

Cassowary Coast Regional Council
2020-2021
COUNCIL
BUDGET

Adopted Tuesday 7 July 2020

A budget designed to put
COMMUNITY FIRST

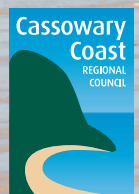


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BUDGET RESOLUTIONS

2020/2021



7 July 2020

BUDGET RESOLUTIONS

1. CHIEF EXECUTIVE OFFICER'S BUDGET REPORT

Recommendation: "That the Chief Executive Officer's report on the 2020-2021 Budget be received by Council."

2. SIGNIFICANT DIFFERENCES REPORT

Recommendation: "That the report regarding significant differences between budgeted income and expenses and actual income and expenses for 2019-2020, as detailed in the Budget Report, be received by Council."

3. REVENUE POLICY

Recommendation: "That the Revenue Policy be adopted by Council."

4. REVENUE STATEMENT

Recommendation: "That Council adopt the Revenue Statement 2020-2021 as tabled, and resolve that:

- Pursuant to *section 81* of the *Local Government Regulation 2012*, the categories into which rateable land is categorised and the description of each of those categories be as set out in the Revenue Statement.
- Pursuant to *section 81* of the *Local Government Regulation 2012*, Council delegates to the Chief Executive Officer the power to identify the rating category to which each parcel of rateable land belongs.
- Pursuant to *sections 80 and 81* of the *Local Government Regulation 2012*, Council adopt a differential rating system and make and levy a differential general rate on all parcels of rateable land included in each category as set out in the Revenue Statement.
- Pursuant to *section 77* of the *Local Government Regulation 2012*, Council will make and levy a minimum differential general rate on all parcels of rateable land included in each category as set out in the Revenue Statement.
- Pursuant to *section 103* of the *Local Government Regulation 2012*, Council will make and levy the separate charges as set out in the Revenue Statement which include the Transport Infrastructure Levy and the Environmental Management Levy.
- Pursuant to *section 94* of the *Local Government Regulation 2012*, Council will make and levy the special charges, and where applicable, adopt the overall plans and annual implementation plans set out in the Revenue Statement which include the Bilyana, Murray Upper, Kennedy and Mena Creek Rural Fire Brigade Special Charges.



- Pursuant to *section 99* of the *Local Government Regulation 2012*, Council make and levy the utility charges for water, sewerage and waste management as set out in the Revenue Statement.
- Pursuant to *section 118* of the *Local Government Regulation 2012*, all rates and charges shall be due and payable within 60 days of the issuance of rates notices for the period 1 July to 31 December 2020 and 30 days of the issuance of rates notices for the period 1 January to 30 June 2021, as more particularly set out in the Revenue Statement.
- Pursuant to *section 130* of the *Local Government Regulation 2012* Council will allow a discount of 10% on general rates where payment of the full amount outstanding and overdue rates and interest is paid by the due date as more particularly set out in the Revenue Statement.
- Pursuant to *Chapter 4, Part 10* of the *Local Government Regulation 2012*, Council grants the concessions set out in the Revenue Statement and the Rating Concessions Policy, as tabled.”

5. INTEREST ON OVERDUE RATES AND CHARGES

Recommendation: “That Council adopt the Interest Rate on Overdue Rates and Charges as tabled and resolve that, pursuant to *section 133* of the *Local Government Regulation 2012*, Council will charge interest on overdue rates and charges at an interest rate of 8.53% per annum, compounded on daily rates, from the date the rates and charges become overdue, as more particularly set out in the Revenue Statement.”

6. RATING CONCESSION POLICY

Recommendation: “That the Rating Concessions Policy be adopted by Council.”

7. INVESTMENT POLICY

Recommendation: “That the Investment Policy be adopted by Council.”

8. DEBT POLICY

Recommendation: “That the Debt Policy be adopted by Council.”

9. COVID-19 FINANCIAL RELIEF PACKAGE REPORT AND COVID-19 FINANCIAL HARDSHIP POLICY

Recommendation: “That Council:

1. Approve the following changes to the adopted fees and charges for the 2020/21 Financial Year:
 - 100% discount to the annual membership fees for the Visitor Information Centre
 - 100% discount to green waste mulch loading fees
 - 50% discount be provided to Sporting and Community groups for annual and seasonal fees



- 50% discount be provided to Commercial/Recreational activities and permits
 - 50% discount provided on annual food licences
 - 50% discount to Liquid Waste Contractor Permit Fees
 - 50% discount on Prescribed Activity annual permits
 - 100% discount on refund of monies in credit or associated with incorrect payment allocation until 31st December 2020
2. Adopt the revised Financial Hardship Policy and note additional sewerage related concessions available for business owner occupiers (refer to section 5 of the policy).
 3. Note the increase in the discount period from 30 days to 60 days for the first rating period in August 2020."

10. RATES RECOVERY POLICY

Recommendation: "That the Rates Recovery Policy be adopted by Council."

11. SUNDRY DEBT POLICY

Recommendation: "That the Sundry Debt Policy be adopted by Council."

12. ACTIVATE CASSOWARY COAST DEVELOPMENT INCENTIVE POLICY

Recommendation: "That the Activate Cassowary Coast Development Incentive Policy - Reduction in Additional Pedestal Charge for Sewerage, be adopted by Council."

13. TRADE WASTE ENVIRONMENTAL MANAGEMENT PLAN (TWEMP)

Recommendation: "That the Trade Waste Environmental Management Plan (TWEMP) be adopted by Council."

14. SERVICES MANAGEMENT GUIDELINE

Recommendation: "That Council adopt the CCRC Services Management Guideline ORG20."

15. ASSET RATIONALISATION REPORT

Recommendation: "That Council endorse the target of \$400,000 in savings through asset rationalisation as part of the 2020-2021 Budget."



16. CODE OF COMPETITIVE CONDUCT

Recommendation: “That Council:

- Note the changes made to the significant business threshold amount for Water and Sewerage (10,000 or more premises) and apply the *Code of Competitive Conduct* to Water and Sewerage business for the 2020-21 financial year;
- Resolve to not apply the *Code of Competitive Conduct* to the Waste business for the 2020-21 financial year.”

17. 2020-2021 FINANCIAL STATEMENTS

Recommendation: “That Council adopt the following statements for the 2020-2021, 2021-2022 and 2022-2023 financial years:

- **Statement of Financial Position** as outline in *Appendix A*
- **Statement of Cash Flow** as outlined in *Appendix B*
- **Statement of Changes in Equity** as outlined in *Appendix C*
- **Statement of Income and Expenditure** as outlined in *Appendix D*”

18. 2020-2021 BUDGET

Recommendation: “That Council adopt the following budget documents:

- **Operating Income and Expenditure Summary by Program** as outlined in *Appendices E and F*;
- **Capital Works Program** as outlined in *Appendices G and H*;
- **Long-Term Financial Forecast** as outlined in *Appendix J*;
- **Measures of Financial Sustainability** for 2020-2021 and the next nine (9) financial years as outlined in *Appendices K and L*;

That Council note the following budget document:

- Three Year Capital Program which includes the **2021-2022 and 2022-2023** planned capital works as outlined in *Appendix I*.

19. CHANGES IN RATES AND UTILITY CHARGES

Recommendation: “That Council notes the total value of the change in rates and utility charges levied in 2020-2021 compared with the previous budget (excluding discounts and rebates) is (1.80%) and 0.85% using the net rates and utility charges levied as outlined in Appendix K.”



CEO'S BUDGET REPORT

2020/2021



7 July 2020

CEO'S BUDGET REPORT

EXECUTIVE SUMMARY

The development of the 2020/2021 Budget has continued to follow the trend of recent years however with additional complexities which we have not seen previously. In addition to the usual economic and financial challenges facing the region and the Local Government sector in general, this budget also faces challenges from the impact of COVID-19.

The budget seeks to strike an appropriate balance between maintaining Council's sound financial position whilst not placing too heavy a burden on ratepayers through substantial rate increases. The impact on the projected long term financial position is also an important consideration and Council has endeavoured to balance financial challenges, including but not limited to COVID-19, and its long term financial sustainability and stability.

The management team, as a result of extant financial pressure, continues to review its service delivery methods to ensure continuous improvement and efficiencies are implemented to reduce operating expenses.

RECOMMENDATION

“That the Chief Executive Officer's report on the 2020/21 Budget be received.”

BACKGROUND

The Cassowary Coast Regional Council (CCRC) budget for the 2020/2021 financial year has improved on recent years and now reflects and incorporates projects from Council's Asset Management Plans. The budget includes savings factored through Asset Rationalisation and ongoing service level reviews with the assistance of a services catalogue.

The budget includes various operational and capital initiatives such as continued tourism support, review of caravan park operations, Clump Point facility management review, traffic management designs, completion of 2019 natural disaster event road damage funded by DRFA and critical projects associated with water sustainability which would enable Council to address boil water alerts and meet Qld health based targets.

The budget provides for a total operating revenue of \$82.13M and operating expenses of \$82.12M. The nett result is a small operating surplus of \$9k. Additional highlights are as follows:

- General Rates have seen a modest increase (1.23%) in order to cover operational expenses for the 2020/21 financial year after adjustments as a result of land valuation movements and a reduction in general rate discount percentage from 15% to 10%. The utility charges for the Southern Scheme have increased more as a result of price re-alignment to ensure single water pricing for all schemes. No change has been made to Sewerage prices. The budget includes COVID-19 related initiatives associated with General Rates, Sewerage and Fees/Charges of approximately \$400k to assist ratepayers and the community and for the first rating period the discount period will be extended from 30 days to 60 days.



- Fees and charges have been reviewed in detail resulting in reductions or no change to 463 fees and charges in the 2020/2021 catalogue. Additional COVID-19 related discounts have been factored into the budget.
- Grants and contributions have increased due to an expected increase in the Financial Assistance Grant and Disaster Recovery Funding Arrangements (DRFA) relating to the 2019 natural disaster event, offset by a reduction in Planning Section related operational grants.
- Other revenue sources have decreased due to a reduction in interest on investments from reduced interest rates and the expected impact of COVID19 on council operations.
- Employee expenses have reduced reflecting Council's new structure with an anticipated savings of approximately \$1M factored in the budget despite the increase in wages related to the Enterprise Bargaining Agreement.
- Materials and Services have increased in comparison to last financial year due to DRFA expenditure (offset by increased revenue) and waste management contract payments. Offsetting these increases is a reduction in electricity expenditure from solar installations to Council facilities. Operational expenditure savings of \$275k have been factored in, to ensure Council continues to explore and take advantage of innovation and efficiency initiatives resulting from service reviews and improved planning and scheduling as well as undertaking asset rationalisation of Councils significant asset base.
- Depreciation has remained steady. The updated Asset Management Plans have identified a number of initiatives and improvement plans resulting in improved data and reduction in cost of various assets. The budget includes a savings target of \$400k for asset rationalisation.

The capital budget includes a works program of \$36.6M. The program allows for the completion of outstanding capital works from the 2019/20 financial year anticipated at \$20M. Final details of the carryover amounts for capital works will be determined after the end of the financial year.

A summary of the new Capital Works Program, excluding any carryover works, is as follows:

- Infrastructure & Delivery Services - \$27.75M
- Office of the Chief Executive Officer - \$1.38M
- Water - \$5.16M
- Sewerage - \$2.03M
- Waste Management - \$280k

The budget papers also include the planned capital projects for the next three years and details of the projects are included in Appendix H and I of the budget papers.

Link to Corporate Plan:

Goal 4 - Responsible Governance

- 4.2 Undertake robust and accountable financial, resource and infrastructure planning and management to ensure affordable and sustainable outcomes for our community.

Consultation:

Extensive internal consultation has been undertaken with Councillors, Directors and Managers in the development of the Budget and a number of workshops have been conducted to finalise preparation of the Budget.



Legal Implications (Statutory basis, legal risks):

Council is required to comply with various provisions of the *Local Government Act 2009* and the *Local Government Regulation 2012* in the formulation of the Budget.

Policy Implications:

Council may need to review various policies during the year to determine the distribution of funding allocations for certain activities.

Risk Implications:

- CCR0000814 Inadequate financial management
- CCR0000816 Failure to deliver adequate non-infrastructure services to the community
- CCR0000825 Failure to deliver essential services (Water, Sewerage, and Waste)

Financial & Resource Implications:

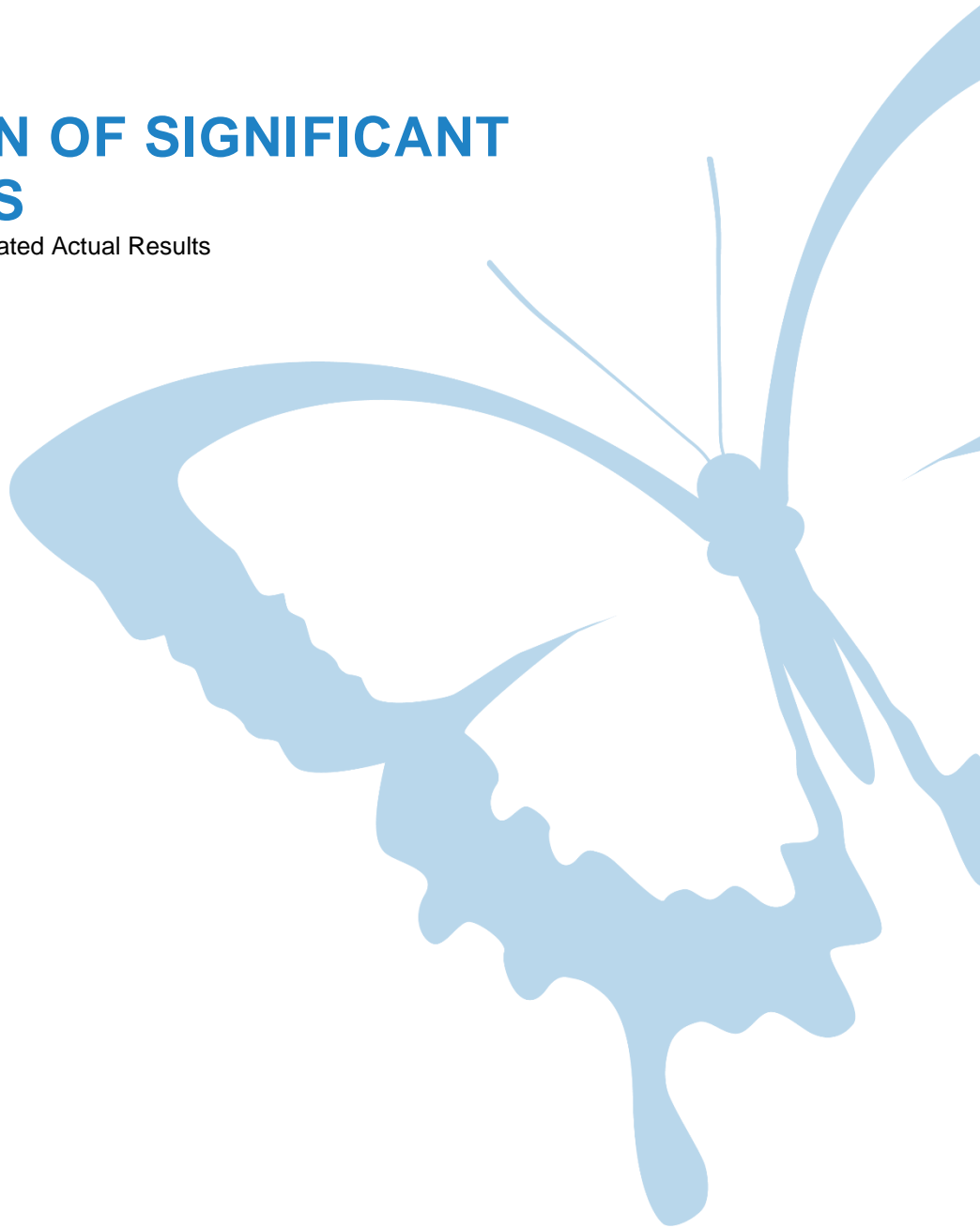
As outlined in the Budget document.

Report prepared by:

James Gott - Chief Executive Officer

EXPLANATION OF SIGNIFICANT DIFFERENCES

2019/20 Budget to 2019/20 Estimated Actual Results



7 July 2020

EXPLANATION OF SIGNIFICANT DIFFERENCES

EXECUTIVE SUMMARY

Table A below shows a summary of estimated operating and capital revenues and expenditures incurred during 2019/20 compared with the adopted operating and capital budgeted amounts for that year.

Percentage differences are noted in the column marked variance and explanations have been provided in the notes below where there are significant differences. The estimated actuals are mostly a reflection of the 10 month review that was undertaken at the beginning of the April 2020.

Overall, Council's estimated final operating position for 2019-20 is anticipated to be a deficit against the small surplus that was budgeted in the 2019/2020 financial year. This is a result of Council's reduced operating income due to the current economic conditions being experienced throughout the Australian economy.

RECOMMENDATION

“That the report be received by Council”.

BACKGROUND - TABLE A

	<i>Full Year Amended Budget 2019/2020</i>	<i>Estimated Year End 2019/2020</i>	<i>Variance to Original Budget +ve/-ve</i>	<i>Note Reference</i>
Operating Revenue				
Net rates & utility charges	66,025,618	66,034,389	0.01%	
Fees and Charges	2,656,939	2,494,945	-6.49%	1
Rental income	868,290	904,042	3.95%	
Interest	1,813,348	1,640,733	-10.52%	2
Sales - contract & recoverable works	1,786,080	1,491,356	-19.76%	3
Other	1,414,662	1,398,551	-1.15%	
Contributions and Donations	1,367,721	1,304,894	-4.81%	4
Grants and Subsidies	6,990,955	6,809,617	-2.66%	
Total Operating Revenues	82,923,613	82,078,527		
Operating Expenditure				
Employee Costs	26,028,730	25,436,624	-2.33%	
Goods and Services	30,484,406	30,333,828	-0.50%	
Finance	145,700	119,085	-22.35%	5
Depreciation	26,253,844	26,767,583	1.92%	6
Total Operating Expenditure	82,912,680	82,657,120		
INCR/(DECR) IN OPERATING CAPABILITY	10,933	-578,593		
Capital				
Contributions & donations	25,790	418,267	93.83%	7
Grants & Subsidies	25,515,451	12,670,615	-101.38%	8
Sale/(Disposal) of Non Current Assets	-3,800,000	-7,912,000	51.97%	9
NET RESULT	21,752,174	4,598,289		

With reference to Table A, the items with significant variance include:

1. Fees and Charges estimated results are under budget by 6.5% relating to camping and hire fees. These fees have been impacted due to closure of Council facilities during the pandemic crisis as well as the change in lease arrangements during the financial year at Council's Caravan Parks.
2. Interest income on investments are expected to be \$172k (10.5%) under budget due to reduced interest rates received during the financial year.
3. Sales and Recoverable Works is expected to be under budget by 19.8% due to externally contracted jobs completed but unable to be fully invoiced before the end of the financial year.
4. Contributions and Donations are anticipated to be under budget due to reduced claims for operations at the Cardwell sewerage treatment plant on behalf of the State Government, this is offset by reduced expenditure relating to operating the facility.

5. Finance charges relate to reduction in bank charges and debt write offs not undertaken during the financial year due to the financial strain placed on Council's ratepayers throughout the COVID-19 crisis.
6. Depreciation is anticipated to be over budget by \$513k (1.9%) due to indexation and assets capitalisations processed after the budget process was completed.
7. Increased Capital Contributions relate to developers contributions received for a residential subdivision of Campbell Street, Mission Beach.
8. Capital Grants and Subsidies are anticipated to be under budget by \$12.8M due to grant funding not yet received on incomplete capital projects with expected completion and expected grant funding received within the 2020/21 budget year.
9. Sale/Disposal of non-current assets relate to assets disposed and decommissioned throughout the year including the sale of plant and equipment.

Effect of the 2019/20 Estimated Actual Results on the 2020/21 Budget

Council's estimated operating position at 30th June 2020 is reflective of the economic issues that Council faced during the 2019/20 financial year. Some of the key challenges that has affected this result include the completion of capital projects, interest rate adjustments and COVID-19 financial impacts. These challenges will continue as external funding streams reduce, recovery of the tourism industry after the pandemic crises and environmental factors become increasingly challenging.

Link to Corporate Plan:

Key Strategy 4.2: Undertake robust and accountable financial, resource and infrastructure planning and management to ensure affordable and sustainable outcomes for our community.

Consultation:

Directors, Managers and Finance Staff.

Legal Implications (Statutory basis, legal risks):

Compliance with financial management policies as set down in the *Local Government Regulation* and requirements of the *Local Government Act*.

Policy Implications:

Compliance with Financial Management Policies

Financial & Resource Implications:

Maintaining a balanced budget throughout the financial year and remaining sustainable. Estimated impacts in relation to COVID-19 have been included in the estimated figures for 2019/2020. The report indicates an operational deficit of \$579k as a result and a net result of \$4.6M. Council will continue to find operational efficiencies and attract grant funding in order to maintain services at an optimal level whilst remaining sustainable. There is potential for a change in the net result related to the timing of grant funding received as well as the refuse restoration provision but at the time of completing this report, the impacts were unknown.

