabong Stage 1 (\$100,000 Regional Roads, \$319,900 Fixing Country Roads)	Re-design of culvert floodway	254,726	165,174	3,751	2,750	
55500	MR68 - Curranyalpa Road						
	Bridge approach reformation			250,000	-	-	
55505	MR228 - Whitbarrow Way						
	Reseal 1.5km of road at shire boundary			60,000	-	-	
55510	MR407 - Mulya Road						
	Resealing	Completed	21,271	8,729	4,923	-	
55511	MR407 - Mulya Road						
	Seal extension 5km			800,000	-	-	
55515	MR411 - Tipping Way						
	Bend re-alignment			241,612	-	-	
55530	MR423 - Lachlan Valley Way						
	Resealing	Reseal complete	95,360	24,640	26,364	-	
55535	MR461 - Priory Tank Road						
	Reseal 5km.	Reseal complete	95,382	304,618	281,721	-	
55545	RR7518 - Fifty Two Mile Road						
	Reseal 5km			200,000	-	-	
55546	RR7518 - Fifty Two Mile Road						
	Windara Bend seal extension			300,000	-	-	
55547	RR7518 - Fifty Two Mile Road						
	Sand hill stabilisation			150,000	-	-	
55550	RR7521 - Kiacatoo Road						
	Reseal 5km			200,000	-	-	
55605	SR1B - Budda Road - Joes Crossing						
	Replace armco pipe, stabilise and seal crossing.		-	65,890		-	-
55616	SR3 - Nelyambo Bridge Road						

	Bridge approach sealing	Abutment protection restored	-	58,971	63,463	-	
55635	SR7 - Mt Gap Road						
	Causeway stabilisation			200,000	-	-	
55650	SR10 - Belarabon Road						
	Gravel Resheeting		14,820	135,180	98,065	-	
55655	SR11 - Bloomfield Road						
	Stabilise and seal creek crossing		-	75,000		-	
55700	SR19 - Burthong Road						
	Reseal 4km			150,000	-	-	
55701	SR19 - Burthong Road						
	Gravel Resheeting			201,000	-	-	
55706	SR20 - Grain Road						
	Seal extension 8-12km			1,200,000	-	-	
55736	SR26 - Wilga Downs Road						
	Seal extension 4 km	Drainage works	713,716	286,284	63,557	-	
55760	SR31 - Moolah Road						
	Gravel Resheeting		-	150,000		-	
55765	SR32 - Developmental Road						
	Gravel Resheeting		18,027	231,973		-	
55855	Urban Streets						
	Resealing		217,803	92,839	12,070	-	
55860	Industrial Area Improvement						
	Design/Construct drainage improvements		-	50,000	-	-	
	TOTAL		\$ 1,431,104.52	\$ 5,601,910.00	\$ 553,914.33	\$ 2,750.00	\$ -
		BALANCE (Ex GST)			\$ 5,047,996		\$ 5,047,996

Cost Code	Shire Local Roads Maintenance	Description of Works	Expenditure			Commitments
			2016/2017	2017/2018	November	
66001	Asset Inspections					
		Grid inspections	1,585	7,487	6,540	1058
66010,11	SR1A - Buckanbe Road/Budda Road					
			23,849	52,086	-	
66020/21	SR2 - Seventy Eight Mile Road					
		Late invoice	135,541	119,962	1,995	
66031	SR3 - Nelyambo Bridge Road					
		Maintenance grading	13,541	49,237	12,474	
66041	SR4 - Gidgee Road					
		Maintenance grading	4,034		-	
66061	SR6 - Pulpulla Road					
			4,391	72,449	42,588	
66070,71	SR7 - Mount Gap Road					
			71,800	1,396	-	
66081	SR8 - Coomeratta Road					
			6,857		-	
66091	SR9 - Neckarbo Road					
			2,158		-	
66101	SR10 - Belarabon Road					
		Grid removal and repairs	2,622	13,980	13,980	
66111	SR11 - Bloomfield Road					
			17,480	31,527	-	
66120/121	SR12 - Yathong Road					
		Maintenance grading	41,187	32,195	6,353	
66133/132	SR13A - Lerida Road					
		Grid emergency works	22,670	3,634	550	
66131	SR13B - Bedooba Road					
		Grid emergency works	4,498	121,169	508	
66140-42	SR14 - Manuka Road					
			384		-	
66150-52	SR15 - Shuttleton Road					
		Guideposts	114	23,936	1,543	
66161	SR16 - Sandy Creek Road					
			13,136	174	-	
66171	SR17 - Merri Road					
		Maintenance grading	914	19,339	18,778	
66181	SR18 - Bruce Cullenward Road					
		Late invoice	1,276	32,628	5,668	
66190-91	SR19 - Burthong Road					
			37,064	86,653	-	
66201	SR20 - Grain Road					
		Maintenance grading	111,097	38,013	15,275	27,182
66211	SR21 - Tallebung Road					
		Signs	82,639	15,941	47	
66221	SR22 - Round Hill Road					
			12,757	1,171	-	
66231	SR23 - Booberoi Road					
		Vegetation control	56,848	3,033	751	
66240/241	SR24 - Mount Grace Road					
		Guideposts	85,938	2,583	665	
66250/251	SR25 - Wilgaroon Road					
			12,470	34,919	-	
66261	SR26 - Wilga Downs Road					
		Patching works	1,112	5,661	1,010	
66270-71	SR27 - Cooneybar Road					
		Guideposts	249,387	7,011	2,027	
66281	SR28 - Yimkin Road					
			327	21,824	-	
66291	SR29 - Booroomugga Road					
			7,312	79,024	-	