Report prepared by:

Leah Bradley – Manager Finance

Report authorised by:

Gurbindar Singh – Chief Financial Officer



REVENUE POLICY

Policy Number: FIN024



7 July 2020

REVENUE POLICY

Category	Office of CFO – Rates	Policy number: FIN024
Related forms, policies and procedures	Rating Concessions Policy	
Key words	Revenue, rates, charges, costs, rebates	
Relevant legislation	<ul style="list-style-type: none"> Local Government Regulation 2012 Local Government Act 2009 	
References and resources	State Planning Regulation Provisions	

Review due by	Manager Finance	Date: Annually
Approved by	Council Resolution B20004	Date: 7 July 2020
Approved by	Council Resolution B19002	Date: 27 June 2019
Approved by	Council Resolution B1803	Date: 26 June 2018
Approved by	Council Resolution B1703	Date: 26 June 2017

1.0 PURPOSE

The purpose of this policy is to set out the principles used by Council in 2020/2021 for:

- The making and levying of rates and charges;
- Exercising its powers to grant rebates and concessions (including the purpose for the concessions);
- Recovery of unpaid amounts of rates and charges; and
- Cost-recovery.

2.0 SCOPE

This policy applies to the Cassowary Coast Regional Council.

3.0 PROCEDURE

3.1 THE MAKING AND LEVYING OF RATES AND CHARGES

In general, Council will be guided by the principle of user pays in the making of rates and charges, particularly in water, sewerage, and waste management, so as to minimise the impact of rating on the efficiency of the local economy.

Council will be guided by the following principles in making rates and charges:

- transparency in the making of rates and charges;
- having in place a rating regime that is simple and inexpensive to administer;
- flexibility to take account of changes in the local economy;
- equitable distribution of the cost of its operations between different groups of ratepayers;
- application of user pays where applicable.

In levying rates, Council will apply the principles of:

- making clear what is the Council's and each ratepayers' responsibility to the rating system;
- making the levying system simple and inexpensive to administer;
- timing the levy of rates to ensure a sustainable cash flow for operations of the Council and to spread the burden to ratepayers over the financial year;
- equity through flexible payment arrangements for ratepayers with a lower capacity to pay.

General rate revenue provides whole of community services not funded through subsidies, grants, contributions or donations received from other entities or not provided by other levies or charges.

Council will distribute the rates burden by the use of differential rating categories with banding applied to residential categories where it considers relevant.

Council will consider levying special and separate rates and charges when appropriate, to recover the costs associated with a particular service, project or facility that provides direct or additional benefit to the ratepayer or class of ratepayer.

3.2 CONCESSIONS FOR RATES AND CHARGES

The purpose of concessions is to provide relief to certain sectors of Council's community that Council considers worthy of some form of financial relief, such as pensioners and community (i.e. not-for-profit) organisations. More generally, in considering the application of concessions, Council will be guided by the principles of:

- equity by having regard to the different levels of capacity to pay within the local community;
- the same treatment for ratepayers with similar circumstances;
- transparency by making clear the requirements necessary to receive concessions; and
- flexibility to allow Council to respond to local economic issues.

Consideration may be given by Council to granting a class concession in the event all or part of the local government area is declared a natural disaster area by the State Government.

3.3 PRINCIPLES USED FOR THE RECOVERY OF RATES AND CHARGES

Council will exercise its rate recovery powers in order to reduce the overall rate burden on ratepayers. It will be guided by the principles of:

- transparency by making clear the obligations of ratepayers and the processes used by Council in assisting them meet their financial obligations;
- making the processes used to recover outstanding rates and charges clear, simple to administer and cost effective;
- capacity to pay in determining appropriate arrangements for different sectors of the community;
- equity by having regard to providing the same treatment for ratepayers with similar circumstances; and
- flexibility by responding where necessary to changes in the local economy.

3.4 PRINCIPLES USED FOR COST-RECOVERY

Section 97 of the *Local Government Act 2009* allows Council to set cost-recovery fees.

The Council recognises the validity of fully imposing the user pays principle for its cost-recovery fees, unless the imposition of the fee is contrary to its express social, economic, environmental and other corporate goals. This is considered to be the most equitable and effective revenue approach, and is founded on the basis that the Region's rating base cannot subsidise the specific users or clients of Council's regulatory products and services.

However, in setting its cost-recovery fees, Council will be cognizant of the requirement that such a fee must not be more than the cost to Council of providing the service or taking the action to which the fee applies.

3.5 PHYSICAL AND SOCIAL INFRASTRUCTURE COSTS

Council raises some of its community infrastructure funding through grants and subsidies provided by the Queensland State Government and the Commonwealth Government of Australia.

The cost of providing community infrastructure is offset through the imposition of infrastructure charges on new development pursuant to the provisions of the *Sustainable Planning Act*.

The amount Council can collect in infrastructure charges is limited by the *State Planning Regulation Provision (Adopted Charges)*.

REVENUE STATEMENT

2020/2021



7 July 2020

REVENUE STATEMENT

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REVENUE STATEMENT 2020/2021

1. OBJECTIVE

This statement outlines and explains the revenue raising measures adopted by the Cassowary Coast Regional Council in the preparation of its budget for the 2020/2021 financial year.

The statement has been prepared in accordance with the requirements of *Local Government Regulation 2012*.

2. LEGISLATIVE REQUIREMENTS

Section 172 of the *Local Government Regulation 2012* provides that:

1. The revenue statement for a local government must state—
 - (a) if the local government levies differential general rates:-
 - i. the rating categories for rateable land in the local government area; and
 - ii. a description of each rating category; and
 - (b) if the local government levies special rates or charges for a joint government activity – a summary of the terms of the joint government activity; and
 - (c) if the local government fixes a cost-recovery fee – the criteria used to decide the amount of the cost-recovery fee; and
 - (d) if the local government conducts a business activity on a commercial basis – the criteria used to decide the amount of the charges for the activity's goods and services.
2. Also, the revenue statement for a financial year must include the following information for the financial year-
 - (a) an outline and explanation of the measures that the local government has adopted for raising revenue, including an outline and explanation of-
 - i. the rates and charges to be levied in the financial year; and
 - ii. the concessions for rates and charges to be granted in the financial year;
 - (b) whether the local government has made a resolution limiting an increase in the rates and charges.

3. STRUCTURE OF GENERAL RATING CATEGORIES

3.1 DIFFERENTIAL GENERAL RATES

Council is required to raise sufficient revenue it considers appropriate to maintain general assets and provide services to the community including the costs of governance and administration of the Council.

For the 2020/2021 financial year, Council will include rateable land in twenty-two (22) rating categories.

In accordance with section 80 of the *Local Government Regulation 2012*, Cassowary Coast Regional Council will use a system of differential general rating for 2020/2021 financial year.

In accordance with section 81(3) of the *Local Government Regulation 2012*, for the 2020/2021 financial year the rating categories of rateable land and a description of each of the rating categories are set out in **Table A**.

In accordance with section 94(1)(a) of the *Local Government Act 2009* and section 80(1) of the *Local Government Regulation 2012*, for the 2020/2021 financial year the general rate for each rating category is set out in **Table B**.

In accordance with section 77(5)(a) of the *Local Government Regulation 2012*, for the 2020/2021 financial year the minimum general rate for each rating category is also set out in **Table B**.

In accordance with section 81(4) and (5) of the *Local Government Regulation 2012*, Council delegates its power to identify the rating category to which each parcel of rateable land in the Region belongs to the CEO.

The land use codes referred to in **Table A** are for guidance only and are detailed in Schedule 1.

TABLE A

Category	Description	Identification
1. Residential - RV <\$70,000	Land used, or capable of being used, for residential purposes with a total land area of less than 5ha and a rateable value (RV) of less than \$70,000, except land included in category 6-8 or 20-22.	Land with the following land use codes: 01, 02, 04, 05, 06, 08, 09 and 72 or as otherwise identified by the CEO.
2. Residential - RV \$70,000 – \$119,999	Land used, or capable of being used, for residential purposes with a total land area of less than 5ha and a rateable value (RV) of between \$70,000 and \$119,999, except land included in category 6-8 or 20-22.	Land with the following land use codes: 01, 02, 04, 05, 06, 08, 09 and 72 or as otherwise identified by the CEO.
3. Residential - RV \$120,000 - \$159,999	Land used, or capable of being used, for residential purposes with a total land area of less than 5ha and a rateable value (RV) of between \$120,000 - \$159,999, except land included in category 6-8 or 20-22.	Land with the following land use codes: 01, 02, 04, 05, 06, 08, 09 and 72 or as otherwise identified by the CEO.
4. Residential - RV \$160,000 - \$279,999	Land used, or capable of being used, for residential purposes with a total land area of less than 5ha and a rateable value (RV) of between \$160,000 - \$279,999, except land included in category 6-8 or 20-22.	Land with the following land use codes: 01, 02, 04, 05, 06, 08, 09 and 72 or as otherwise identified by the CEO.
5. Residential – RV > \$279,999	Land used, or capable of being used, for residential purposes with a total land area of less than 5ha and a rateable value (RV) greater than \$279,999, except land included in category 6-8 or 20-22.	Land with the following land use codes: 01, 02, 04, 05, 06, 08, 09 and 72 or as otherwise identified by the CEO.

Category	Description	Identification
6. Residential – Multi Units (2-3)	Land used for two or three residential premises including, for example, detached houses, attached or detached townhouses, building units, flats, guest houses, and manufactured but movable homes (not being caravans).	Land with land use code 03 and as otherwise identified by the CEO.
7. Residential – Multi Units (4-5)	Land used for four or five residential premises including, for example, detached houses, attached or detached townhouses, building units, flats, guest houses, and manufactured but movable homes (not being caravans).	Land with land use code 03 and as otherwise identified by the CEO.
8. Residential Multi Units (6-7)	Land used for six or seven residential premises including, for example, detached houses, attached or detached townhouses, building units, flats, guest houses, and manufactured but movable homes (not being caravans).	Land with land use code 03 and as otherwise identified by the CEO.
9. Commercial & Other	Land located on the Australian mainland used for any of the following purposes:- (a) commercial purposes, other than land which is included in category 13; (b) tourism attraction or facility; (c) marina; (d) car park; (e) hospital or convalescent home; (f) child care facility; (g) tourism accommodation, including a motel, hotel or other facility; (h) caravan park; (i) manufactured homes; (j) electricity transformer; (k) welfare home or institution; or (l) defence force establishment.	Land with the following land uses codes: 01, 07-27, 30, 41-47, 49, 91-92, 96-97 and 99 and as otherwise identified by the CEO.
10. Industrial	Land used for industrial purposes, except land included in category 14 or 15.	Land with the following land use codes: 01, 28-29, 31-40 and as otherwise identified by the CEO.
11. Primary Production	Land used for agricultural and/or primary production purposes.	Land with the following land use codes: 60-71, 73-89 and 93 and as otherwise identified by the CEO.

Category	Description	Identification
12. Special Uses	Land used for any of the following purposes:- (a) sporting club; (b) sporting facility; (c) religious, including a place of worship; (d) cemetery; (e) library; (f) showground; (g) racecourse; (h) airfield; (i) parks and gardens; and (j) educational, including a place of instruction.	Land with the following land use codes: 48, 50-59 and as otherwise identified by the CEO.
13. Major Shopping Centre	Land used for commercial purposes where it is occupied or tenanted by:- (a) one or more department stores; or (b) a large grocery supermarket with major on-site parking facilities; or (c) a multitude of shops/offices with major on-site parking facilities.	Land with the following land use codes: 12-16 and as otherwise identified by the CEO.
14. Sugar Mills	Land used for the purposes of sugar milling and any purpose ancillary to, associated with, or connected with sugar milling.	Land with land use code 35 and as otherwise identified by the CEO.
15. Other	Land which is not otherwise categorised.	As identified by the CEO.
16. Island Resorts - Serviced	Land situated on Dunk Island, used for the purposes of tourist accommodation or a tourist facility/attraction.	Land with the following land use codes: 18, 42 and 43 and as otherwise identified by the CEO.
17. Island Resorts – Other	Land situated on Bedarra Island or Hinchinbrook Island, used for the purposes of tourist accommodation or a tourist facility/attraction.	Land with the following land use codes: 18, 42 and 43 and as otherwise identified by the CEO.
18. Harbour Industries – A	Land used, as part of a harbour, for the purposes of a bulk terminal and/or bulk transportation other than land included within category 19.	Land with land use code 39 and as otherwise identified by the CEO.

Category	Description	Identification
19. Harbour Industries - B	Land used, as part of a harbour, for the purposes of a bulk terminal and/or bulk transportation for mineral resources and related products.	Land with land use code 39 and as otherwise identified by the CEO.
20. Residential – Multi Units (8-9)	Land used for eight or nine residential premises including, for example, detached houses, attached or detached townhouses, building units, flats, guest houses, and manufactured but movable homes (not being caravans).	Land with land use code 03 and as otherwise identified by the CEO.
21. Residential – Multi Units (10-11)	Land used for ten or eleven residential premises including, for example, detached houses, attached or detached townhouses, building units, flats, guest houses, and manufactured but movable homes (not being caravans).	Land with land use code 03 and as otherwise identified by the CEO.
22. Residential Multi Units (12+)	Land used for twelve or more residential premises including, for example, detached houses, attached or detached townhouses, building units, flats, guest houses, and manufactured but movable homes (not being caravans).	Land with land use code 03 and as otherwise identified by the CEO.

TABLE B

Category	Rate in the Dollar	Minimum General Rate
1. Residential - RV <\$70,000	0.02272186	\$1,148
2. Residential - RV \$70,000 – \$119,999	0.01590530	\$1,591
3. Residential - RV \$120,000 - \$159,999	0.01454199	\$1,909
4. Residential - RV \$160,000 - \$279,999	0.01420116	\$2,327
5. Residential – RV > \$279,999	0.01306507	\$3,977
6. Residential – Multi Units (2-3)	0.01590530	\$1,720
7. Residential – Multi Units (4-5)	0.01590530	\$3,442
8. Residential Multi Units (6-7)	0.01590530	\$4,685
9. Commercial & Other	0.02322566	\$1,720
10. Industrial	0.01926123	\$1,720
11. Primary Production	0.02834941	\$1,148
12. Special Uses	0.01895597	\$1,720
13. Major Shopping Centre	0.03716106	\$17,208
14. Sugar Mills	0.15096682	\$178,511
15. Other	0.01636835	\$1,720
16. Island Resorts – A	0.04064491	\$1,720
17. Island Resorts – B	0.02322566	\$1,720
18. Harbour Industries – A	0.10799934	\$1,720
19. Harbour Industries – B	0.05399967	\$1,720
20. Residential – Multi Units (8-9)	0.01590530	\$6,246
21. Residential – Multi Units (10-11)	0.01590530	\$7,808
22. Residential – Multi Units (12+)	0.01590530	\$9,370

3.2 LIMITATION ON INCREASES ON RATES AND CHARGES

Council has not made a resolution to limit increases in rates and charges.

3.3 SPECIAL RATES OR CHARGES FOR JOINT GOVERNMENT ACTIVITIES

No special rates or charges are planned to be levied in respect to Joint Government Activities.

4. LEVY OF SEPARATE CHARGES

In accordance with section 94(1)(b)(iii) of the *Local Government Act* and section 103 of the *Local Government Regulation*, Council levies the following separate charges on every rateable assessment in the Region:-

- Transport Infrastructure Levy
- Environmental Management Levy

4.1 TRANSPORT INFRASTRUCTURE LEVY

Council will levy a separate charge to all rateable assessments for the purpose of local road construction, road renewal, road resealing and footpath/bikeway construction and renewal.

For the 2020/2021 financial year, the Transport Infrastructure Levy will be **\$138.00** per rateable assessment.

4.2 ENVIRONMENTAL MANAGEMENT LEVY

Council is of the opinion that the costs associated with the delivery of Environmental Management Services should in part be funded by all ratepayers in the local government area through an Environmental Management Levy.

The Environmental Management Services to which the levy will be utilised include:

1. Planning and Environmental Services including development and implementation of Strategic Planning projects;
2. Natural Resource Management Including Pest Management, Walking Tracks and Council Foreshore Management; and
3. Wet Waste Transportation and Disposal, Landfill Environmental Management and Waste Program Support; and
4. Environmental Protection Operations Including Environmental Licenses.

For the 2020/2021 financial year, the Environmental Management Levy will be **\$210.00** per rateable assessment.

5. LEVY OF SPECIAL CHARGES

In accordance with section 94(1)(b)(i) of the *Local Government Act* and section 94 of the *Local Government Regulation*, Council will levy the following special charges:

- Bilyana, Murray Upper, Kennedy, Mena Creek, and Cowley Beach Rural Fire Brigade charges.

For the above special charges, Council will:

- Identify the rateable land to which the special rate or charges apply; and
- State the overall plan for the service, facility or activity to which the special rate or charges apply.

The overall plan is a document that:

- Describes the service, facility or activity; and
- Identifies the rateable land to which the special rates or charges apply; and
- States the estimated cost of carrying out the overall plan; and
- States the estimated time for carrying out the overall plan.

5.1 BILYANA, MURRAY UPPER, KENNEDY, MENA CREEK, AND COWLEY BEACH RURAL FIRE BRIGADE SPECIAL CHARGES

Council will levy a special charge on all rateable land in the declared areas, as shown in the maps annexed hereto as Appendix A, to fund the provision of rural fire fighting services for the:

1. Bilyana Rural Fire Brigade;
2. Murray Upper Rural Fire Brigade;
3. Kennedy Rural Fire Brigade;
4. Mena Creek Rural Fire Brigade; and
5. Cowley Beach Rural Fire Brigade.

Council considers that each parcel of rateable land within these areas will specially benefit from the purchase and maintenance of firefighting equipment and storage facilities by each Rural Fire Brigade in the current or next financial years because each such parcel is within the area for which the brigade is in-charge of firefighting and fire prevention under the *Fire and Emergency Services Act 1990*.

A special charge of **\$20.00 per annum** per assessment will be levied on Bilyana, Kennedy and Mena Creek Rural Fire Brigade declared area for the 2020/2021 financial year.

A special charge of **\$25.00 per annum** per assessment will be levied on Murray Upper and Cowley Beach Rural Fire Brigade declared areas for the 2020/2021 financial year.

The overall plan for the charge is as follows:

1. The service, facility or activity is the funding of rural fire services, and in particular, the purchase and maintenance of firefighting equipment and storage facilities by each Rural Fire Brigade;
2. The rateable land to which the charge will be applied in each assessment of rateable land in the aforementioned declared areas;
3. The estimated cost of carrying out the services is \$32,000;
4. The estimated time for carrying out the overall plan is by 30 June 2021.

6. LEVY OF WATER UTILITY CHARGES AND POLICY APPLICATION

In accordance with section 94(1)(b)(ii) of the *Local Government Act* and section 99 of the *Local Government Regulation*, Council will levy water charges.

For section 101 of the *Local Government Regulation*, Council shall charge for water services using a 2-part charge.

For the 2020/2021 financial year, the 2-part charge shall consist of a:

- **water access charge** which seeks to recoup the fixed costs of providing the water supply; and
- **water consumption charge** which seeks to cover the variable costs of supplying water to consumers (e.g. electricity, chemicals).

6.1 WATER ACCESS CHARGE

1. A water access charge will be levied on all land whether vacant (but not including agricultural land without a dwelling) or occupied to which Council does, or is prepared to supply water.
2. In the case of non-rateable land, Council will levy the water access charge where water services are requested by the owner or occupier of the land.
3. The apportionment of fixed costs will be on the basis of supply capacity made available to connected premises that is the size of the water connection, to reflect the proportionate share of the capacity of the system utilised.
4. Domestic properties which because of low water pressure, require the installation of a larger than normal water meter, will be charged the equivalent of a 20mm connection access charge.
5. Properties containing lots created under the *Body Corporate and Community Management Act 1997*, or another community titles act will be charged in accordance with the provision of Chapter 4, Part 1 Valuation, rating and taxation. The basis of the charge for Body Corporate/Strata Title properties shall be as follows:
 - (a) All lots with a meter connected shall be charged an access charge (based on meter size) per meter;
 - (b) All lots which do not have a Council meter shall be charged a water access charge per lot for the equivalent of a 20mm metered connection; and
 - (c) Common property is not charged a water access charge.
6. The Water access charge for 2020/2021 shall be:

Water Access Charge	Charge
20mm Connection	\$473.00
25mm Connection	\$709.00
32mm Connection	\$1,182.00
40mm Connection	\$1,418.00
50mm Connection	\$1,891.00
80mm Connection	\$5,672.00
100mm Connection	\$9,452.00
150mm Connection	\$11,816.00
Access Charge	\$473.00
Unconnected – Vacant Land	\$473.00

6.2 WATER CONSUMPTION CHARGE

1. Water consumption charges will be tiered to promote water conservation and reflect the additional demands placed on the water infrastructure by higher water consumption.
2. For any rate assessment with more than one (1) meter, consumption charges shall be calculated individually on the basis of water consumption of each meter. The combining of consumption from meters on one rate assessment will not occur.
3. Properties containing lots created under the *Body Corporate and Community Management Act 1997*, or another community titles act, will be charged in accordance with the provision of Chapter 4, Part 1 Valuation, Rating and Taxation. The basis of the water usage charge will be calculated by:
 - a. Where a water meter services a number of lots, the water consumption charge will be calculated on the basis of tier level per each individual lot; and
 - b. The water consumption charge will be levied to the property to which the meter is connected whether it be to an individual lot or common property.
4. Where sub-meters have been installed on each lot within a community title scheme, including the common property, Council will levy all lots for water consumed through each individual sub-meter and will charge the common property for any additional water used.
5. In accordance with section 102 of the *Local Government Regulation 2012*, water meters are deemed to be read on 30th June and 31st December, notwithstanding that they may actually be read during a period that starts two weeks before, and ends two weeks after, either of these dates.