66301	SR30 - Canbelego Road					
		Maintenance grading	609	5,189	5,036	
66311	SR31 - Moolah Road					
			8,840	24,695	-	
66321	SR32 - Developmental Road					
			31,970	14,060	-	
66331	SR33 - Nymagee Station Road					
		Guideposts	115	18,414	1,526	
66341	SR34 - Wallacevale Road					
			-		-	
66351	SR35 - Osterly Downs Road					
			-		-	
66361	SR36 - Palesthan Road					
		Guideposts	52,918	1,116	809	
66371	SR37 - Bimbella Road					
			3,952		-	
66381	SR38 - CSA Access Road					
			965		-	
66391	SR39 - Coombie Road					
		Maintenance grading	-	6,031	6,031	
66391	SR40 - Filtration Plant Road					
			8,703		-	
66411	SR41 - Tilpa Weir Road					
			283	181	-	
66421	SR42 - Endeavor Mine Road					
			750		-	
66431	SR43 - Sewerage Works Road					
			2,203		-	
66441	SR44 - Old Reservoir Road					
			731		-	
66461	SR46 - Rosevale Road					
			29,499	23,130	-	
66481	SR48 - Euabalong Tip Road					
			-		-	
	TOTAL		\$ 1,166,526	\$ 969,848	\$ 144,154	\$ 27,182.00
		Allocation 2017/2018	\$ 1,274,000			
		BALANCE TO SPEND (EX GST)	\$ 304,152			
		BALANCE TO SPEND (Inc Commitments)	\$ 276,970			

Cost Code	Regional Roads Maintenance	Description of Works	Expenditure			Commitments
			2016/2017	2017/2018	November	
	Asset Inspections					
70001	Regional Roads	Grid inspections		1,680	1,680	236
	TOTAL Asset Inspections					
	MR228 Whitbarrow Way					
72282	Sealed Pavement	Inspection	3,953	1,876	43	
	TOTAL MR228					
	MR407 Mulya Road					
74070,71,73	Sealed Pavement	Flood response and cleanup	38,778	16,519	2,880	
74072,74	Unsealed Pavement		97,209	201,960	-	
	TOTAL MR407					
	MR411 Tipping Way					
74111, 74113, 74114	Sealed Pavement	Signs	67,637	5,251	1,032	
	TOTAL MR411					
	MR416 The Wool Track					
74160, 61	Sealed Pavement	Pavement patching	34,967	7,673	848	
74162,64	Unsealed Pavement	Emergency response signs	205,807	19,011	144	
	TOTAL MR416					
	MR419 Glenwood Road					
74190	Sealed Pavement	Guideposts	1,330	4,219	3,806	
74192-74194	Unsealed Pavement	Maintenance grading	141,035	65,902	49,181	
	TOTAL MR419					
	MR423 Lachlan Valley Way					
74230,31	Sealed Pavement	Guideposts	15,375	7,593	614	
	TOTAL MR423					
	RR7518 Fifty Two Mile Road					
75180,81,85	Sealed Pavement		38,211	10,587	-	
75182,84	Unsealed Pavement		206,217	86,229	-	
	TOTAL RR7518					
	RR7521 Kiacatoo Road					
75210,11,12,14	Sealed Pavement	Guideposts	59,234	7,152	732	
	TOTAL RR7521					
	RR7522 The Wool Track					
75220,24	Unsealed Pavement		160,959	42,462	-	
	TOTAL RR7522					
	MR461 Priory Tank/Balowra Road					
74611	Sealed Pavement	Inspection	1,004	1,615	86	
74614 76100 101	Unsealed Pavement	Patching	286,296	47,996	3,953	
	TOTAL MR461					
	MR68 Curranyalpa Road					
76800 76804	Unsealed Pavement		54,683	39,127	-	
	TOTAL MR68					
	MR7524 Frederick Street					
79000	Sealed Pavement		9,092		-	
	TOTAL MR68					
	TOTAL		\$ 1,421,787	\$ 566,850	\$ 64,998	\$ 236
			Allocation 2017/2018		\$	1,310,418
			BALANCE TO SPEND (EX GST)		\$	743,568
			BALANCE TO SPEND (inc Commitments)		\$	743,332