In addition, if a water meter is found to be malfunctioning or inoperative during any period of consumption, Council will estimate the consumption on the basis of the best information that is reasonably available.
6. Water consumption for 2020/2021 shall be charged per kilolitre based on the following:

Tier Level	All Water Schemes
Up to 450KL	\$0.95/KL
Over 450KL	\$1.85/KL

7. For the purposes of use in the Rating Concession Policy, the marginal water unit rate for 2020/2021 shall be:

Region	Marginal water unit rate
All Water Schemes	\$0.30/KL

7. LEVY OF SEWERAGE & TRADE WASTE UTILITY CHARGES AND POLICY APPLICATION

7.1 SEWERAGE CHARGES

In accordance with section 94(1)(b)(ii) of the *Local Government Act* and section 99 of the *Local Government Regulation*, Council will levy a utility charge for sewerage services.

Sewerage charges will be set to recover all of the costs associated with the provisions of sewerage and waste water services provided by Council in the financial year. These costs include loan interest, depreciation and the cost of ongoing maintenance and operations of the system, including treatment plant operations and capital works associated with each scheme.

- Sewerage utility charges will be levied in the declared precincts of:
 - Innisfail Sewerage Scheme
 - Tully & Mission Beach Sewerage Schemes
- The Sewerage utility charge will be levied on all land whether vacant or occupied to which Council has or is prepared to provide with sewerage services, and whether or not it is rateable land on the following basis:

Vacant allotments	vacant charge per allotment
Single unit dwelling	one residential charge
Multi-unit dwellings	one residential charge per unit dwelling
All other land uses	one non-residential charge for the first pedestal and an additional charge for each additional pedestal or urinal

- The sewerage charges for 2020/2021 shall be:

Sewerage Charge	Innisfail Sewerage Scheme	Tully and Mission Beach Sewerage Schemes
Residential	\$999.00	\$940.00
Non-Residential	\$999.00	\$940.00
Vacant	\$936.00	\$847.00
Additional Pedestal	\$832.00	\$753.00

For the purpose of the calculation of sewerage rates and charges for non-residential properties:

- a. Each 1.8m of urinal or part thereof shall be deemed to be one pedestal; and
- b. Each three individual wall hung urinals or part thereof shall be deemed to be one pedestal.

7.2 SEWERAGE UTILITY CHARGES GENERAL POLICY

1. For all land uses other than vacant allotments and residential land (being single unit dwellings & multi-unit dwellings (flats), the first pedestal will be charged a non-residential charge and each additional pedestal will be charged at a lesser amount.
2. Where residential land (either a dwelling, flat or residential strata title unit) has more than one pedestal, the number of pedestals for that dwelling, flat or unit will be counted as one.
3. If the number of sewerage pedestals in respect of which any sewerage pedestal charges are payable alters during the financial year, the charges are to be apportioned from the date of connection to, or disconnection from the Council sewer by determining the number of days applicable within the year.
4. In the case where the number of sewerage pedestals is unable to be obtained due to :
 - a. The refusal of the property owner to supply pedestal numbers; or
 - b. The owner refuses Council access to the property for the purpose of determining or verifying the number of pedestals located on the property.

Then at the discretion of the Chief Executive Officer an estimate of the number of pedestals will be determined for the property based on the sanitary requirements for the classification of any building/s located on the property as set out in the Building Code of Australia, or alternately reference will be made to any building plans lodged with Council.

5. Where an improvement covers more than one parcel of land, the owner must apply to Council for approval to change the sewerage charge to be based on the improvement and not each individual parcel of land.
6. Where an improvement has been constructed and the development approval has expired without a final inspection being made, the sewerage charge will be adjusted from the date of expiry of the development approval.
7. Properties containing lots created pursuant to the *Body Corporate and Community Management Act 1997*, will be charged in accordance with the provisions of Chapter 4, Part 1 Valuation, Rating and Taxation. The basis of the charge for Body Corporate/Strata Title properties shall be as follows:
 - a. All lots classified as vacant within the Sewerage precinct shall be charged a sewerage vacant charge;
 - b. All lots classified as residential within the Sewerage precinct shall be charged a sewerage residential charge.

7.3 TRADE WASTE CHARGES

In accordance with section 94(1)(b)(ii) of the *Local Government Act* and section 99 of the *Local Government Regulation*, Council will levy a utility charge for trade waste services.

1. The trade waste utility charge will be set to recover the cost of liquid trade waste services which Council provides for the discharge of trade waste from premises pursuant to trade waste approvals into Council's sewerage system. The charge recognises that trade waste places a significant burden on Council's sewerage system in that trade waste:
 - a. Is generally of an organic strength many times that of domestic sewerage; and
 - b. Often contains exotic substances, such as heavy metals, organic solvents and chlorinated organics not found in domestic sewerage.

- The Part A trade waste utility charge shall be levied in respect of each trade waste approval associated with a premises for the discharge of the trade waste pursuant to the approval into Council's sewerage system in accordance with Council's *Trade Waste Environmental Management Plan* ("TWEMP"). The Part B trade waste utility charge shall be levied in addition to the Part A charge and shall be only levied in the circumstances described below.

PART A CHARGE

- The Part A charge shall be levied as a two (2) part charge for each trade waste approval associated with a premises for the discharge of trade waste into Council's sewerage system. The Part A charge comprises an annual access charge charged uniformly, and a volumetric charge calculated by reference to the type and volume of trade waste which is discharged into Council's sewerage system.
- The annual access charge for the 2020/2021 financial year shall be **\$270.00**.
- The trade waste volumetric charge (Category 1 & 2) for 2020/2021 financial year shall be **\$1.58/kl**.
- For low strength trade waste (category 1), as that term is defined under the TWEMP, the volumetric charge shall be calculated according to the TWEMP.

PART B – CHARGE

- The Part B charge shall be levied in addition to the Part A charge in the circumstances described below.
- For the 2020/2021 financial year, the Part B charge shall be as follows:

Scenario		Charge
1	Land generating trade waste when the application assessment by Council would otherwise require a pre-treatment device and where no pre-treatment device is installed.	\$9,790.00
2	Land generating trade waste where pre-treatment devices have been installed but Council's sewer discharge limit is exceeded due to pre-treatment non-servicing	\$1,564.00
3	Land generating trade waste where no pre-treatment device is installed but Council considers that site specific conditions do not allow for such a device to be installed.	\$1,564.00
4	Land generating trade waste where pre-treatment device is installed but is undersized and requires:	
	(a) 550 Litre capacity assessed	\$838.00
	(b) 1000 litre capacity assessed	\$1,255.00
	(c) 2000 litre capacity assessed	\$1,510.00
5	Land generating low strength trade waste (category 1), as that term is defined under the TWEMP, with a food waste disposal unit and:	
	(a) The rated power of the motor is up to 700 watts.	\$1,476.00
	(b) The rated power of the motor is greater than 700 watts.	\$2,443.00
	(c) The waste disposal unit is a garbage grinder installed in a public or private hospital or aged care facility.	\$1,222.00

8. LEVY OF WASTE MANAGEMENT CHARGE

In accordance with section 94(1) (b) (ii) of the *Local Government Act* and section 99 of the *Local Government Regulation*, Council will make and levy a utility charge for waste management services. The Waste Management Charge is intended to fund:

- a. Refuse collection services – both residential and non-residential;
- b. The operation of waste management facilities, including landfills; and
- c. Other waste management services and programs provided by Council.

8.1 WASTE MANAGEMENT CHARGE - GENERAL POLICY

A waste management utility charge will be applied for services provided under a policy adopted by Council which sets out what refuse services are available to residential and non-residential properties.

8.2 WASTE MANAGEMENT SERVICE CHARGES

All properties within the designated waste collection area as defined in the policy shall be charged a standard refuse collection service charge. Additional services are extra services which by request, Council can provide to the property. All refuse collection services shall be charged per service.

1. Standard Refuse Collection Services for the Cassowary Coast Regional Council for 2020/2021 shall be:

Service	Description	Amount per Service
Residential A	This is the charge for the standard refuse collection service and allows for: <ul style="list-style-type: none">a 140/120L wet waste bin collected weekly; anda 240L dry waste bin collected fortnightly	\$347.00
Residential B	This is the charge for the standard refuse collection service when waste is not separated and allows for; <ul style="list-style-type: none">a 140/120L wet waste bin collected weekly; anda 240L dry waste bin collected fortnightly	\$400.00
Non-Residential A	This is the charge for the standard refuse collection service and allows for: <ul style="list-style-type: none">a 140/120L wet waste bin collected weekly; anda 240L dry waste bin collected fortnightly.	\$347.00
Non-Residential B	This is the charge for the standard refuse collection service when waste is not separated and allows for; <ul style="list-style-type: none">a 140/120L wet waste bin collected weekly; anda 240L dry waste bin collected fortnightly	\$400.00
Non-Residential C	This is the charge for the standard refuse collection service and allows for: <ul style="list-style-type: none">a 240L wet waste bin collected weekly.	\$347.00

2. Additional Collection Services for the Cassowary Coast Regional Council for 2020/2021 shall be:

Service	Description	Amount per Service
Additional Dry Waste A	This is an additional 240L dry waste bin collected on the same day as the standard dry waste bin.	\$73.00
Additional Dry Waste B	This is an additional 240L dry waste bin collected on the same day as the standard dry waste bin when waste is not separated	\$126.00

8.3 WASTE MANAGEMENT CHARGES FOR MULTIPLE SERVICES PER WEEK

For non-residential customers there is an option to receive multiple refuse collection services per week. These refuse collection services for 2020/2021 shall be:

Service	Description	Amount per Service
Non-Residential A2	This is a Non-Residential A Service that is collected two times per week	\$694.00
Non-Residential A3	This is a Non-Residential A Service that is collected three times per week	\$1,041.00
Non-Residential B2	This is a Non-Residential B Service that is collected two times per week	\$798.00
Non-Residential B3	This is a Non-Residential B Service that is collected three times per week	\$1093.00
Non-Residential C2	This is a Non-Residential C Service that is collected two times per week	\$694.00
Non-Residential C3	This is a Non-Residential C Service that is collected three times per week	\$1,041.00
Additional Dry Waste A2	This is an Additional Dry Waste A Service that is collected two times per week	\$147.00
Additional Dry Waste A3	This is an Additional Dry Waste A Service that is collected three times per week	\$221.00
Additional Dry Waste B2	This is an Additional Dry Waste B Service that is collected two times per week	\$252.00
Additional Dry Waste B3	This is an Additional Dry Waste B Service that is collected three times per week	\$378.00

8.4 STATE GOVERNMENT WASTE LEVY

The Queensland Government introduced a waste levy for Commercial operators in 2019/2020. The increase to the waste levy imposed has been deferred and will therefore be charged at \$75.00 per tonne for waste disposed of to Landfill for the period 1 July 2020 to 31 December 2020; and \$80.00 per tonne for waste disposed of to Landfill for the period 1 January 2021 to 30 June 2021. This will be regulated and paid to the government by the quantity of waste received at our landfill sites.

The Queensland Government has committed to implementing the waste levy with no direct impact on households. For this to occur, our Council will be provided advance payments to cover the cost of the levy on domestic waste going to landfills.

9. GENERAL INFORMATION

9.1 COST-RECOVERY AND BUSINESS (I.E. COMMERCIAL) FEES AND CHARGES

Cost-Recovery fees are fixed by Council for any of the following:

- a. An application for, or the issue of, an approval, consent, licence, permission, registration or other authority under the Act;
- b. Recording a change of ownership of land;
- c. Giving information kept under the Act; and
- d. Seizing property or animals under the Act. The criterion used in establishing cost-recovery fees is the cost to Council for providing the service or taking the action for which the fee is charged.

Business (i.e. commercial) charges are for those services which Council provides and which are not cost-recovery fees.

The criteria used in establishing commercial charges is, as far as practicable, based on the user pays principle.

9.2 ISSUE OF NOTICES & DUE DATE FOR PAYMENT

For section 107(1) of the *Local Government Regulation*, rates notices for the 2020/2021 financial year will be issued half-yearly.

In accordance with section 118(1) of the *Local Government Regulation*, the due date for payment of rates and charges is thirty (30) days from the date of issue of the rate notice.

9.3 DISCOUNT

In accordance with section 130 of the *Local Government Regulation*, Council has determined that a discount of ten percent (10%) will apply to general rates only where:

- a. For the period 1 July to 31 December 2020; all rates and charges are paid in full by the due date for payment, being sixty (60) days after the date of issue of the rate notice;
- b. For the period 1 January to 30 June 2021; all rates and charges are paid in full by the due date for payment, being thirty (30) days after the date of issue of the rate notice; and
- c. All overdue rates and charges, including interest accrued thereon, have been paid in full.

In order to be eligible for the discount, payment must be received at the Council Office on or before the close of business on the last day of the discount period as set out on the rates assessment notice.

In addition to the allowance of discount on payments received on or before the last day of discount, discount will be allowed if the net amount stated on the rate assessment is paid under the following circumstances:

1. Where mail is received at any time after the first mail received on the morning of the first working day after the last day of discount, subject to the envelope clearly being post marked prior to the last day of discount as shown on the assessment notice. Envelopes must be held by the records staff until such time as the external auditors approve their destruction; or
2. When the net rates are paid directly into Australia Post, the banking system or Bpay system on or before the last day of discount (proof required); or
3. Where a ratepayer has paid their account prior to the discount closing date but has short paid by less than \$10.00, the ratepayer will still be entitled to their discount; or
4. Where there is an apparent accidental short payment of \$10.00 or more (ie: transposition error) of the amount due which has been paid on or before the due date, the allocation of discount will be considered on a case by case basis in the following manner:
 - The ratepayer will be advised to pay the shortfall within five (5) business days. If the shortfall is paid within this period, discount will be allocated.

Discount will not be allowed if payment is made by cheque and the cheque is subsequently dishonoured unless the rates are paid in full by alternate means within the discount period.

Discount will not be allowed where a rate or charge has been purposely excluded from the payment.

9.4 INTEREST ON OVERDUE RATES AND CHARGES

Section 133 of the Local Government Regulation 2012 has been amended to change the maximum interest rate which councils can apply to overdue rates and charges. Effective 1 July 2020, the maximum interest rate a council can apply to overdue rates and charges will be calculated annually using the Reserve Bank of Australia (RBA) Bank Bill Yield Rate.

The calculated maximum interest rate will be the Bank Yield Rate plus 8%. The Bank Yield Rate (3-month bank accepted bills monthly average) as at March of each year will be used to calculate the maximum rate of interest to apply for the following financial year.

The Bank Yield Rate as at March 2020 published by the RBA was 0.53%, hence the maximum interest rate for the 2020/2021 financial year will be 8.53%.

Section 133 of the Local Government Regulation (5) states: **bank bill yield rate**, for a day, means the monthly average yield of 90-day bank accepted bills published by the Reserve Bank of Australia for the month of March in the financial year immediately before the financial year in which the day occurs;

prescribed rate, for a day, means the rate that is the sum of—

- (a) the bank bill yield rate for the day, rounded to 2 decimal places; and
- (b) 8%.

Where a ratepayer has entered into a *formal* arrangement to pay rates and charges under Council's Rates Recovery Policy, no interest will be charged.

Any interest charge of less than \$10.00 on monthly calculation updates will be foregone if the debt has been paid within the period of the interest run.

9.5 RATE CONCESSIONS

In accordance with section 122(1) and 120(1) (c) and (d) of the *Local Government Regulation*, Council will grant the following concessions in accordance with its Rating Concessions Policy for concessions 'a to d' mentioned below, and Coronavirus (COVID-19) Financial Hardship Policy for 'e' as mentioned below:

- a. Pensioner Concessions;
- b. Community Organisation Concessions;
- c. Water Consumption Concessions; and
- d. Home Water Dialysis Concession.
- e. COVID-19 Sewerage Charge Concession for Business Owner Occupiers – this concession is subject to the Coronavirus (COVID-19) Financial Hardship Policy which will be reviewed for its continuity after 31st December 2020.

Council will allow the payment of rates and charges via a formal, general or informal payment arrangement where such arrangements meet the criteria outlined in Council's Rates Recovery Policy.

9.6 REFUNDS OF RATES AND CHARGES PAYMENTS

Council will only refund payments of rates and charges if the property has a credit balance.

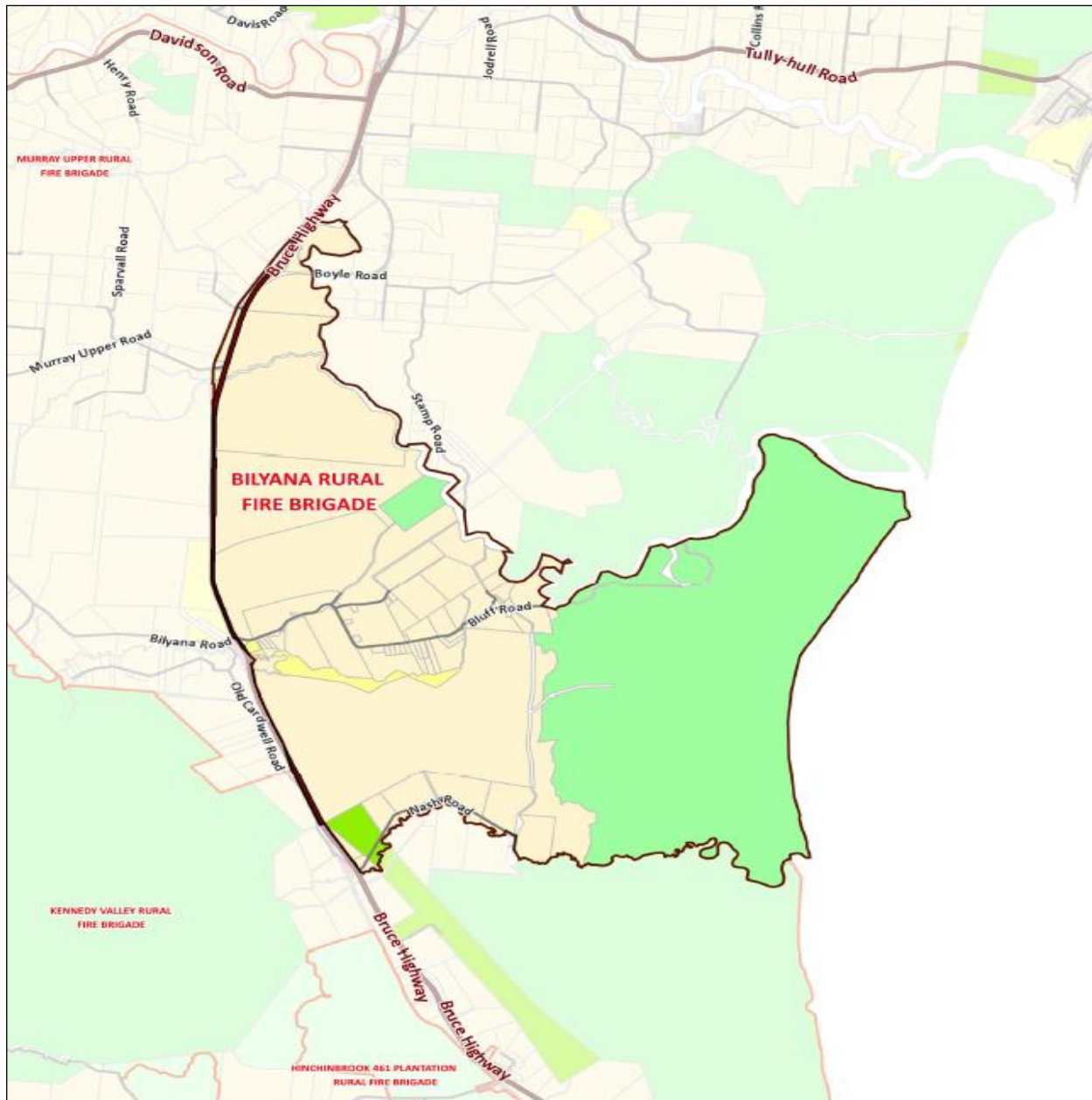
If an administration error has occurred and a credit adjustment is due, the statute of limitations is six (6) years under Section 10 of the *Limitation of Actions Act 1974*. Credits will not be processed relative to errors which have occurred more than six (6) years prior to the date of requested or anticipated refund.

SCHEDULE 1 – LAND USE CODES

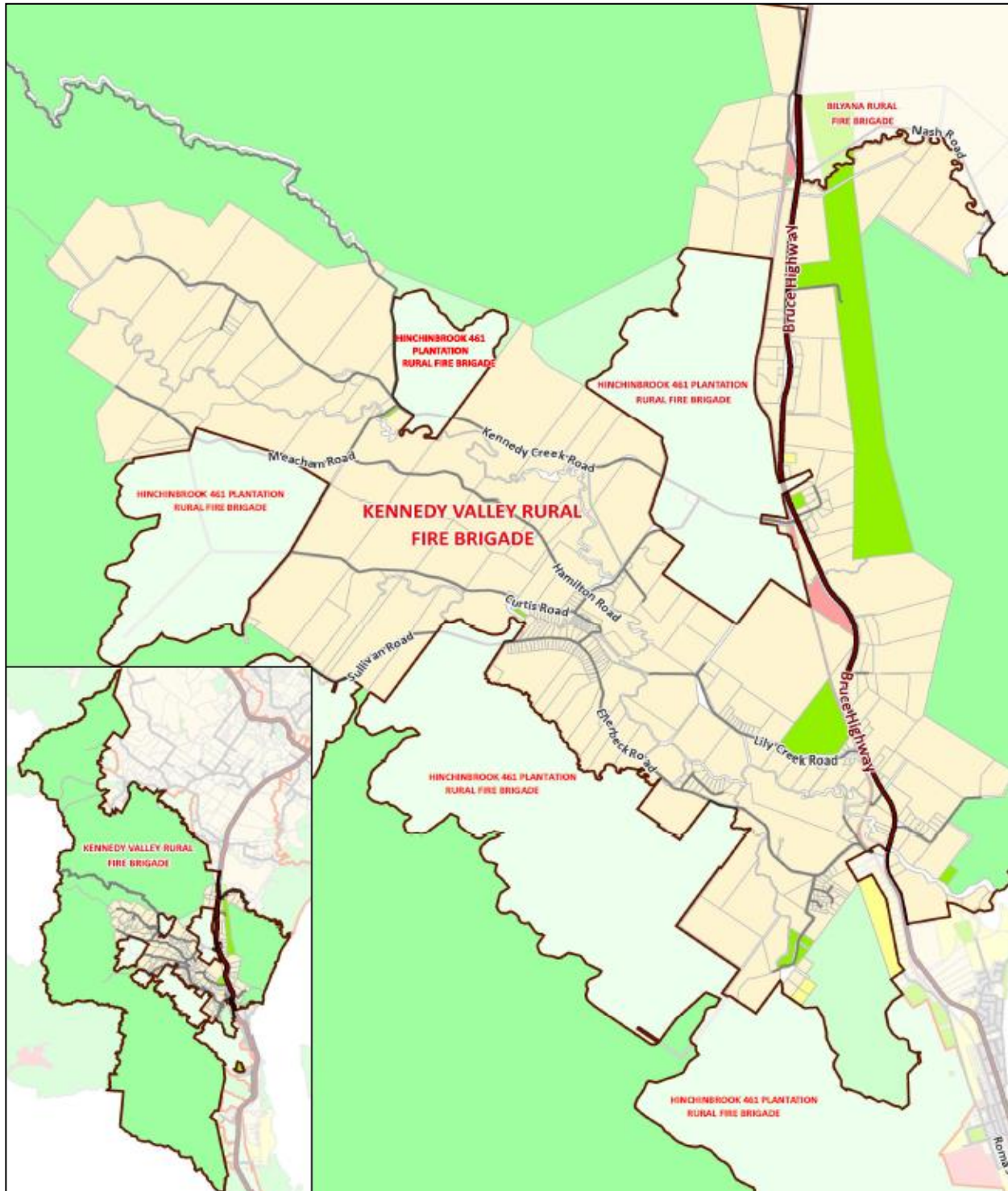
Urban Land use	Transport & Storage	Sheep Grazing	General
1 Vacant Urban Land <4000 m2	28 W'House & Bulk Stores	60 Sheep Grz- dry	96 Public hospital
Residential	29 Transport terminal	61 Sheep breeding	97 Welfare home/institution
2 Single unit dwelling <4000 m2	30 Service station	62 Not used	98 Secondary code only (if exclusive use is single dwelling or farming)
3 Multi- unit dwelling (Flats)	31 Oil depot & refinery	63 Not used	
4 Large Home site - vac => 4000 m2	32 Wharves	Cattle Grazing	
5 Large Home site -dwg => 4000 m2	33 Builders yard, contractors	64 Breeding	
6 Outbuildings	34 Cold stores- ice works	65 Breeding & Fattening	
7 Guest house/private hotel	Industrial	66 Fattening	
8 Building units	35 General industry 36 Light industry 37 Noxious / offensive industry (include Abattoir) 38 Advertising- Hoarding 39 Harbour Industries 40 Extractive	67 Goats	
9 Primary use only		Dairy Cattle	
9 Group Title		68 Milk- Quota	
Primary use only		69 Milk- No quota	
		70 Cream	
Retail Business/ Comm		Agricultural	
10 Comb. multi dwg & shops		71 Oil seed	
11 Shop single	Special Uses	72 Subdivided land - (LG rates valuation discount)	
12 Shops- group (More than 6 shops)	41 Child care ex k/garten	73 Grains	
13 Shopping group (2 to 6 shops)	42 Hotel/tavern	74 Turf Farms	
14 Shops- main retail (Central Business Dist)	43 Motel	75 Sugar cane	
15 Shops- Second retail (Fringe central business presence of service ind)	44 Nurseries (Plants)	76 Tobacco	
16 Drive in shopping centre	45 Theatres cinemas	77 Cotton	
17 Restaurant	46 Drive-in Theatre	78 Rice	
18 Special tourist attraction	47 Licensed club	79 Orchards	
19 Walkway	48 Sportsclubs/facilities	80 Tropical fruits	
20 Marina	49 Caravan parks	81 Pineapples	
21 Residential Institution (Non-medical care)	50 Other clubs (Non business)	82 Vineyards	
22 Car parks	Special Uses	83 Small Crops & fodder Irrig	
23 Retail Warehouse	51 Religious	84 Small crops & fodder – non irrig	
24 Sales area outdoors (Dealers - boats, cars, etc.)	52 Cemeteries (Include crematoria)	Other Rural Uses	
25 Professional offices	53 Secondary code only – Cwth Govt	85 Pigs	
26 Funeral parlours	54 Secondary code only – State Gov	86 Horses	
27 Hospitals, conv homes (Medical care)(Private)	55 Library	87 Poultry	
	56 S/Gnd, R/course, Airfield	88 Forestry & Logs	
	57 Parks, gardens	89 Animal Special	
	58 Educational include K/gtn	90 Stratum (secondary code only)	
	59 Secondary code only – Local Govt	91 Utilities	
		92 Defence Force Estab	
		93 Peanuts	
		94 Vacant rural land (Excl 01 & 04)	
		95 Reservoir, dams, bores	

APPENDIX A - RURAL FIRE BRIGADE - BENEFITED AREAS

MAP A - BILYANA RURAL FIRE BRIGADE AREA



MAP B - KENNEDY RURAL FIRE BRIGADE AREA



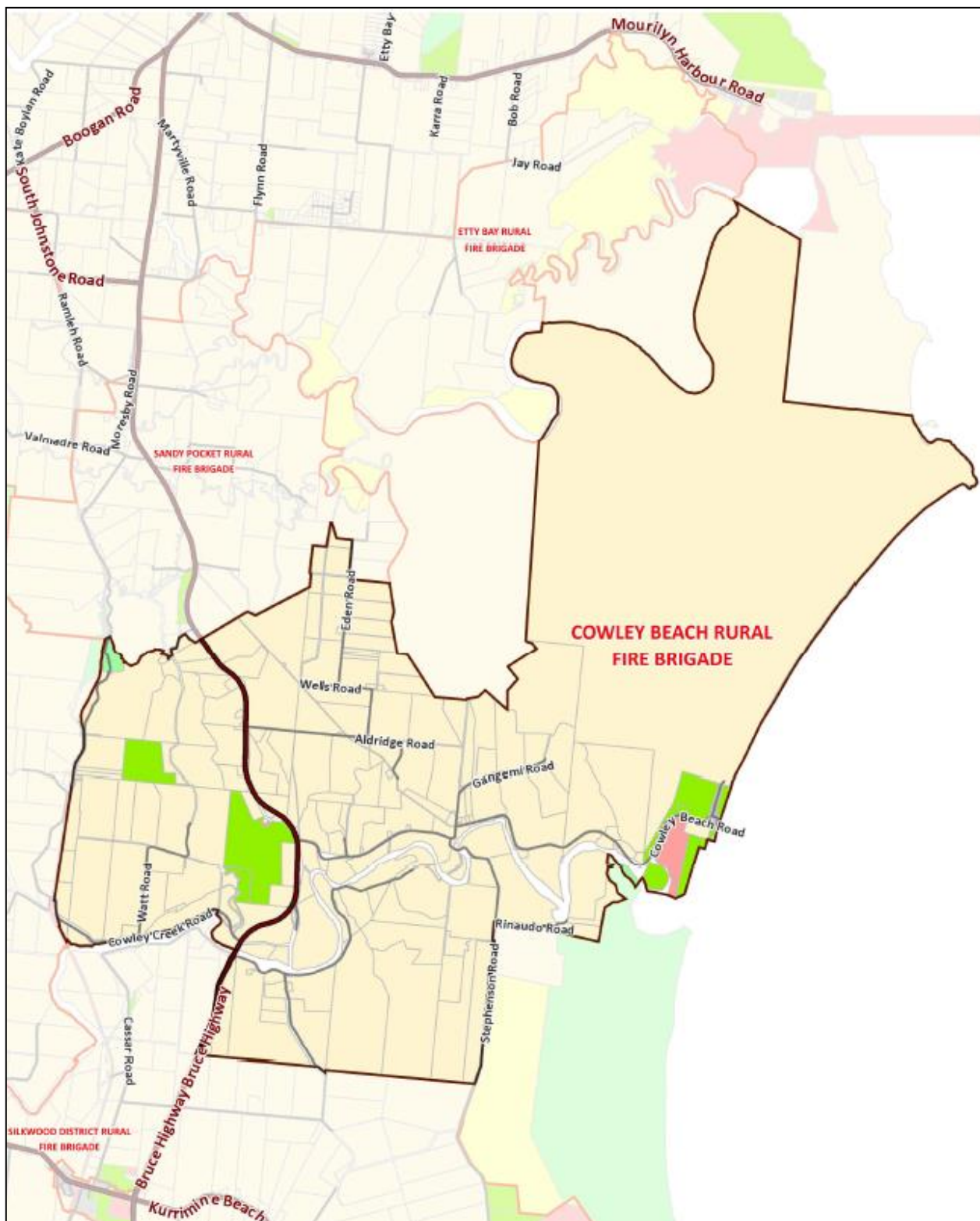
MAP C - MURRAY UPPER RURAL FIRE BRIGADE AREA



MAP D - MENA CREEK RURAL FIRE BRIGADE AREA



MAP E – COWLEY BEACH RURAL FIRE BRIGADE AREA



RATING CONCESSIONS POLICY

Policy Number: FIN019



7 July 2020

RATING CONCESSIONS POLICY

Category	Office of CFO – Rates	Policy number: FIN019
Related forms, policies and procedures	<ul style="list-style-type: none"> • Pensioner Rates Concession Application Form • Rates Based Assistance for Community Organisations Application Form • Water Consumption Concession Application Form • COVID-19 Sewerage Charge Concession Application Form 	
Key words	Pensioners, water consumption, community groups, home dialysis, COVID-19 Sewerage Charge	
Relevant legislation	<i>Local Government Regulation 2012, Chapter 4, Part 10</i>	
References and resources	Department of Human Resources	

Review due by	Manager Finance	Date: Annually
Approved by	Council Resolution B20007	Date: 7 July 2020
Approved by	Council Resolution B19012	Date: 27 June 2019

1.0 PURPOSE

The objective of this policy is to:

- provide transparency and equity in regards to eligible pensioners receiving a Council rates remission;
- provide guidance in dealing with requests for a reduction in the water consumption charge, where a genuine leak on a property has occurred;
- establish a policy for the provision of rates based financial assistance for community organisations including, not for profit, community, recreation and sporting organisations;
- assess applications from consumers who incur increased water consumption due to the use of a home dialysis machine.
- Establish a policy for the provision of COVID-19 financial hardship for business owner occupiers for a sewerage charge concession.

2.0 SCOPE

This policy applies to:

- (a) property owners whereby Council will consider providing the pension concession to eligible pensioners to receive the Council rates remission;
- (b) circumstances under which Council will provide a rating concession to eligible community organisations;
- (c) establishing guidelines for the staff and the public regarding the provision of a concession to ratepayers.

2.1 Responsibility

All Council employees must comply with this policy and are responsible for giving effect to it.

3.0 DEFINITIONS AND PRINCIPLES

AMR – Automatic Meter Reading Device - 'Smart Water Meter Device' that is fitted to a standard water meter allowing Council to monitor water consumption.

Applicable Water Charges - this includes all charges approved by Council in respect of water consumption throughout the region including excess water charges where applicable.

Average Water Consumption: Based on the average water consumption over the past two years for the current owner of the property and not including the current usage. Where two years water consumption history is not available, Council will determine an average amount based upon current available data.

Community Organisation: Is a not for profit organisation which:

- (a) exists primarily to undertake community service activities; or
- (b) undertakes sporting or recreational activities and relies on player fees and/or community fundraising only; or
- (c) exists primarily to undertake community service activities and receives on-going Federal or State Government funding support for the organisation's operations; or
- (d) is the owner of a cultural icon which is a tourist attraction and to which the public is given access for no fee or charge.

Concealed Leak: A leak in the water supply pipe to a property on the property owner's side of the water meter either underground, under or within concrete or paving, or underneath a structure where the leak was not apparent and the occupant could not reasonably be expected to know of its existence.

Marginal Water Unit Rate: This represents the variable cost of supplying water including pumping, treatment and a proportion of recurrent operating cost as determined by Council each year.

Pensioner Concession Card: A Queensland "Pensioner Concession Card" issued by Centrelink, on behalf of the Department of Human Services, or the Department of Veterans' Affairs, or a Queensland 'Repatriation Health Card – For all conditions' (Gold Card) issued by the Department of Veterans' Affairs.

Property Owner: The person or organisation that owns, leases land, or is the primary occupier of the land.

Rating Concession: This is a concession granted to an approved Community Organisation and will be applied in line with Chapter 4, Part 10 of the *Local Government Regulation 2012*.

Water Leak: A leak that has occurred from the Council water meter to the customer's property. Tap leaks, pool leaks, hot water system leaks, leaks in the showers, bathroom, toilets, any walls in the building, irrigation systems or in any area other than in the main supply pipe are not covered under this policy.

Suspected Water Leak Notice: A notice that is sent to the property owner(s) indicating a potential water leak at the property, and, if found that there is a leak, requests that the leak be repaired by a licensed plumber within thirty (30) calendar days.

4.0 PROCEDURE

4.1 CONCESSION FOR PENSIONER

Pensioners who are eligible must meet the following criteria:

- (a) All applications for remission must be in writing on the prescribed form and contain a declaration as to the accuracy of the information contained therein;
- (b) If the property is in joint names, all applicants must produce the required information;
- (c) Eligible Pensioners who are co-owners of an eligible property in conjunction with persons who are not eligible pensioners, shall be entitled to pro-rata rate concession based on their share of the property;
- (d) Proof of pension must be produced at time of application;
- (e) The property in respect of which the rates are levied must be the principle place of residence of the pensioner and the pensioner must actually reside on the property (i.e. a life tenant cannot reside in a nursing home and claim the subsidy, as may occur with ordinary home ownership);
- (f) The applicant/s must be the holder/s of a current Centrelink Queensland Pensioner Concession Card or a Veterans' Affairs Gold Card or Veterans' Affairs Pensioner Concession Card. The cards that do not qualify for a remission are Seniors Cards, Health Care Cards, Health Benefits Cards, and Repatriation Health Cards for specific conditions.

- 4.1.1 Where a pensioner for reasons of ill health or infirmity (e.g. poor health, feeble in body or health, physically weak, especially through age) resides some or all of the time in alternative accommodation such as a nursing home or similar type of accommodation (where personal care is available on site and provided as required), or with family or friends, the residence may be regarded as the 'principal place of residence' if it is not occupied on a paid tenancy basis during the absence of the approved pensioner owner/s'.
- 4.1.2 Life Tenant/s under a Will with responsibilities to pay all rates and charges must produce a certified copy of the Will stating the applicant is a life tenant and responsible for payment of rates.
- 4.1.3 Once an application for remission is approved, it shall remain in force from year to year without further renewal whilst the person remains owner/occupier of the property in question.
- 4.1.4 Where an applicant's circumstances alter, it is incumbent upon the applicant to notify the Council. Council will conduct periodic audits to verify current entitlements.
- 4.1.5 In order to receive a concession in the first rating period commencing 1 July in any year, Council must receive applications no later than 30 June. To receive the concession in the second rating period commencing 1 January in any year, Council must receive the application no later than 31 December.
- 4.1.6 Late applications received after the closing date and before either 31 March or 30 September of that rating period, applications may be considered provided the applicant/s meet all of the eligibility requirements at the commencement of the rating period. For ratepayers who are new eligible pensioners, the concession will be considered from the date on the concession card.

- 4.1.7 Where a pensioner is receiving concession in respect of a property owned by that person and the person dies, Council concession will cease at the end of the rating period. When the property title is transferred under a will to a beneficiary who qualifies for Council concessions, that person will be granted concessions retrospectively from the end of the rating period after the date of death.
- 4.1.8 Pensioners who meet the eligibility requirements of the Queensland State Government's Pensioner Remission Policy may receive up to **50% remission** off the general rates with a maximum of **\$300.00 per annum**.

4.2 CONCESSION FOR WATER CONSUMPTION

- 4.2.1 Customers who are receiving a metered water connection from Cassowary Coast Regional Council are responsible for water consumed through the water meter. The internal water reticulation infrastructure within the property boundaries is the responsibility of the landowner and should be maintained in good condition and regularly monitored for deterioration.
- 4.2.2 To ensure that any water leaks are detected early, the landowner is responsible for monitoring water consumption as recorded on the water meter. Council recognises that leaks can occur and can go for long periods without being detected and cause considerable financial difficulties for the property owner.
- 4.2.3 A reduction in water consumption may be permitted when all of the following conditions have been met:
- (a) The leak was a concealed leak;
 - (b) The owner or resident can demonstrate that all possible action was taken as soon as a leak was suspected;
 - (c) The property owner provides a copy of the plumber's account and receipt for work undertaken to repair the concealed leak and a written statement by the plumber on the nature of the leak and actions to repair including materials used in the repair;
 - (d) An application for water concession is lodged with Council as soon as the leak is repaired to enable early confirmation.

A reduction in water charges will be granted only twice within a five year period per property per owner with no further applications being considered.

- 4.2.4 Following the assessment of the application, Council may undertake water meter reads to confirm the leak has been repaired.
- 4.2.5 A concession will be provided based on the ratepayer paying the marginal cost of the additional water usage in lieu of the approved water charges. The calculation for this concession is outlined below:
- (a) Total water consumption during the period when the concealed leak became evident;
 - (b) Less average water consumption (2 years prior; or where this is not possible, an estimated average household consumption as calculated by Council officers);
 - (c) Equals additional water usage;
 - (d) The marginal water unit rate is applied to the additional water usage to calculate the marginal fees payable;
 - (e) The total water charged less the marginal fees and less the average water consumption fee represents the concession;
 - (f) If in the opinion of the Council there are exceptional circumstances which warrant the approval of an application of a property owner that is not eligible under the terms of this policy, Council

may resolve to grant a concession considered reasonable. The reason for council's decision will form part of its resolution.

4.3 CONCESSION FOR WATER CONSUMPTION FOR SMART METERS (AMR INSTALLED)

4.3.1 Customers who are receiving a metered water connection from Council are responsible for water consumed through the water meter. The internal water reticulation infrastructure within the property boundaries is the responsibility of the landowner and should be maintained in good condition and regularly monitored for deterioration.

4.3.2 A reduction in water consumption may be permitted when all of the following conditions have been met:

- (a) The leak was a concealed leak;
- (b) The owner or resident can demonstrate that all possible action was taken as soon as a leak was suspected;
- (c) The property owner provides a copy of the plumber's account and receipt for work undertaken to repair the concealed leak and a written statement by the plumber on the nature of the leak and actions to repair including materials used in the repair;
- (d) An application for water concession is lodged with Council as soon as the leak is repaired to enable early confirmation.

A reduction in water charges will be granted only twice within a five year period per property per owner with no further applications being considered.

4.3.3 Following the assessment of the application, Council may undertake water meter readings to confirm the leak has been repaired.

4.3.4 A concession will be provided based on the ratepayer paying the marginal cost of the additional water usage in lieu of the approved water charges. The calculation for this concession is outlined below:

- (a) Total water consumption during the period when the concealed leak became evident;
- (b) Less average water consumption (2 years prior; or where this is not possible, an estimated average household consumption as calculated by Council officers);
- (c) Equals additional water usage;
- (d) The marginal water unit rate is applied to the additional water usage to calculate the marginal fees payable;
- (e) The total water charged less the marginal fees and the average water consumption fee represents the concession;
- (f) If in the opinion of the Council there are exceptional circumstances which warrant the approval of an application of a property owner that is not eligible under the terms of this policy, Council may resolve to grant a concession considered reasonable. The reason for council's decision will form part of its resolution.