**MINUTES OF THE LIQUOR ACCORD COMMITTEE MEETING
HELD IN THE COBAR SHIRE COUNCIL CHAMBERS ON
WEDNESDAY, 22 NOVEMBER 2017 COMMENCING AT 2:02PM**

1. WELCOME & APOLOGIES

Present:

Ms Demi Smith	Secretary/ Manager	Cobar Bowling & Golf Club
Mrs Linda Carter	Manager	Cobar Memorial Services
Ms Janette Booth		Cobar Shire Council
Mr Peter Vlatko	General Manager	Cobar Shire Council
Mrs Cindy Bryan	Owner	Empire Hotel
Mr Andrew Bryan	Owner	Empire Hotel
Ms Juanita Lello	Manager	Empire Hotel
Rachel Warren	Manager	Great Western Hotel
Dave Warren	Manager	Great Western Hotel
Boz Simeonovic	Manager	Town & Country
Ivanka Durdev	Manager	Town & Country
Colleen Harvey	Manager	Khans Supa IGA
Clr Peter Abbott	Deputy Mayor	Cobar Shire Council
Sean Pearson		Liquor and Gaming
Brad Delaney		Liquor and Gaming

Apologies:

Mrs Lilliane Brady OAM	Mayor	Cobar Shire Council
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Resolved:

That the apology received from Lilliane Brady OAM be accepted.
Demi Smith/ Peter Abbott

CARRIED

2. ADOPTION OF PREVIOUS MINUTES

Resolved:

That the minutes of the previous meeting held on Tuesday, 8 August 2017 be confirmed as a true and correct record of the proceedings of that meeting.
Peter Vlatko/Demi Smith

CARRIED

3. BUSINESS ARISING FROM THE MINUTES

Nil.

4. CORRESPONDENCE

Nil.

5. ITEMS OF BUSINESS

5.1 PRESENTATION FROM LIQUOR AND GAMING – SEAN PEARSON

Presentations to be sent to all members.

5.2 UPDATE ON OUTSTANDING LIQUOR ACCORD TERMS OF AGREEMENT

All in attendance advised of the outstanding Liquor Accord Terms of Agreement:

- Empire Hotel;
 - Grand Hotel.
-

5.3 OUTSTANDING 2016/2017 LIQUOR ACCORD ANNUAL FEES (\$50)

All in attendance advised of the outstanding Annual 2016/2017 Fees, which are:

- Grand Hotel.
-

5.4 2017/2018 LIQUOR ACCORD ANNUAL FEES (\$50)

All in attendance advised that the 2017/2018 Liquor Accord Annual Fees are now due.

5.5 BARRED PATRONS

Barred Patrons from Licensed Premises have been discussed.

5.6 LICENCED PREMISES REPORT

Discussions have been held on what has been happening with the Licensees and the establishments in attendance.

Discussions also held in relation to the turn and earn scheme.

5.7 PLAN B – WIN A SWAG PROMOTION

- Curfew note – lock out is 12 midnight;
 - All advised of promotional period;
 - Photo and article to be submitted to the Weekly;
 - Photo to be taken of the winner with the swag – to be submitted to the Weekly.
-

5.8 LIQUOR ACCORD ACCOUNT BALANCE

- RSA/ RCG Course in Cobar;
- Advised to get a Certificate 4 Training TAE 16 from the Liquor Accord and then they can train additional staff – research to be done.

5.9 UPDATING OF LIQUOR ACCORD MEMBERS CONTACT LIST

All in attendance have been updated.

6. POLICING MATTERS

6.1 GENERAL POLICING MATTERS

Nil.

7. COUNCIL MATTERS

7.1 GENERAL MANAGER'S REPORT

- Ashtray poles made as a suggestion;
- Cleaning of footpaths;
- 150 Year Celebration of Cobar – Working Group;
- Cobar Shire Council Community Slideshow/ Social Media Events Advertising
 - free advertising – any event information to be provided to Janette via email.