4.4 CONCESSIONS FOR COMMUNITY ORGANISATIONS

4.4.1 To be eligible for funding under this policy, the community organisation must:

- (a) Be a Community Organisation, as defined in this policy;

- (b) In its constitution, clearly prohibit any member of the organisation making a private profit or gain either from the ongoing operations of the organisation or as a result of the distribution of assets if the organisation is wound up (this condition does not apply to the owner of a cultural icon);
- (c) Operate within the boundaries of the Cassowary Coast Regional Council;
- (d) Be liable to pay the rates and charges for which the concession is sought;
- (e) Not utilise gaming machines to raise revenue;
- (f) Not use the property for residential purposes unless utilised for an aged care facility or short-term accommodation for homeless and at risk persons;
- (g) Not rent, hire or lease the land to a third party for a purpose that is not the core business of the community organisation; and
- (h) Lodge an application on the approved form as detailed in section 4.4.4 of this policy.

4.4.2 A property owner that meets the criteria in section 4.4.1 will be categorised in one of the following categories:

- (a) Category 1 - A Community organisation which relies mainly on volunteer labour.
- (b) Category 2 - A Community organisation which:
 - (i) has a high level of paid labour, a low level of volunteer labour and provides a substantial community benefit; or
 - (ii) are in receipt of either Federal or State Government funding.
- (c) Category 3 - An owner of a cultural icon which is a tourist attraction and to which the public is given access for no fee or charge.

4.4.3 Council may provide a rating concession to properties that meet the criteria in section 4.4.1. The level of assistance provided for a property owner categorised under section 4.4.2 of this policy will be:

Category	General Rates	Separate Rates	Sewerage	Maximum Concession
General	General			
Category 1	100%	100%	*75%	No Max
Category 2	100%	100%	0%	\$2,000.00
Category 3	100%	100%	0%	\$1,500.00

*If there are no general rates levied to the property owner, a concession on Sewerage charges may apply.

4.4.4 In relation to concessions for Community Organisations

- (a) An approval for assistance provided under this policy will cover a two year period;
- (b) An application using the approved form must be lodged by 31 May prior to the first of the two financial years for which assistance is being sought;
- (c) Supporting documentation must be attached to the application form. The documentation must include:
 - (i) A copy of the constitution of the organisation;
 - (ii) Audited financial statements for the two previous years;
 - (iii) Any other relevant information supporting that the organisation is not for profit entity or otherwise exists for a public purpose.
- (d) Concessions are not available for vacant land or in circumstances where an organisation does not fulfil its lease obligations;

- (e) An approved rating concession will be applied directly to the property and the successful property owner will be provided with a credit on each half yearly rates notice;
- (f) If in the opinion of the Council there are exceptional circumstances which warrant the approval of an application from a not for profit community, recreational and sporting organisation for rates based assistance, notwithstanding the organisation is not eligible under the terms of this policy, Council may resolve to grant a concession considered reasonable. The reasons for Council's decision will form part of its resolution;
- (g) Where the applications for assistance exceed the budget allocation made by Council, concessions may be reduced on a fair basis as determined by Council.
- (h) It is the organisations responsibility to notify Council of any changes to the organisation which may affect their eligibility for the concession, at which time the concession would be reviewed.

4.5 CONCESSION FOR HOME WATER DIALYSIS

- 4.5.1 A non-chargeable water allowance of up to 190kl per year will be granted to those patients on a home renal dialysis machine. A concession to eligible applicants will be applied on a pro-rata basis only for the period the dialysis occurred, up to a maximum of 95 kilolitres per 6 monthly levy period.
- 4.5.2 Consultation has been undertaken previously with both the Kidney Organisation of Australia and the Cairns Base Hospital Haemodialysis Unit requesting guidance as to the likely water consumption directly attributed to the operation of a home dialysis unit.

This information is based upon that advice as outlined in the Schedule one and two located at the end of this policy. It is important to note that Schedule one are estimates only, and have been based on the least conservative assumptions provided. Schedule two uses these factors to calculate an approximate and likely level of water employed solely for the purposes of operating a home dialysis unit. However, actual water consumption from usage will be dependent on the specific machine used along with the type and frequency of treatment described.

4.5.3 Eligibility

To be eligible, the following must occur:

- (a) An application form from Council must be completed by the applicant;
- (b) The patient to provide documentation that the treatment is being undertaken on the property including commencement date of the treatment and if applicable the date the renal dialysis ended;
- (c) The application form must be received by Council prior to the end of the discount period of the first concession being applied;
- (d) Applicants must reapply every three years.

4.5.4 Application for Concession Approval

- (a) If the application for concession is approved, the water consumption and consequent charges will be adjusted accordingly and payable annually in July of the following financial year;
- (b) The concession is calculated on the basis of the number of sessions per week as shown in Schedule two below;
- (c) It is the responsibility of the applicant to advise Council if home renal dialysis is no longer undertaken on the premises.

SCHEDULE ONE - REFER TO 4.5.2

Assumptions		
1	Frequency of treatment	5-6 treatments per week
2	Length of each treatment <i>Assuming:--</i> -30 minutes hot rinse before treatment -4 hours treatment -30 minutes disinfection post treatment	5 hours per treatment
3	Total water usage per treatment <i>Assuming:-</i> -water consumption of +/- 1500mls/minute reject water from the reverse osmosis -water consumption of +/- 1500mls/minute dialysate flow rate	600 litres

SCHEDULE TWO - REFER TO 4.5.2

Estimated Usage Calculation		
2	Litres per minute	
300	Minutes per session	
600	Litres per session	
3,600	Litres per week	
3.6	Kilolitres per week	
187	Kilolitres per year	

4.6 COVID-10 SEWERAGE CHARGE CONCESSION FOR BUSINESS OWNER OCCUPIERS

This concession is subject to the COVID-19 Financial Hardship Policy which will be reviewed for its continuity after 31st December 2020. For further information, refer to the COVID-19 Financial Hardship Policy to view eligibility and criteria.

INVESTMENT POLICY

Policy Number: FIN015



7 July 2020

INVESTMENT POLICY

Category	Office of CFO	Policy number: FIN015
Related forms, policies and procedures	Financial Accounting Standards	
Key words	Investment, surplus, cash	
Relevant legislation	<ul style="list-style-type: none"> Statutory Bodies Financial Arrangements (SBFA) Act 1982 Statutory Bodies Financial Arrangements (SBFA) Regulation 2007 Local Government Regulation 2012 	
References and resources	Queensland Treasury Corporation (QTC)	

Review due by	Manager Finance	Date: Annually
Approved by	Council Resolution B20008	Date: 7 July 2020
Approved by	Council Resolution B19005	Date: 27 June 2019
Approved by	Council Resolution B1805	Date: 26 June 2018
Approved by	Council Resolution B1704	Date: 26 June 2017
Approved by	Council Resolution B1604	Date: 18 July 2016

1.0 PURPOSE

To set guidelines and boundaries for the investment of Cassowary Coast Regional Council surplus cash balances which meet the requirements of the Statutory Bodies Financial Arrangements (SBFA) Act 1982 and its regulation.

Support Council's investment and risk philosophy and provide a sequential process to be followed in undertaking investment activities.

Maximise earnings from authorised investments of cash holdings after assessing market and liquidity risks

2.0 SCOPE

This policy applies to the investment of all cash holdings of the Cassowary Coast Regional Council.

Authority for implementation of the Investment Policy is delegated by Council to the Chief Executive Officer in accordance with the Local Government Act 2009, Section 257 (1)(b) - Delegation of Local Government powers.

Authority for the day-to-day management of Council's Investment Portfolio is to be delegated by the Chief Executive Officer to the Manager Finance and subject to regular reviews with the Chief Financial Officer and Chief Executive Officer.

3.0 DEFINITIONS AND PRINCIPLES

Surplus Cash Balances: Surplus cash balances are Council's cash holdings available for investment at any one time after consideration of the amount and timing of Council's cash flow needs. Surplus cash balances do not include Council's trust account balances which are to be invested in at call deposits.

Authorised Investments: Authorised investments are as permitted under the SBFA Act 1982, and in accordance with the Category 1 Investment Powers applicable to Cassowary Coast Regional Council under the SBFA Regulation 2019.

Prescribed Investment Arrangements: Investments listed at Schedule 6 of the SBFA regulation 2019.

4.0 PROCEDURE

4.1 INVESTMENT RISK PHILOSOPHY

Council maintains a conservative and risk averse investment philosophy for its surplus cash investments.

4.2 INVESTMENT PHILOSOPHY, OBJECTIVE AND STRATEGY

As the custodian of public monies Council chooses to secure its capital base but takes the opportunity to produce revenue from the asset as far as possible within established risk adverse constraints. This policy outlines the strategy to achieve that intent.

4.3 POLICY STATEMENT

In investing Council's surplus cash balances, regard must be had to the following points.

4.4 PRUDENT PERSON STANDARD

Officers responsible for investing local government funds must act with a duty of care, skill, prudence and diligence that a prudent person would exercise when investing and managing their own funds.

4.5 RANGE OF INVESTMENTS

Cassowary Coast Regional Council has Category 1 investment power under the SBFA Act 1982.

A category 1 investor is permitted to invest at call or for a fixed period of no more than one year in the following ways:

- Deposits with a financial institution;
- Investment arrangements accepted, guaranteed or issued by or for the Commonwealth or a State or a financial institution;
- Other investment arrangements secured by investment arrangements accepted, guaranteed or issued by or for the Commonwealth or a State or a financial institution;
- Investment arrangements, managed or offered by QIC or QTC, prescribed under a regulation of the SBFA Act 1982;
- An investment arrangement with a rating prescribed under a regulation of the SBFA Act 1982;
- Other investment arrangements prescribed under a regulation of the SBFA Act 1982.

All investments must be denominated in Australian Dollars and undertaken in Australia.

The QTC cash fund, QTC Capital Guaranteed Cash Fund, QTC Debt Offset Facility, QTC Fixed Deposit (up to 12 months) and the QTC Working Capital Facility are prescribed investment arrangements. Standard and Poor's (Australia) Pty Ltd ratings of A-1+, A-1, AAm or AAAm are prescribed ratings.

4.6 ASSESSMENT OF SURPLUS CASH BALANCE

Surplus cash balances must be determined in accordance with Council's finance procedure.

4.7 CREDIT RISK GUIDELINES

The minimum and maximum investment surplus cash within any line of credit risk must conform to the following Table A in order to diversify the risk. When placing investments, consideration will be given to the relationship between credit rating and interest rate.

Table A: Credit Risk Guidelines

Long-term credit rating#	Short-term credit rating#	Minimum of total investments	Maximum % of total investments	Maximum Term for Fixed Term Investments Only
QTC Capital Guaranteed Cash Fund		0	100	1yr
AAA	A-1+	0	100	1yr
AA	A-1+	0	100	1yr
A+ to A	A-1	0	75	9 months
BBB+ to BBB	A-2	0	50	6 months
BBB-	A-3	0	25	6 months
# Most recently available credit ratings from Standard & Poor's.				

In addition:

- before rollover of existing investments or undertaking new investments the credit rating of the investment institutions used or intended to be used by Council should be assessed;
- in the event of published economic downturn or instability the credit rating of the investment institutions used by Council should be reassessed and remedial action taken if necessary;
- the website of the Queensland Treasury Corporation may be used to assist with financial institutions credit ratings.

4.8 QUOTATIONS FOR FAIR VALUE

At least three (3) written quotations must be obtained and noted from authorised institutions when investing surplus cash, however this requirement does not apply to investing within the prescribed investment arrangements.

In general, financial institutions with lower credit ratings have a higher credit risk and therefore, the interest rate received on the investment should be higher reflecting the higher level of risk.

The quotes received should be considered relative to the assessed risk of the financial institution. The fair value calculator provided by QTC may be used to assist with this evaluation.

4.9 TERM OF MATURITY

The term of maturity of the surplus cash investment must be determined taking into consideration Council's future cash flow needs, credit risk guidelines and the prevailing outlook regarding interest rates.

The term cannot exceed 1 year for any investment.

4.10 REPORTING REQUIREMENTS

An Investment Register must be updated weekly and forwarded to the Manager Finance to ensure investment opportunities are identified to maximise return on investment.

DEBT POLICY

Policy Number: FIN007



7 July 2020

DEBT POLICY

Category	Office of CFO – Finance	Policy number: FIN007
Related forms, policies and procedures	Long Term Financial Plan	
Key words	Borrowing, debt	
Relevant legislation	<ul style="list-style-type: none"> Local Government Regulation 2012 Statutory Bodies Financial Arrangements Act 1982 Statutory Bodies Financial Arrangements Regulation 2019 	
References and resources	Queensland Treasury Corporation	

Review due by	Finance	Date: Annually
Approved by	Council Resolution B20009	Date: 7 July 2020
Approved by	Council Resolution B19004	Date: 27 June 2019
Approved by	Council Resolution B1804	Date: 26 June 2018

1.0 PURPOSE

To establish the policy framework for Council to borrow money to fund budgeted capital expenditure and will state:

- new borrowings planned for the current financial year and the next ten (10) financial years; and
- the time over which the local government plans to repay existing and new borrowings.

2.0 SCOPE

This policy applies to all forms of borrowing undertaken by Council.

3.0 PROCEDURE

3.1 EXTERNAL LOANS

- (a) Council will only borrow in circumstances where there are insufficient funds available from revenue, grants, subsidies or specific reserves primarily established to fund capital works;
- (b) Council will endeavour to fund all capital renewal project from operating cash flows and borrow for new or upgrade capital projects, having regard to sound financial management principles and giving consideration to inter-generational equity for the funding of the long term infrastructure projects;
- (c) Borrowing will be undertaken in accordance with Queensland Treasury Corporation guidelines and the *Statutory Bodies Financial Arrangements Act 1982*;
- (d) Borrowing will be for a period which is less than or equal to the estimated useful life of the related asset(s) however in the case of road, water and sewerage infrastructure with useful lives ranging from 20 to 60 years the term will be limited to between 10 and 20 years unless longer terms are recommended by the Queensland Treasury Corporation;
- (e) Detailed capital works and Asset Management Plans for the next 10 years together with the 10 year financial forecast (Long Term Financial Plan) will provide the basis for determination of funding options;
- (f) Council will use the Queensland Treasury Corporation for the management of its long term debt facilities;
- (g) Borrowing planned for the next 10 financial years will be based on estimated new capital expenditure provided to Queensland Treasury Corporation;
- (h) There is no new debt proposed for the next 10 years.

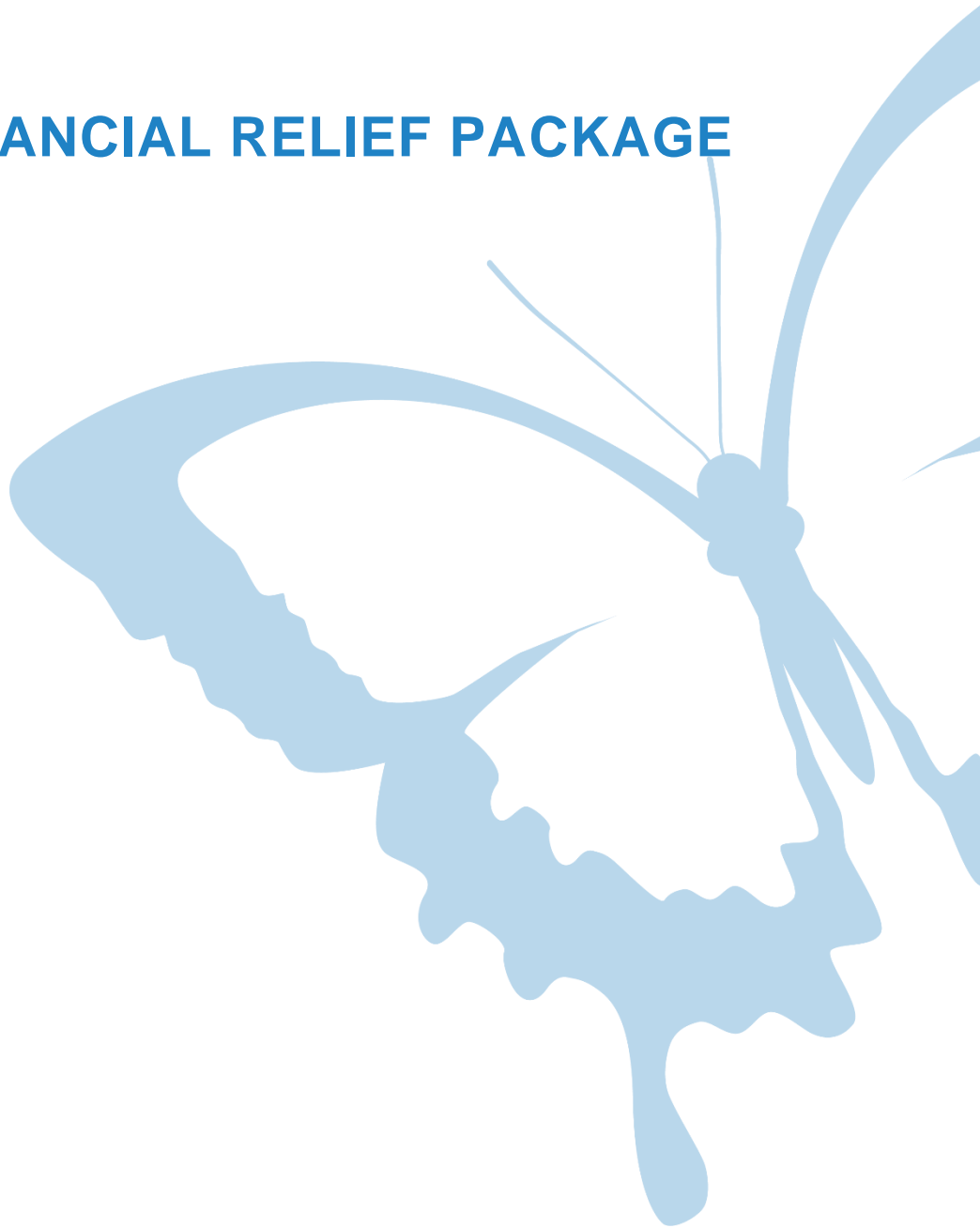
3.2 INTERNAL LOANS

- (a) The provision of internal loans will depend on the availability of excess Council funds and the capacity of the internal business unit to repay the loan;
- (b) All applications for internal loans will be made by reference to the Finance Section for consideration in accordance with the Long Term Financial Plan;
- (c) The term of the loan will be limited to 5 to 20 years unless determined otherwise.
- (d) In all cases, where business units are subject to the provisions of the National Competition Policy, the cost to the business unit will be no less than what would apply to an equivalent private sector business. The interest rate will be the sum of:
 - (i) the equivalent QTC borrowing rate for the proposed term;
 - (ii) the QTC administration charge; and
 - (iii) an additional margin as determined by Finance (if required)

At the end of the 2019/20 financial year, Council did not hold any outstanding debt.

COVID-19 FINANCIAL RELIEF PACKAGE

Report



7 July 2020

COVID-19 FINANCIAL RELIEF PACKAGE

EXECUTIVE SUMMARY

As a result of the Coronavirus (COVID-19) pandemic, the Cassowary Coast regional community, business and industries have been impacted and will continue to be impacted until the pandemic is under control. This report details a package of measures designed to reduce the financial burden to business and the community during this pandemic.

RECOMMENDATION

“That Council:

1. Approve the following changes to the adopted fees and charges for the 2020/21 Financial Year:

- **100% discount to the annual membership fees for the Visitor Information Centre**
- **100% discount to green waste mulch loading fees**
- **50% discount be provided to Sporting and Community groups for annual and seasonal fees**
- **50% discount be provided to Commercial/Recreational activities and permits**
- **50% discount provided on annual Food Licences**
- **50% discount to Liquid Waste Contractor Permit Fees**
- **50% discount on Prescribed Activity annual permits**
- **100% discount on the fee to refund of monies in credit or associated with incorrect payment allocation until 31st December 2020.**

2. Adopt the revised Financial Hardship Policy and note additional sewerage related concessions available for business owner occupiers (refer to section 5.0 of the policy).

3. Note the increase in the discount period from 30 days to 60 days for the first rating period in August 2020.”

BACKGROUND

International, national, state and local economies and communities continue to be impacted by the effects of the COVID-19 pandemic. Following declarations by the World Health Organisation, state and federal governments have enforced a large number of restrictions resulting in impacts to the way communities and economies can operate. In recognition of this Council has previously initiated several measures to assist the community including:

- Placing a hold on debt recovery until 30 June
- Refunding fees related to event permits and bookings
- Reduced payments for suppliers from 30 days to 14 days
- Providing assistance to Community Housing in sourcing supplies
- Council libraries increasing eLearning catalogues and online services
- Waiving green mulch loading fees
- Waiving fees associated with the request for refund of monies in credit related to rates
- Opportunity for rate payers to enter into payments plans for outstanding rates
- Adoption of a financial hardship policy

In addition to the above measures, Council has determined the need for further financial relief measures to be available to the community and business. The following measures have been incorporated into the 2020/2021 budget.

Note 1: Visitor Information Centre annual memberships

Annual membership fees payable to the Visitor Information Centres to be free of charge for 2020/21 financial year. This will assist tourism related businesses which have been severely impacted by the restrictions on travel both domestically and internationally.

Note 2: Green waste Mulch Loading Fee

The green waste mulch loading fees will continue to be free of charge for 2020/21 which is designed to assist all ratepayers (domestic and commercial).

Note 3: Sewerage – Pedestal Charges

Referencing the revised COVID-19 Financial Hardship Policy (attached), Tourism accommodation businesses such as Hotels, Motels, Caravan Parks and Clubs have been severely impacted by restrictions on travel. In recognition of this hardship, Council will provide assistance to these businesses (by way of a concession on the additional pedestal sewerage charge for the first rating period of 2020/21 for those who meet the eligibility criteria and lodge an application as stated in the Policy.

Note 4: Annual and Seasonal Charges

Sporting and community groups have been impacted by restrictions on their activities, particularly winter sporting clubs. Accordingly, these groups will have their annual and seasonal fee provided at no cost for six months. This 50% discount will result in savings for these affected groups.

Note 5: Commercial/Recreation Activities and Permits

To further assist tourism related businesses in the region, commercial and recreation permits will be free of charge for six months. It is a requirement that applications for permits are sent to Council in order to obtain the 50% discount on the fee.

Note 6: Food Licences

Businesses in the hospitality industry have been severely impacted by COVID19 restrictions with many businesses forced to change their business model or close. In recognition of the severe financial hardship suffered by these businesses, Council will provide a 50% discount on the annual food licence in 2020/2021. It



is a requirement that applications for licences are sent to Council in order to obtain the 50% discount on the fee.

Note 7: Liquid Waste Contractor Permit Fee

Trade waste contractors will be assisted by having their annual contractor permit fees discounted by 50% for the 2020/2021 financial year.

Note 8: Prescribed Activities Annual Permits

Those businesses that are subject to prescribed activities permits will have the cost of the permits discounted by 50% for the 2020/2021 financial year. This is estimated to provide benefits to these permit holders, however, it is a requirement that applications for permits are sent to Council in order to obtain the 50% discount on the fee.

Note 9: Request Refund of Monies in Credit/Transfer of Incorrect Payment allocation Fee

If a payment is made against an incorrect assessment or an assessment is overpaid, Ratepayers can request for either a transfer or a refund at no charge up until 31st December 2020.

Note 10: Discount period increased to 60 days – foregone interest

The first rating period in August will have the discount period increased from 30 days to 60 days to allow ratepayers to take advantage of the 10% discount on general rates as stated in the 2020/2021 Revenue Statement proposed for adoption. This provides additional time for ratepayers to pay their August Rates assessment notice.

Note 11 COVID-19 Financial Hardship Policy

Council previously adopted the COVID-19 Financial Hardship Policy on the 14th May 2020. This policy assists eligible ratepayers who are suffering financial hardship as a result of COVID-19. The policy offers a mechanism to provide assistance by not charging interest on all outstanding debt while the policy is in force. The revised policy is attached for additional information and adoption.

The above measures are estimated to have an impact on the 2020/21 budget of approximately \$400k and have been factored into the budget documents.

Link to Corporate Plan:

Goal 4 - Responsible Governance

- 4.2 Undertake robust and accountable financial, resource and infrastructure planning and management to ensure affordable and sustainable outcomes for our community.

Consultation:

Extensive internal consultation has been undertaken with Councillors, Directors and Managers in the development of the COVID-19 Relief Package details.

Legal Implications (Statutory basis, legal risks):

Nil

Policy Implications:

Council's Revenue Statement, Revenue Policy, Rating Concessions Policy and COVID-19 Financial Hardship Policy are proposed for adoption to give authority for this Financial Relief Package to be delivered.



Risk Implications:

CCR0000814 Inadequate financial management

Financial & Resource Implications:

The COVID-19 Relief Package has the effect of the reducing the council income through discounted fees and concessions. This impact has been included in the 2020/21 budget.

Report prepared by:

Leah Bradley – Manager Finance

Report authorised by:

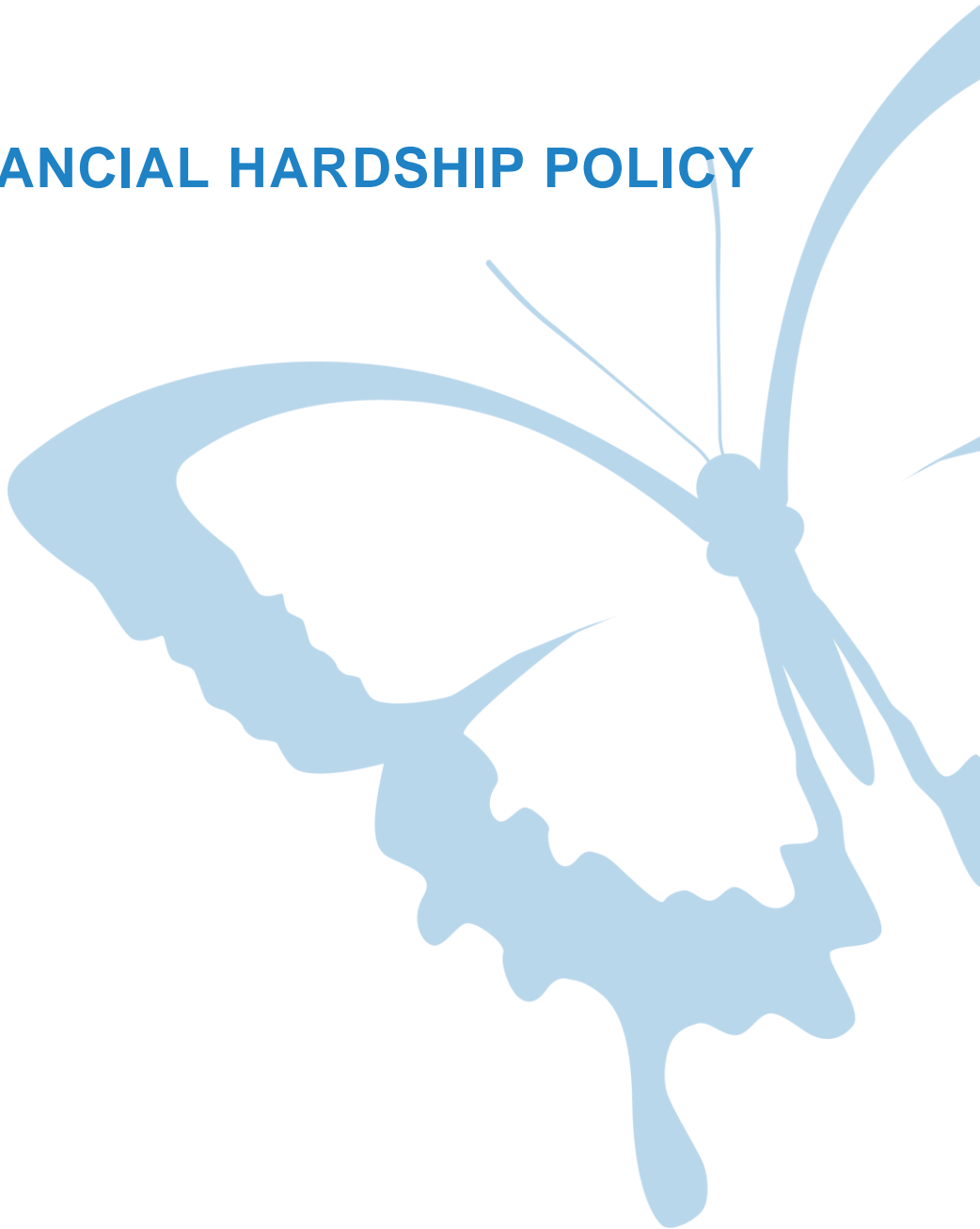
Gurbindar Singh – Chief Financial Officer

Report created date:

23 June 2020

COVID-19 FINANCIAL HARDSHIP POLICY

Policy Number: FIN023



7 July 2020

COVID-19 FINANCIAL HARDSHIP POLICY

Category	Office of CFO - Rates	Policy number: FIN023
Related forms, policies and procedures	<ul style="list-style-type: none"> COVID-19 Financial Hardship Application Form COVID-19 Sewerage Concession Application Form Revenue Statement Revenue Policy Rates Recovery Policy 	
Key words	Coronavirus (COVID-19), Financial Hardship, Rates and Charges, Payment Arrangement, Ratepayer, Payment	
Relevant legislation	<ul style="list-style-type: none"> Local Government Regulation 2012 Local Government Act 2009 	
References and resources	<ul style="list-style-type: none"> Department of Health (Australian Government) Queensland Health 	

Review due by	Manager Finance	Date: 31 December 2020
Approved by	Council Resolution B20010	Date: 7 July 2020
Approved by	Council Resolution LG0669	Date: 14 May 2020

Version	Date	Author	Summary of changes
02	16 June 2020	Manager Finance	Addition of sewerage charge concession to business owner occupiers
01	23 April 2020	Manager Finance	Initial Policy

1.0 PURPOSE

The purpose of this policy is to establish a framework that provides financial relief on rates and charges levied on eligible properties owned by ratepayers who are experiencing financial hardship and are unable to pay rates and charges due to the economic impact of the Coronavirus (COVID-19) pandemic.

The objectives of this policy is to:

- provide a consistent and proactive approach to assist ratepayers who are experiencing difficulty paying their rates and charges due to financial hardship as a result of Coronavirus (COVID-19);
- provide a consistent and proactive approach to assist business owner occupiers requesting sewerage charge concession which will be based on the primary land use;
- minimise risk in terms of inconsistent and non-transparent decisions made outside of a determined framework, non-compliance with legislation and poor governance practices.

2.0 SCOPE

This policy applies to:

- eligible ratepayers who meet the relevant criteria regarding overdue rates and charges levied by Council who are experiencing financial hardship as a result of Coronavirus (COVID-19);
- eligible business owner occupiers who meet the relevant criteria regarding the concession on their sewerage charges levied by Council who are experiencing financial hardship as a result of Coronavirus (COVID-19);
- the establishment of guidelines for Council staff and the community regarding the provision of a concession to ratepayers.

This policy is to be implemented by the Chief Executive Officer and adhered to by all employees of the Cassowary Coast Regional Council. Senior Executives and Managers are responsible for ensuring the policy is understood and adhered to.

3.0 DEFINITIONS AND PRINCIPLES

3.1 DEFINITIONS

Council:	Cassowary Coast Regional Council
COVID-19:	Coronavirus
Financial hardship:	A lack of financial means to pay debts when due

3.2 PRINCIPLES

This policy is guided by the following principles:

- Communication – making clear the obligations of ratepayers and the processes used by Council to assist them to meet their financial obligations;
- Capacity to pay – the policy will provide relief to individuals and businesses who are not able to meet reasonable and immediate expenses;
- Equity – all individuals and businesses will have the same level of access to the provision of this policy and will be treated consistently and fairly in conjunction with the criteria mentioned in 4.1 and 5.1 of this policy
- Transparency – ensuring the processes involved in the assessment of applications and the provision of assistance are simple to administer and cost effective;
- Efficiency – the policy is financially responsible and will provide ease of access to the relief provisions for residents and businesses;
- Privacy – all information provided will be kept confidential and will only be used for the purpose for which it has been supplied.

4.0 CONCESSION FOR RATEPAYERS FOR OVERDUE RATES AND CHARGES

4.1 ELIGIBILITY CRITERIA

Applicants will only be considered to be eligible on the grounds of financial hardship due to the impacts of COVID-19 upon complying with the following criteria:

- a) the property is the owner's principal place of residence, and the applicant must not own other investment property or properties either within or outside the Cassowary Coast region;
- b) the property is the owner's principal place of business, and the applicant owns one other property within the region that is their principal place of residence;
- c) payments of rates by the ratepayer would cause financial hardship within the next twelve (12) months;
- d) the ratepayer does not have reasonable assets external to the property thus this application for relief on the grounds of hardship applies.

4.2 ASSESSMENT CRITERIA

The assessment criteria for hardship consideration will be, but not limited to, the following:

- a) completed and signed "Application for Financial Hardship" form;
- b) copy of most recent pay advice, government benefit advice, or work cover statement;
- c) copy of most recent mortgage statement;
- d) copy of most recent credit statements (other than the mortgage statement) e.g. credit card(s), personal loan(s);
- e) copy of most recent bank statements for all accounts;
- f) medical practitioner or health professional letter (if applicable);
- g) any other supporting documentation relevant in supporting the application.

Applicants who have provided insufficient information will be contacted requesting further information. If requested information is not provided, or information cannot be substantiated, the application will not be considered.

Applications for hardship relief will be reviewed and final approval given by the Chief Financial Officer or an authorised delegate.

4.3 ASSISTANCE OFFERED

Ratepayers who meet the Eligibility Criteria and the Assessment Criteria will not be charged interest on outstanding rates and charges from the date this policy has been adopted until such time that Council deems appropriate. For approved applicants, interest charged during the processing stage will be reimbursed to the property owner's rate file.

Council will continue to allow property owners to enter into an agreed payment arrangement as per the Rates Recovery Policy. In addition, Council has put a hold on debt recovery related to rates through external agencies till 30 June 2020.

For the above assistance to be applied, all payments must be made on or before the agreed monthly payment date throughout the term of the agreed Financial Hardship Arrangement.

4.4 CONSIDERATIONS

Consideration will be given to whether the ratepayer is able to meet their rate liability by rescheduling commitments or by selling non-essential assets such as (but not limited to) non-residential caravans, investment properties, additional vehicles, boats or other investments. If Council's assessment concludes that the ratepayer's financial situation over the medium to long term is unlikely to improve due to other factors, the application for assistance will not be approved.

5.0 SEWERAGE CHARGE CONCESSION FOR BUSINESS OWNER OCCUPIERS

5.1 ELIGIBILITY CRITERIA

Applicants will only be considered to be eligible on the grounds of financial hardship due to the impacts of COVID-19 upon complying with the following criteria:

- a) the property is the owner's place of business;
- b) operate within the boundaries of the Cassowary Coast Regional Council;
- c) be liable to pay the rates and charges for which the concession is sought;
- d) payment of rates by the ratepayer/business owner occupier would cause financial hardship;
- e) complete and sign the approved application form.

5.2 CATEGORIES

A business owner that meets the criteria in section 5.1 will be categorised in one of the following categories:

- a) Category 1 – A business owner occupier whereby the primary land use is one of the following:
 - (i) Land use 48 – Sports Clubs/Facilities;
 - (ii) Land use 50 - Other Clubs (non-business);
- b) Category 2 – A business owner occupier whereby the primary land use is one of the following:
 - (i) Land use 42 – Hotel/Tavern;
 - (ii) Land use 43 – Motel;
 - (iii) Land use 47 – Licenced Club;
 - (iv) Land use 49 – Caravan Parks.
- c) Category 3 – A business owner occupier whereby the primary land use is one of the following:
 - (i) Land use 07 – Guest House/Private Hotel

5.3 CONCESSION

Council may provide a sewerage charge concession to properties that meet the criteria in section 5.1. The level of assistance provided for the business owner occupier categorised under section 5.2 of this policy will be as follows:

Category	Sewerage Charge Concession
Category 1	100% for the July to December 2020 period only
Category 2	50% for the July to December 2020 period only
Category 3	25% for the July to December 2020 period only

5.4 FURTHER INFORMATION RELATING TO THE COVID-19 SEWERAGE CHARGE CONCESSION

- a) An approval for the sewerage concession under this policy will cover a six month period as mentioned in 5.3 of this policy;
- b) An application using the approved form must be lodged for the concession to be processed;
- c) Concession for sewerage charge(s) are not available other than for the primary land use mentioned in 5.2 of this policy;
- d) An approved concession will be applied directly to the rating property file;
- e) If in the opinion of the Council there are exceptional circumstances which warrant the approval of an application for the sewerage charge concession, notwithstanding that the application is not eligible under the terms of this policy, Council may resolve to grant a concession considered reasonable. The reasons for Council's decision will form part of its resolution.

6.0 PROCESS FOR AN APPLICATION

The application process will remain as simple and accessible as possible recognising that at the very least, the ratepayer is experiencing financial difficulties. All applications will be assessed confidentially and on merit.

RATES RECOVERY POLICY

Policy Number: FIN020



7 July 2020

RATES RECOVERY POLICY

Category	Office of CFO – Rates	Policy number: FIN020
Related forms, policies and procedures	<ul style="list-style-type: none"> Formal Payment Arrangement General Payment Arrangement Short Term Arrangement Coronavirus (COVID-19) Financial Hardship Policy 	
Key words	Rates payments, arrangements, recovery, overdue	
Relevant legislation	<ul style="list-style-type: none"> <i>Local Government Act 2009</i> <i>Local Government Regulation 2012</i> 	
References and resources	Finance Standards	

Review due by	Manager Finance	Date: Annually
Approved by	Council Resolution B20011	Date: 7 July 2020
Approved by	Council Resolution B19006	Date: 27 June 2019

1.0 PURPOSE

The objective of this policy is to ensure effective and timely recovery of outstanding rates and charges.

2.0 SCOPE

This policy applies to all ratepayers with overdue rates and charges levied by Council.

3.0 DEFINITIONS AND PRINCIPLES

Agreed Arrangement: An undertaking from the owner of a property to pay rates and charges by instalments over a time period that is satisfactory to Council.

Arrangement: A regular payment of equal amounts at consistent intervals.

Due Date: 30 days from the date of issue of the rates notice.

Date of Issue: The date the rates notice was distributed to the ratepayer.

Rating Period: The half year period the rates have been issued for; 1 July to 31 December, and 1 January to 30 June.

4.0 PROCEDURE

In order to ensure all ratepayers meet their obligations to pay the rates and charges levied, Council will apply the following procedures to recover any overdue rates and charges.

4.1 PAYMENT ARRANGEMENTS

Council will allow property owners who are unable to pay their rates by the due date to enter into an agreed arrangement. Council will deem an agreed arrangement to be one of three types. These types are classified as:

4.1.1 Formal Arrangement

- (a) Ratepayers are required to contact Council to organise this type of agreed arrangement;
- (b) Only the rates and charges relating to the current rates period remain outstanding;
- (c) Arrangement will result in all overdue rates and charges being paid in full prior to the end of the rating period;
- (d) Once approved, no interest shall be charged for the duration of the agreed arrangement.

4.1.2 General Arrangement

- (a) Ratepayers are required to contact Council to organise this type of agreed arrangement;
- (b) There is no restriction on the amount or time rates have been outstanding;
- (c) Council will agree to this type of arrangement on a case by case basis in relation to the amount and period the arrangement will remain valid;
- (d) Interest will continue to be charged as per Council's Revenue Statement;
- (e) This type of arrangement can be altered by the ratepayer provided Council is in agreement to the changes. Any change is to be confirmed in writing.

4.1.3 Informal Arrangement

- (a) Ratepayers are not required to contact Council to organise this type of arrangement;
- (b) An informal arrangement is recognised when Council becomes aware that periodic payments are being made which, on an ongoing basis, would result in the clearance of the outstanding rates balance;
- (c) There is more flexibility on the amount or time rates have been outstanding;
- (d) Interest will continue to be charged as per Council's Revenue Statement.

4.1.4 Short Term Arrangement

- (a) Ratepayers are required to contact Council to organise this type of arrangement;
- (b) Council will agree to a short term arrangement (usually 3 month period) with a small regular payment on the understanding that such payments will not pay the total debt in a timely manner. These cases are designed to afford the ratepayer the time to seek financial assistance or refinancing with a view to either settling the entire debt at the end of the short term arrangement or to enter into an agreed General Arrangement;

- (c) Interest will continue to be charged as per Council's Revenue Statement;
- (d) A Council officer will follow-up on these short term arrangements.

4.2 ARRANGEMENT CONDITIONS

- (a) Where the ratepayers have an agreed arrangement in place, no recovery action under Section 4.3 will be undertaken;
- (b) For Formal, General and Short Term Arrangements, written confirmation outlining all relevant conditions will be sent to the ratepayer;
- (c) If Council does not receive the payment by the payment dates, a reminder letter will be sent advising the ratepayer that unless payment of the outstanding amount is made within seven (7) days, the arrangement will be cancelled without further notice to the ratepayer;
- (d) If Council does not receive payment within the further seven (7) days, the agreed arrangement will be cancelled immediately and may be referred to Council's collection agency;
- (e) In situations where an agreed arrangement has been cancelled due to non-compliance, further arrangements will only be considered by Council on a case-by-case basis.

4.3 RECOVERY ACTION

Where rates and charges have not been paid by the due date and no agreed arrangement established under section 4.1, Council will undertake the following recovery action:

4.3.1 Reminders

- (a) Fourteen (14) days from the due date, the **first and final reminder letter** will be issued to all ratepayers with an amount outstanding of more than \$9.99;
- (b) This letter will advise the ratepayer of the amount overdue, details of interest accumulating on the amount and that if payment is not received in full within fourteen (14) days, collection proceedings for recovery of the outstanding amount may be taken. The ratepayer will be invited to contact Council to enter into an agreed arrangement;
- (c) Twenty-eight (28) days after the due date, should ratepayers fail to have paid in full, **telephone and/or email contact** will be attempted to organise an agreed arrangement with the ratepayer. If contact is unable to be made with the ratepayer, this will not stop the recovery action. If the ratepayer is not willing to enter into an agreed arrangement, they may be notified that legal action may commence through Council's collection agency.

4.3.2 Collection agency

Council's collection agency will issue a **further reminder letter** and undertake direct contact and other debt collection activities in order to secure payment of the debt. At this stage, it will still be possible for ratepayers to enter into a payment arrangement which is determined on a case-by-case basis. Once the files are sent to Council's collection agency, all contact and arrangements made are to be dealt with by Council's collection agency.