8. GENERAL BUSINESS

8.1 PROMOTIONAL MATERIAL FOR LIQUOR ACCORDS AND REQUEST TO PRESENT

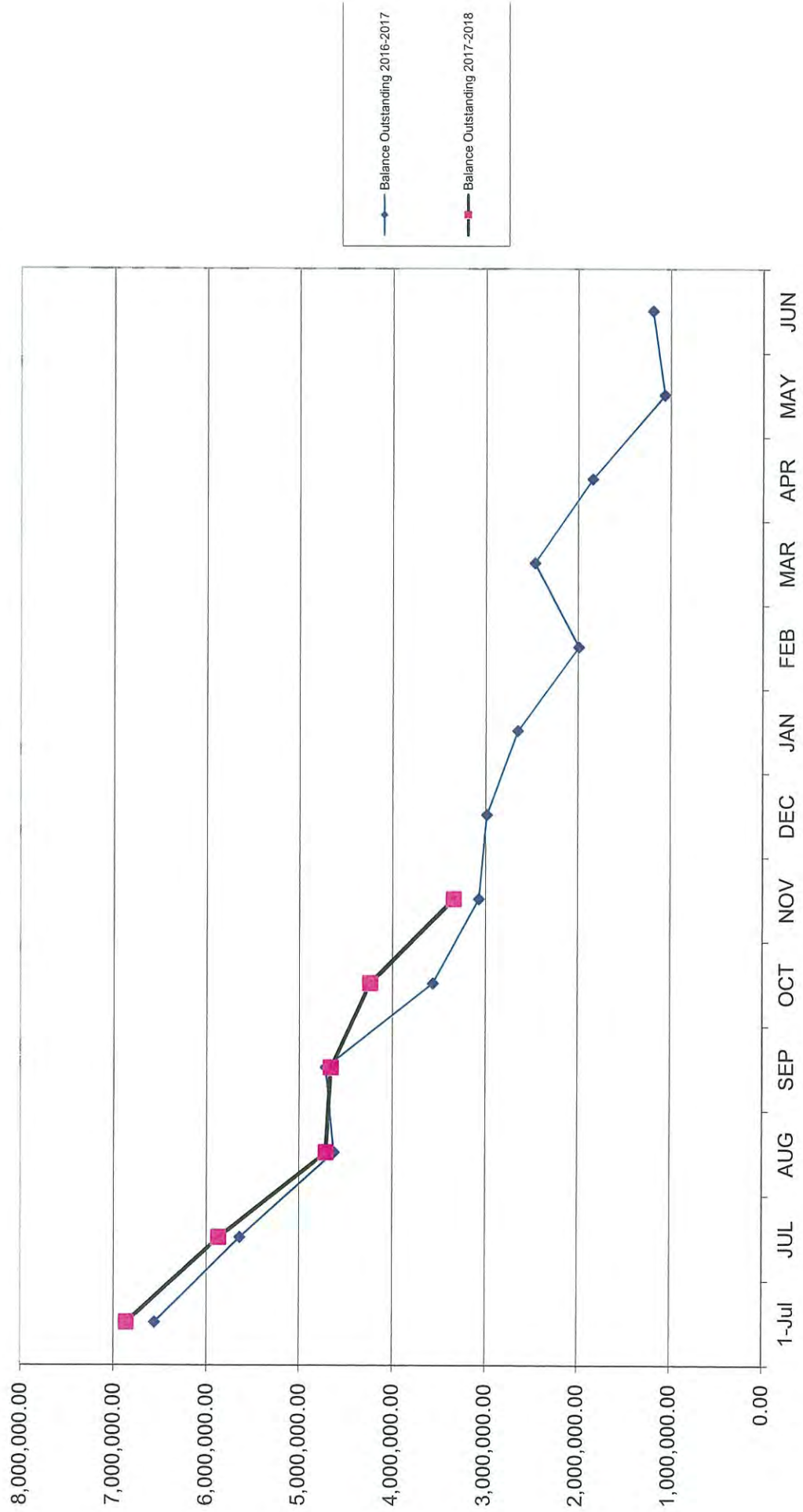
Invitation to be extended to Lloyd Brooks to attend the next Liquor Accord Meeting and present.

9. NEXT MEETING

Tuesday, 13 February 2018 at 2:00pm in the Council Chambers.

THERE BEING NO FURTHER BUSINESS THE MEETING CLOSED AT 2:55PM

Total Rates Outstanding **General Rates, Water Access, Water Usage, Sewer Access, Domestic Waste, Legal Costs, Interest**



Rate Arrears 2017-2018 General Rates, Water Access, Sewer, Domestic Waste, Interest & Legal Costs