4.3.3 Legal action

- (a) Legal action is approved where the initial recovery action by Council's collection agency is unsuccessful.
- (b) Council's collection agency recommends legal action as a feasible and practical method of recovering the debt.
- (c) A quarterly report will be presented to Council on the current legal files being actioned.

4.4 SALE OF LAND FOR OVERDUE RATES

- (a) Provision is made for Council under Chapter 4, Part 12, Division 3 of the Local Government Regulation 2012 to initiate legal action for the sale of land for overdue rates and charges. For this to commence, the overdue rates and charges need to be overdue for at least:
 - (i) Generally - 3 years; or
 - (ii) If the rates or charges were levied on vacant land or land used only for commercial purposes, and the local government has obtained judgement for the overdue rates or charges - 1 year; or
 - (iii) If the rates or charges were levied on a mining claim - 3 months.
- (b) Prior to the commencement of the sale of land for overdue rates, a letter will be sent to the ratepayers of potential sale of land for overdue rates, warning them of the possible action that may commence;
- (c) This letter would contain details of the sale of land for overdue rates procedure and the consequences of not paying in-full immediately;
- (d) Twice each year a list of all ratepayers with rates outstanding in excess of the period allowed shall be prepared in accordance with the requirements of Chapter 4, Part 12, Division 3 of the Local Government Regulation 2012;
- (e) This list is tabled for Council's consideration and approval to commence Sale of Land for Overdue Rates.

4.5 MISCELLANEOUS

- (a) Council will accept full or part payment whether or not an agreed arrangement is in place. Council will send a letter outlining an acceptable amount and timeframe Council would agree to under one of the types of agreed arrangements described in 4.1;
- (b) A quarterly report will be provided to Council outlining the actions taken regarding recovery activities and the status of overall rate arrears;
- (c) Council retains the right to deal with special circumstances at its discretion.

SUNDRY DEBT POLICY

Policy Number: FIN025



7 July 2020

SUNDRY DEBT POLICY

Category	Office of CFO - Rates	Policy number: FIN025
Related forms, policies and procedures	<ul style="list-style-type: none"> Credit Application Form Payment Arrangements 	
Key words	Debt, write-off, rates, charges, sundry debt, debt management, legal action, payment arrangements	
Relevant legislation	<ul style="list-style-type: none"> Local Government Regulation 2012 Local Government Act 2009 	
References and resources	Accounting Standards	

Review due by	Manager Finance	Date: 7 July 2022
Approved by	Council Resolution B20012	Date: 7 July 2020
Approved by	Council Resolution LG0520	Date: 27 June 2019
Approved by	Council Resolution LG0347	Date: 28 June 2018
Approved by	Council Resolution 0082	Date: 23 March 2017

1.0 PURPOSE

The objective of this policy is to ensure effective and timely recovery of sundry debts owed to Council.

2.0 SCOPE

This policy applies to all sundry debts receivable by Council unless otherwise specified.

3.0 DEFINITIONS AND PRINCIPLES

In this Policy unless the contrary intention appears:

- (a) sundry debt: means any debt due to Council other than rates and charges.
- (b) rates and charges: has the same meaning as set out in the *Local Government Act 2009*.

4.0 PROCEDURE

4.1 DEBT MANAGEMENT AND RECOVERY PRINCIPLES

The management and recovery of outstanding revenue is an important aspect of Council's financial management function. The principles that will apply in the management and recovery of debt are:

- (a) Council has a responsibility to recover sundry debts owing to it in a timely and efficient manner to finance its operations and ensure effective cash flow management;
- (b) Council will operate effective billing and debt collection processes;
- (c) Council will aim to minimise the amount of outstanding money that it is owed;
- (d) Debtors are expected to take responsibility for their sundry debt obligations and to organise their affairs in such a way as to be able to discharge their sundry debt obligations to Council as and when they fall due.

4.2 PROVISIONS

4.2.1 Obtaining Credit from Council

- (a) No credit will be extended by Council unless a "Credit Application" form is completed and signed by the person requesting the facility and due time (up to 5 working days) is given for consideration by Council of the application. Should the customer want to commence immediately, they may do so on a cash or credit card basis only.
- (b) Upon completion of a Credit Application, credit checks will be undertaken; should checks not be satisfactory a Bank Guarantee may be requested.

4.3 DEBT MANAGEMENT

Monthly debtor statements detailing all sundry debts due to Council shall be forwarded by postal or electronic means to debtors. Debt collection practices will be applied to all sundry debts that are not subject to dispute which have been outstanding for 30 days.

If a debtor cannot discharge their sundry debt obligations on the due dates, Council considers it to be in the interest of the debtor and Council for the debtor to contact Council immediately to discuss acceptable arrangements to address the debt.

Before the commencement of recovery action, Council will make contact, or attempt contact, with the debtor to establish an acceptable payment arrangement or negotiate settlement of the outstanding sundry debt.

If payment of the outstanding sundry debt has not been extinguished, or an agreed payment arrangement entered into, recovery action may proceed, and any settlement negotiations will be made on a "without prejudice" basis so that the legal right to collect the sundry debt is not compromised.

4.3.1 First and Final Reminder Notice

- (a) After the expiry of 30 days from the invoice date, the first and final reminder notice will be issued to all sundry debtors with an amount outstanding of more than \$4.99.

This notice will advise the sundry debtor of the amount overdue and that if payment in-full within fourteen (14) days is not made or an agreed payment arrangement entered into, the sundry debtor file may be referred to Council's collection agency or solicitor without further reference to the debtor.

- (b) Following the expiry of the first and final reminder notice, phone contact or attempted phone contact by Council staff will be made to the outstanding sundry debtors with the purpose being to encourage the debtor to either make payment in-full or to enter into an agreed payment arrangement.

If payment is not made, or an agreed payment arrangement not entered into, the sundry debtor file may be referred to Council's collection agency or solicitor, without further reference/ correspondence to the debtor, for recovery action.

A 'stop credit' will be placed on all outstanding sundry debtor accounts with a balance of \$50.00 or more, whereby no further supply of goods or services will be permitted or sundry debt invoices to be raised by Council until either payment has been made in-full, an agreed payment arrangement has been approved, or as otherwise authorised by the Chief Executive Officer.

4.3.2 Payment Arrangements

If a debtor has difficulty in paying a sundry debt by the due date and they meet the qualifying criteria set out below, Council will, upon application being made by the debtor, enter into an acceptable payment arrangement to be agreed to by the debtor on the following basis:

- (a) Once an acceptable arrangement is approved by the appropriate delegated authority, payments must be made in the amounts agreed and at the specific intervals agreed;
- (b) An arrangement must clear the sundry debt within an agreed time frame, and include payment in-full of all new and current invoices by the due date;
- (c) If Council does not receive payments under an arrangement schedule by the due date, a reminder letter will be sent advising the debtor that unless payment of the outstanding amount is made within seven (7) days, their arrangement will be cancelled and the matter may be referred to Council's debt collection agency or solicitor for recovery action. The debtor account will be immediately placed on 'stop credit';
- (d) If payment is not received by Council within the seven (7) days allowed, the debtor will be advised in writing that their arrangement has been cancelled due to non-compliance, and no further payment arrangements will be entered into, and recovery action may commence without further reference to the debtor. The debtor file will remain on 'stop credit';
- (e) If there is a balance outstanding and the arrangement is cancelled or expired, the total outstanding amount shall be referred to Council's collection agency or solicitor for recovery action in accordance with this policy. The debtor file will remain on 'stop credit'.

4.3.3 Qualifying Criteria

- (a) The debtor must be able to demonstrate to the satisfaction of the Manager Finance or the Coordinator Rates, that payment of the sundry debt would cause the debtor hardship;
- (b) The debtor must not have had an arrangement with Council previously cancelled due to non-compliance;
- (c) The Manager Finance or his/her delegate must be satisfied that the arrangement is reasonable and acceptable to Council.

4.3.4 Legal Action

Where no response to the 'First and Final Reminder Notice' has been received, and no resolution from the debtor when contact (or attempted contact) has been made, the outstanding sundry debt may be referred to Council's collection agency to assess and ascertain the ability to recover. Each debtor file will be assessed on a case by case basis, whereby recovery action may commence.

Following authorisation by the Manager Finance, the legal recovery process shall operate as follows:

- (a) The debt collection agency or solicitor will issue a final letter of demand for payment of the outstanding balance allowing the debtor 7 days to pay the debt or make an acceptable payment arrangement with Council's collection agency;
- (b) Legal action may commence as recommended by Council's collection agency or solicitor;
- (c) Council may also initiate action under Corporations law for recovery of debts owing to companies (which may include winding up action).

4.4 BAD DEBTS

The Chief Executive Officer has delegated authority to write-off amounts of up to \$10,000 per debtor as a bad debt.

The Chief Financial Officer has delegated authority to write-off amounts of up to \$5,000 per debtor as a bad debt.

Bad debts of an amount greater than \$10,000 per debtor must only be written off by Council resolution.

4.5 RESIDENTIAL TENANCIES

Should the sundry debt be in relation to a Residential Tenancy, then the provisions of the Residential Tenancy legislation must also be addressed and complied with.

To the extent of any inconsistency between this policy and Residential Tenancy legislation, the provisions of the Residential Tenancy legislation shall take precedence.

ACTIVATE CASSOWARY COAST DEVELOPMENT INCENTIVE POLICY – REDUCTION IN ADDITIONAL PEDESTAL CHARGES FOR SEWERAGE

Policy Number: PRD003



7 July 2020

ACTIVATE CASSOWARY COAST DEVELOPMENT INCENTIVE POLICY – REDUCTION IN ADDITIONAL PEDESTAL CHARGES FOR SEWERAGE

Category	Planning Services	Policy number: PRD003
Related forms, policies and procedures	Planning Scheme	
Key words	Activate Cassowary Coast, Development Incentives, Reduction in sewerage charge	
Relevant legislation	<ul style="list-style-type: none"> Local Government Act 2009 Planning Act 2016 	
References and resources	Planning Scheme	

Review due by	Manager Planning Services	Date: Annually
Approved by	Council Resolution B20013	Date: 7 July 2020
Approved by	Council Resolution B19009	Date: 27 June 2019

1.0 PURPOSE

The aim of this policy is to encourage development that achieves certain strategic objectives for the Cassowary Coast by allowing a reduction in additional pedestal charges for sewerage over a period of 24 months for new developments that are completed and the use commences within two (2) years of the date of Council's Decision Notice. In providing this concession for new development Council is seeking to deliver significant and sustainable growth, diversity and value-adding that is aligned to Council's planning and economic objectives.

The policy seeks to attract and support projects that will deliver the greatest economic benefits to the Cassowary Coast and the community by proactively seeking to attract projects and businesses that contribute to the Cassowary Coast's reputation as a tourist destination and generate benefits for its residents, workers, visitors and the business community in the long-term and meet the objectives of the policy.

The focus of the policy is on development that will:

- Create new jobs and investment in the region;
 - Generate growth and employment within identified strategic commercial locations;
 - Optimise use of existing infrastructure asset networks (i.e. Water, sewerage, roads and public spaces); and
 - Rejuvenate industry, tourism, business and/or community areas in the Cassowary Coast region.
- Council is committed to facilitating development that meets the requirements of the Cassowary Coast Regional Council Planning Scheme 2015.

2.0 SCOPE

This policy applies to certain development permits for a material change of use as identified in the policy, that are issued by Council after adoption by Council, where the development which is the subject of the permit will be completed and the use commences within two (2) years of the date of Council's Decision Notice.

3.0 REDUCTION IN ADDITIONAL PEDESTAL FOR SEWERAGE

3.1 NEW DEVELOPMENT

Council will provide a reduction in additional pedestal charge for sewerage for the first 24 months of operation of eligible new developments that demonstrate significant economic benefits to the Cassowary Coast Council region. The proposed development must involve new building work as defined in the Planning Act 2016. The applicant must demonstrate that there has been significant capital investment in the Cassowary Coast region.

3.2 PERCENTAGE REDUCTION

Category	Number of New Pedestals	Reduction Applicable to Additional Pedestal Charge
A	Greater than 10 and equal to or less than 25	50%
B	Greater than 25	70%

3.3 DEVELOPMENT ELIGIBILITY CRITERIA

To be eligible, the development must meet the applicable land use definition within the Cassowary Coast Regional Council Planning Scheme 2015 and meet the eligibility criteria outlined below:

All Zones:

- Development has greater than 10 new sewerage pedestals
- The proposed development provides for significant capital investment within the Cassowary Coast Region in accordance with the Planning Scheme;
- The development optimises the use of existing infrastructure asset networks

Rural Zone:

- Tourist Park

Township Zone (Business/Local Business/Business Fringe Precincts):

- Health Care Services

Township Zone (Central Business Precinct):

- Function Facility
- Health Care Services
- Hotel
- Shopping Centre
- Theatre

Township Zone (Community Purpose Precinct):

- Educational establishment
- Health Care services
- Hospital
- Residential Care facility
- Retirement facility

3.4 APPLICANTS RESPONSIBILITIES IN APPLYING FOR THE REBATE

- a) The applicant is required to write to the Chief Executive Officer or complete a form applying for the reduction in additional pedestal charge once the use has lawfully commenced on site;
- b) The applicant is to provide the following documentation to Council:
 - i) a signed statement confirming the works have been finalised and the use has commenced on site;
 - ii) consent from the applicant for Council to use images of the building for commercial purposes; and
 - iii) a summary of the works undertaken. Decision:
- c) An applicant who has applied for a reduction in additional pedestal charge for sewerage in accordance with this policy will be advised in writing of Council's decision in relation to their request.

3.5 CONDITIONS

The property or business owner does not have outstanding debts or compliance issues with the Cassowary Coast Regional Council.

3.6 NO APPEAL

Should Council in its discretion decide not to approve the granting of a reduction in additional pedestal charge for sewerage, there is no appeal mechanism.

3.7 ASSESSMENT CRITERIA

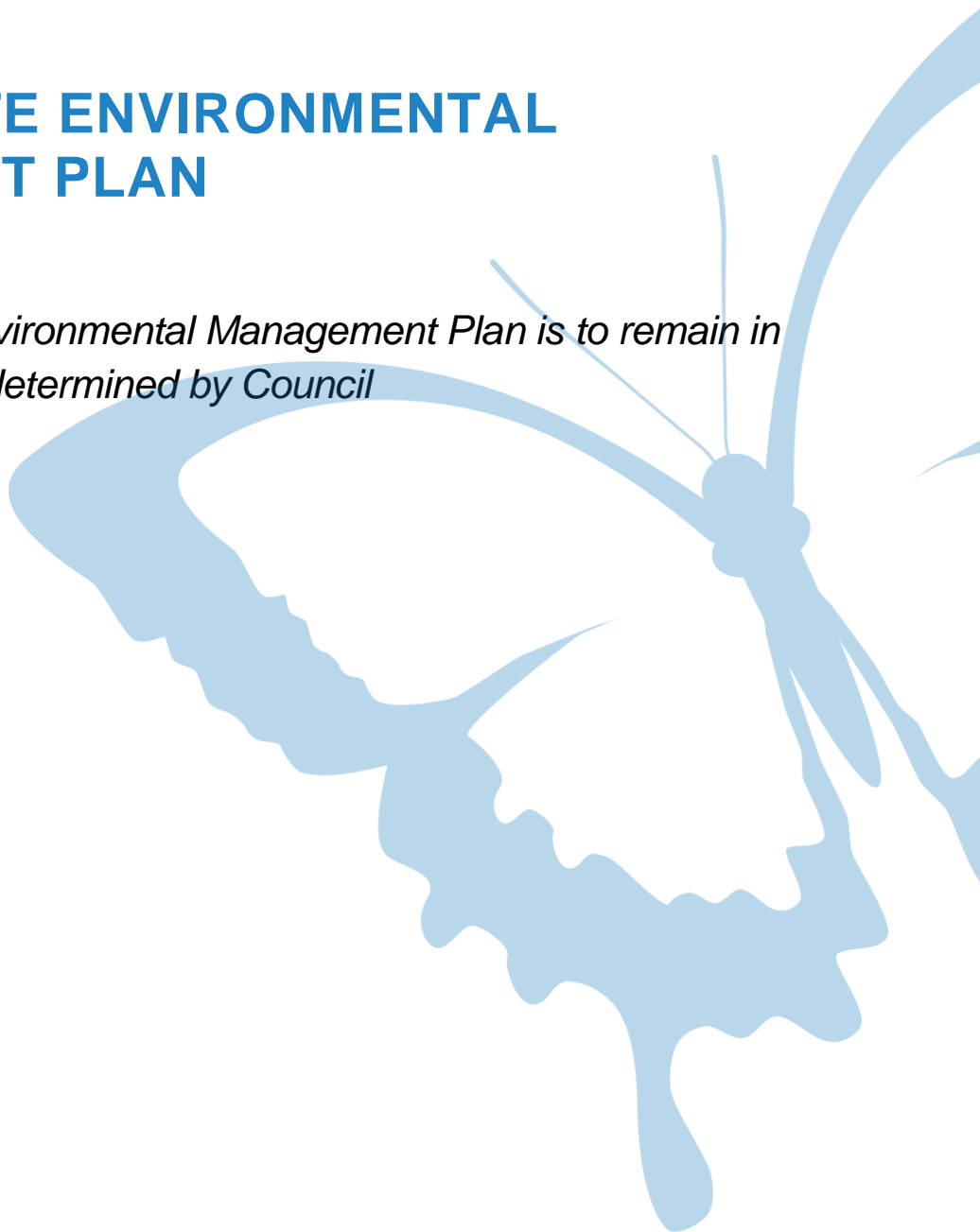
To be eligible for the incentives contained within the policy, the applicant must demonstrate that the proposed work complies with the eligibility.

It is at the absolute discretion of Council whether the reduction in additional pedestal charge for sewerage is granted for a particular development in accordance with this policy.

TRADE WASTE ENVIRONMENTAL MANAGEMENT PLAN

2020/2021

This Trade Waste Environmental Management Plan is to remain in force until otherwise determined by Council



7 July 2020

TRADE WASTE ENVIRONMENTAL MANAGEMENT PLAN

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TRADE WASTE ENVIRONMENTAL MANAGEMENT PLAN

1.0 INTRODUCTION

1.1 GENERAL

Trade waste is defined under the Water Supply Act as "water- borne waste from business, trade or manufacturing premises, other than waste that is a prohibited substance, human waste or stormwater".

The Environmental Protection Act 1994 prohibits the pollution of the environment by liquid wastes including trade wastes.

Businesses that generate trade waste must either: seek an environmental authority for its discharge to the environment; have it treated at an approved treatment facility; or seek approval from the water authority (Council) to discharge to the sewerage system.

The Cassowary Coast Regional Council provides a sewerage system primarily for the transport and treatment of domestic sewage. Payment for this service is collected through sewerage charges on each property. The sewerage system may also be used, with the approval of Council, for the transport and treatment of trade waste. Additional charges are payable for the discharge of trade waste to the sewerage system.

Domestic sewage consists mostly of water, which after treatment to reduce biodegradable material, suspended solids and nutrients, can be disposed of in accordance with licence requirements.

Trade waste may have an organic strength many times that of domestic sewage and may overload the treatment facility. Trade waste may also contain a variety of exotic substances such as heavy metals, organic solvents and chlorinated organics which sewerage systems are not designed to treat. These substances may:

- pass through the plant untreated, resulting in environmental contamination;
- pose a serious risk to the safety and health of sewerage workers;
- damage the sewerage system;
- inhibit biological treatment processes; or
- accumulate in sludges.

Council's policy is to accept biodegradable waste into the sewerage system provided that the system is of adequate capacity to effectively collect, transport and treat the waste.

Council may consider the acceptance of trade waste containing toxic or hazardous substances and non-degradable pollutants to sewer only after the waste has been pre-treated by on site 'best practicable treatment' to ensure sewer admission limits are not exceeded.

Council must meet all legislative environmental requirements relating to the disposal and/or reuse of effluent and sludge from its sewerage system. Under the *Environmental Protection Act 1994*, all discharges to receiving waters are required to be treated to a standard set down in licences, which will maintain or enhance water quality and environmental values.

1.2 PURPOSE

The purpose of this plan is to set out a consistent framework on how Council manages trade waste discharges and meets its obligations under legislation and licences.

1.3 POLICY

Council undertakes to conditionally accept trade waste into its sewerage systems provided that:

- the waste at the point of discharge to Council's system does not contain substances that may be toxic or harmful to Council's infrastructure, processes, personnel or the environment
- the Council system is of adequate capacity to convey and treat the trade waste.

Where necessary, Council may impose conditions of pre-treatment on trade wastes before Council will accept the waste into its systems.

Council will undertake a risk based monitoring program of trade waste discharges to ensure compliance with conditions and will implement a system of charges that reflect full recovery of costs.

1.4 LEGISLATION

It is an offence to discharge trade waste to the sewer unless a trade waste approval has been issued by Council in accordance with the provisions of the Water Supply (Safety and Reliability) Act 2008. Any person wishing to discharge trade waste to sewerage must apply for a trade waste approval.

It is an offence for a person to discharge waste (including trade waste) other than uncontaminated stormwater drainage (Local Government Act 2009).

A list of legislation relevant to trade waste control and acceptance to sewer is given in Appendix 1. This is not a complete listing of all legislation pertaining to the control of trade waste.

2.0 DEFINITIONS

Approval Holder	A person who holds a Trade Waste Approval.
Authorised Agent	Person or firm appointed by the Owner to act on their behalf. Notification of such appointment is to be lodged in writing with Council.
Council	Reference to Council in this document includes Cassowary Coast Regional Council and any person appointed or authorised by Council to act on behalf of Council as the case may require.
Domestic sewage	Faecal matter and urine of human origin and liquid household wastes from water closet pans, sinks, baths, basins and similar fixtures designed for use in private dwellings.
Measuring	For charging purposes, trade wastes are measured by quantity (volume discharged) and quality (contamination level).

- The QUANTITY discharged is measured in kilolitres (kL).
- The QUALITY of waste is measured in chemical terms.

The following common quality measures give indications of the amount of organic matter in the trade waste.

Biochemical Oxygen Demand (BOD₅)

Suspended Solids (SS)

Total Oil and Grease (TOG)

These terms are measured in milligrams per litre (mg/l) or kg

Occupier

As defined in the Local Government Act 2009.

Owner

As defined in the Local Government Act 2009. (For most situations, the Owner is the registered proprietor of the land under the Land Title Act 1994)

premises

As defined in the Water Supply (Safety and Reliability) Act 2008.

trade waste

As defined in the Water Supply (Safety and Reliability) Act 2008.

Trade Waste Approval

Written approval by Cassowary Coast Regional Council for a person to discharge trade waste to the Cassowary Coast Regional Council sewerage systems issued under section 180(1) of the Water Supply (Safety and Reliability) Act 2008.

A "Trade Waste Approval" for Category 1 will be issued for an indefinite period unless revoked by Council due to non-compliance with the approval conditions or unless requested by the Approval Holder in the event the business closes or change of ownership or address.

Trade Waste Inspector

A person appointed by the Council to carry out inspections of premises from which trade wastes are being discharged or proposed to be discharged to its sewerage. The term includes a person appointed in an acting capacity to carry out the duties of a trade waste officer.

Trade Waste Officer

A person appointed by Council to oversee the disposal of trade waste in accordance with Council's trade waste environmental management plan and provide advice on acceptable methods of disposal of trade waste, including legal, economic and environmental aspects. The term includes a person appointed in an acting capacity to carry out the duties of a trade waste officer.

All other terms have the meaning given to them in the following Act/s (as applicable):

- Water Supply (Safety and Reliability) Act 2008;
- Plumbing and Drainage Act 2002;
- Environmental Protection Act 1994;
- Local Government Act 2009.

3.0 CONTROL OF TRADE WASTE

3.1 APPROVALS

A Trade Waste Approval is the written approval from Council that states the requirements and conditions under which trade waste is allowed to discharge to sewer.

Prior to July 2014, trade waste approvals and conditions were issued to the trade waste generator. From 1 January 2015, trade waste approvals were only issued to the property owner and transitional arrangements were established for the period between July 2014 and 1 January 2015 to transfer trade waste approvals from the trade waste generator to the Owner.

As from 1 July 2018, the person discharging trade waste into Council's sewerage system must be the holder of a Trade Waste Approval. The Approval Holder is responsible for ensuring compliance with Trade Waste Approval conditions.

All new applications seeking approval to discharge trade waste to Council's sewerage system, after 1 July 2018 must be made by the person who will be discharging or permitting the discharge of the trade waste from premises into Council's sewer system and submitted in writing on the 'Application for Trade Waste Approval' form. Where an application processing fee is nominated in Council's fee and charges schedule, the application forms must be accompanied with the relevant payment. Copies of the form are available on the Council website or by application to Council's Water Section (Ph 07-40302222). If the application is approved, Council will issue an approval with relevant conditions. Trade waste charges will be issued with the rates notice at each billing cycle.

Council will accept an application for a Trade Waste Approval from the followings persons:

- (a) the Occupier of the premises who is carrying on an activity at the premises that generates trade waste, and is not the Owner of the premises, whose application is signed by the Owner of the premises; or
- (b) the Owner (or an Authorised Agent on behalf of the Owner) of the premises who is carrying on an activity at the premises that generates trade waste.

If the applicant for the Trade Waste Approval is not the Owner of the premises, the Owner of the premises must sign the Occupier's 'Application for Trade Waste Approval' form:

- (a) consenting to the Occupier of the premises:
 - (i) carrying on the activity at the premises that generates trade waste; and
 - (ii) applying for the Trade Waste Approval for the purpose of discharging trade waste from the premises into Council's sewer system; and
- (b) asking Council to provide the trade waste services to the premises, for the purposes of the levying, and the liability for payment, of the trade waste utility charges and other trade waste fees.

For trade waste generated within a multi-tenanted lot by a person unknown, and discharged into the lot's sewerage infrastructure (irrespective of whether it is pre-treated within the tenanted facility or in a common area), the Owner of the multi-tenanted lot is taken to be the person who discharges the trade waste into Council's sewerage system unless the contrary is shown, and the Owner is the person who should apply for a Trade Waste Approval from Council unless the contrary is shown.

By the Owner of the premises:

- (a) obtaining a Trade Waste Approval as the person who is carrying on an activity at the premises that generates trade waste; or
- (b) signing the Occupier's 'Application for Trade Waste Approval' form, consenting and asking for the services as stated in the form,

The Owner is the person who asks Council to provide the trade waste service to the premises, for the purposes of the levying, and the liability for payment, of the trade waste utility charges and other trade waste fees.

Trade Waste Approval conditions may permit the use of common pre-treatment devices in Body Corporate or multi-tenanted lease arrangements. Irrespective of whether or not common pre-treatment facilities are used, a separate Trade Waste application must be lodged for each person/business generating trade waste application within a Body Corporate or lease.

Applications for new Trade Waste Approvals must be lodged prior to commencement of any trading, or discharge of trade waste into Council's sewerage system. Applications arising from amendments to business conditions must be lodged prior to the discharge of trade waste arising from the change.

The following circumstances, where trade waste is generated and is to be discharged into Council's sewerage system, will require application for a Trade Waste Approval:

- A development application for a new premises where trade waste is to be generated. Refer listing in Appendix A3-2;
- A change of ownership of the premises;
- A change of occupation of the premises;
- Where trade waste is being generated at a premises and no Trade Waste Approval has been issued.

The Approval Holder is required to lodge an 'Application to Amend Trade Waste Approval' where an approval exists and where the following circumstances arise:

- A change to the nature of any existing business activity that materially impacts the volume or nature of a trade waste discharge;
- Fit-outs that require plumbing approval.

Applications should include details of the proposed method of pre-treatment to be used to ensure trade waste meets sewer admission limits. Treatment plans should be forwarded in triplicate with the application. One copy will be returned stamped "approved- trade waste only" if satisfactory.

Where a trade waste is deemed not able to be accepted into Council's sewerage system, an approval will not be issued and alternative arrangements for disposal of wastes are to be made by the generator of the trade waste. Advice on treatment and disposal options for such wastes may be available from Council.

Any plumbing and drainage work associated with trade waste facilities must be in accordance with the Plumbing and Drainage Act 2002 and the Standard Plumbing and Drainage Regulation 2003, the National Plumbing and Drainage Code (AS/NZS 3500) and the approved sewerage drainage plan. All works must be carried out by a licensed plumber and/or drainer.

3.2 TERM OF APPROVAL

Trade Waste Approvals once issued will remain in force indefinitely unless cancelled or a new application is required pursuant to the requirements herein.

3.3 SUSPENSION, CANCELLATION OR AMENDMENT OF TRADE WASTE APPROVAL

Grounds and procedures for suspension or cancellation of a trade waste approval are defined in section 182-184 of the Water Supply (Safety and Reliability) Act 2008.

Terms and conditions of a Trade Waste Approval in respect of any matter occurring before the suspension or cancellation, including the payment of charges owing, will continue to have force and effect after the suspension or cancellation of the Trade Waste Approval.

Grounds and procedures for amending a trade waste approval are defined in section 185 of that Act.

3.3 PENALTIES AND RECOVERY OF COSTS

Council may prosecute any person who commits a breach of the relevant Acts and Regulations, or who refuses or neglects to comply with any direction or requirement by Council pursuant to the relevant Acts and Regulations. Penalties are set out in the appropriate Acts and Regulations, and include substantial fines.

Council may recover costs of repairing the damaged sewerage system from a person causing damage to the system by discharging unauthorised material, making an unauthorised connection or interfering with infrastructure.

4.0 SEWER ADMISSION LIMITS

Any waste discharged to Council's sewer must at all times comply with the Trade Waste Sewer Admission Limits as set out in Appendix 2, unless otherwise specified in the trade waste approval. Council will undertake periodic review of these limits.

The sewer admission limits, unless otherwise specified in the approval are absolute maximums. The dilution of trade waste with water to achieve compliance with the sewer admission limits is prohibited.

The trade waste stream and domestic waste stream should, where ever practicable, discharge separately to the sewer. Where there is a common discharge pipe, allowance for the domestic component will be made to estimate the actual trade waste component strength.

Council requires that Approval Holders implement waste minimisation practices and install best practice pre-treatment processes to reduce both the volume and the contaminant load of waste discharges to sewer. Council has obligations to avoid sewer overflows and consequently may impose limits on the rate and timing of trade waste discharges.

Where a pre-treatment device is installed, the Approval Holder must ensure all recommended service intervals are followed to maximise the device's efficiency and minimise the contaminant load of the waste discharged to sewer.

All persons, including Approval Holders, are prohibited from discharging or causing to be discharged into Council's sewerage system prohibited substances as listed in Schedule 1 of the Water Supply (Safety and Reliability) Act 2008 and further detailed in Appendix 3.

5.0 DISCHARGE CATEGORIES

All trade waste accepted to the sewer following pre-treatment will be classified according to the following two categories for the purposes of approval, control and charging. Typically category 2 waste streams are high risk to Council's sewerage system and will require very specific assessment as outlined in Clause 7.2 before any discharge approval will be issued.

Parameter	Category 1 low strength/any volume	Category 2 high strength/any volume
Biochemical Oxygen Demand (BOD ₅), mg/L	≤600	>600
Chemical Oxygen Demand (COD), mg/L	≤1200	>1200
Suspended Solids, mg/L	≤600	>600
Total Kjeldahl Nitrogen, mg/L N	≤150	>150
Total Phosphorus, mg/L P	≤50	>50
Volume, kL/annum	unlimited	unlimited
Maximum TPH	30 mg/l	30 mg/l
BTEX Benzene	≤1 mg/l	≤1 mg/l
BTEX Ethyl Benzene	≤2 mg/l	≤2 mg/l
BTEX Toluene	≤2 mg/l	≤2 mg/l
BTEX Xylene	≤2 mg/l	≤2 mg/l

Parameter	Category 1 low strength/any volume	Category 2 high strength/any volume
Trade Waste Approval Req'd	Yes	Yes
Charges	<ul style="list-style-type: none"> • Annual access utility charge • Volumetric utility charge 	<ul style="list-style-type: none"> • Annual access utility charge • Quantity/charge on total annual load • Minimum charge applied

TABLE 1: TRADE WASTE CATEGORIES

Acceptance of waste under any category is conditional on the waste meeting Council's Sewer Admission Limits in Appendix 2 unless otherwise specified in the trade waste approval.

It is the responsibility of the Approval Holder to install, operate and maintain 'best practicable' devices or process to ensure sewer admission limits as approved are not exceeded.

In the event of a significant change in the strength of a trade waste approved under Category 1, Council reserves the right to refuse to accept the trade waste or require the Approval Holder to make an amended trade waste approval application. Furthermore, until such application is considered, approved (at Council's discretion) and conditional works are completed by the Approval Holder, Council may consider the trade waste be treated as a Category 2 trade waste for the purposes of charging and monitoring.

6.0 APPROVAL CONDITIONS

6.1 CATEGORY 1 APPROVAL CONDITIONS

The Trade Waste Approval states the terms and conditions the Approval Holder must observe to discharge trade waste into Council's sewerage system. These include, but are not limited to:

- expiry/renewal date
- the location of the premises and nature of the occupancy;
- the type and composition of trade waste that may be discharged;
- the quantity of trade waste that may be discharged;
- the rate of discharge, including maximum rate of discharge (in litres per second l/s or kilolitres per hour);
- the time when trade waste may be discharged;
- the period for which trade waste may be discharged;
- the method for estimation or measurement of discharge volume;
- provisions for measurement and sampling of discharge prior to entry to sewer;

- details of any pre-treatment required;
- conditions for maintenance of pre-treatment equipment
- conditions for removal of waste from pre-treatment equipment;
- records to be kept concerning the cleaning and maintenance of pre-treatment equipment;
- the powers of Council to enter premises in relation to any matter with regard to trade waste control;
- termination conditions;
- additional charges for non-compliance;
- the obligations with respect to payment of charges, fees and penalties; and
- any other conditions considered by Council to be appropriate.

6.2 CATEGORY 2 APPROVAL CONDITIONS

The Trade Waste Approval states the terms and conditions the Approval Holder must observe to discharge trade waste into Council's sewerage system. These include but are not limited to:

- expiry/renewal date
- the location of the premises and nature of the occupancy;
- the type and composition of trade waste that may be discharged;
- quantity of waste that may be discharged;
- the rate of discharge, including maximum rate of discharge (in litres per second l/s or kilolitres per hour);
- the time when trade waste may be discharged;
- the period for which trade waste may be discharged
- details of self-regulation monitoring program including:
 - sampling point
 - frequency of sampling
 - method of sample collection and type of sample to be collected
 - analyses required
 - methods of analyses
 - laboratory to be used
 - data transfer and availability to Council;
- type, design and location of flow measuring equipment and requirements for calibration;
- methods to be used for estimation of data lost due to failure of sampling program or flow measurement instrumentation;
- provision for measurement and sampling of discharge prior to entry to sewer;
- details of any pre-treatment required;
- conditions for maintenance of pre-treatment equipment
- conditions for removal of waste from pre-treatment equipment;

- records to be kept concerning the cleaning and maintenance of pre-treatment equipment and disposal of waste;
- the powers of Council to enter premises in relation to any matter with regard to trade waste control;
- the obligations of the Approval Holder concerning any variations to operation or treatment processes that may affect discharge quantity or quality including change of business type;
- the obligations of the Approval Holder on suspension or cancellation of an approval;
- the formula for calculation of the quantity and quality charge to be levied on the rates notice.
- the obligations with respect to payment of charges, fees and penalties;
- additional charges for non-compliance;
- any other conditions considered by Council to be appropriate.

7.0 EFFLUENT PRE-TREATMENT / IMPROVEMENT PROGRAMS

7.1 CATEGORY 1 WASTE

7.1.1 General

For Category 1 waste, the installation of a properly sized, approved best practice pre-treatment device, together with an acceptable maintenance program in accordance with the trade waste approval conditions will be deemed to provide a satisfactory effluent with respect to the Parameters(s) in Table 1.

7.1.2 Basic Pre-treatment Devices

The nature of pre-treatment device that Council deems necessary for a particular business type is listed in Appendix 3.

In some instances, where a trade waste approval application is made for existing premises, and site constraints do not allow construction of the nominated device and or size, Council at its discretion may permit the discharge of the trade waste to Council's sewerage system with a smaller pre-treatment device (or no pre-treatment device) subject to payment of additional sewer loading charges.

7.1.3 Sizing of Pre-treatment Devices

The following sizing requirements for basic pre-treatment devices apply to all new or replacement devices installed as from July 2014, unless otherwise conditioned by Council.

- The minimum size of new or replacement basic pre-treatment devices (grease traps and oil traps) must be 1000 litres.
- Grease traps and oil traps must be sized to provide a minimum of one hour retention at peak hourly trade waste flow using industry fixture flows listed in Appendix A3-5.
- Council at its discretion may consider requests for variations on sizing of devices if applications are supported by calculations by a qualified hydraulics engineer.

- For new community title scheme land or multi tenancy complexes where business or tenancy occupiers are unknown, the applicant should liaise with Council prior to lodgement of any plumbing application or trade waste approval to confirm Council requirements. Where a common pre-treatment device is permitted, such device must have a minimum capacity of 1000 litres for the discharge of trade waste the subject of one Trade Waste Approval and 500 litres minimum for every subsequent Trade Waste Approval.

7.2 CATEGORY 2 WASTE

7.2.1 General

Council may, at its discretion, accept category 2 trade waste into Council's sewerage system at Category 2 trade waste sewer admission limit(s). Additional charges apply for discharge of category 2 trade waste.

Category 2 pre-treatment requirements will be determined on an individual basis. The Approval Holder will be required to employ the services of a Trade Waste Consultant to report on the type, volume and concentrations of trade waste and the methods that will be adopted to ensure Council's sewer admission limits are met. This report will be forwarded to Council as part of the application for approval, prior to any pre-treatment facilities being installed.

Where such an allowance is made, Council may, as a condition imposed on the Trade Waste Approval, require the Approval Holder to undertake an effluent improvement management plan. This plan should include:

- a description of the raw and treated effluent quantity and quality;
- provision for monitoring and reporting waste quantity and quality;
- operating guidelines to at least maintain allowable discharges
- an action program to enhance discharge quality through continuous treatment improvement;
- an examination of waste prevention and recycling options;
- an examination of options for the conservation of water;
- annual reporting to Council, including a summary of achievements and options.

Category 2 trade waste discharges will not be permitted unless all conditions of the approval are satisfied including, where conditioned, the establishment of the effluent improvement management plan.

At the time the Trade Waste Approval falls due for renewal, if Council considers the management plan is not being adequately followed, Council may issue a show cause notice seeking advice from the Approval Holder why Council should renew the approval.

8.0 COMMERCIAL SWIMMING POOLS/ORNAMENTAL PONDS

The back wash and pool water from commercial and public swimming pools and ornamental ponds constitute a trade waste and may not be discharged to sewer without approval through the issue of a trade waste approval.

The application for a trade waste approval must include a description of backwashing and pool emptying procedures. These procedures must include details of the anticipated discharge volume, the flow rate and the frequency of discharge.

The Approval Holder will be required to record all backwashing and pool emptying operations as specified above in a log book. The discharge volume may be calculated as the product of the rated capacity of the backwash pump and the term of operation of the pump as recorded in the log book. Records must be forwarded to Councils Trade waste inspector on a monthly basis.

These requirements will be included as a special condition of the approval.

9.0 DISCHARGE OF LIQUID WASTES FROM BUSES, AIRCRAFT & VESSELS

The discharge to sewer of certain galley and toilet wastes from recreational vessels may be permitted via approved 'pump out' facilities at Ports and Marinas. The waste discharged from these facilities must meet Sewer Admission Limits as set out in Appendix 2. The operator of such facilities must hold a trade waste approval for discharge. Charges will be in accordance with the category classification.

The discharge of untreated bilge water to the sewer is prohibited due to the possible presence of volatile substances.

The discharge of toilet waste from buses or other recreational vehicles may be permitted at approved discharge locations such as bus or transport depots, terminals, and caravan parks. The Owner/Occupier of the depot, terminal or caravan parks, where such facilities are located must hold a Trade Waste Approval and discharge must be in accordance with the approval conditions. Dumping fees of toilet waste would apply if the toilet waste discharge location is not directly connected to reticulated sewerage.

10.0 LANDFILL LEACHATE

Leachate from landfill sites and wastewater from waste treatment/disposal facilities constitutes a trade waste and may not be discharged to sewer without a trade waste approval.

Trade waste charges in accordance with the discharge category will apply.

11.0 DISCHARGE FROM OPEN AREAS

The discharge of rainwater or stormwater to sewer is prohibited.

The ingress of surface water from a potentially contaminated open area to the sewerage system can cause severe operational problems to Council. However, there may be circumstances when it is environmentally beneficial to accept these wastes to the sewer under strict controls.

A trade waste approval is required to discharge such waste. Controls will be required to ensure the discharge quality and quantity meet the requirements set by this policy and will include:

- all such water is pumped to sewer at a rate acceptable to Council;
- measures to ensure the discharge to sewer ceases automatically after a predetermined level of rainfall volume (mm) and/or intensity (mm/hr);
- measures to collect, segregate and treat the "first flush" volume, equivalent to 10mm X open area (m²), during wet weather with additional runoff directed to the storm water system;
- the "first flush" volume collected is pumped to sewer, after any necessary pre-treatment, no sooner than one (1) hour after the cessation of rain;
- a suitable device for the determination of sewer discharge volume to be installed; and
- any additional conditions as applicable.

All conditions will be specified in the approval.

Trade waste charges in accordance with the discharge category will apply.

12.0 TRADE WASTE FEES AND CHARGES

12.1 GENERAL

Charges to be levied in respect of trade waste for the ensuing financial year will be determined by Council resolution passed at the Budget Meeting in any financial year and listed in the Cassowary Coast Regional Council's approved Revenue Statement.

The trade waste approval annual access charge will be levied prorata on the rates notice with every billing cycle. Other charges relating to trade waste volume and quality, if applicable, will be levied on the rates notice with every billing cycle. Trade waste fees and charges are levied under sections 91(2), 92(4), 94 and 97 of the Local Government Act 2009. The amount levied will be due and payable within 30 days of the date of issue of the notice levying the charge and if not paid within that time will become a debt recoverable by the Council in a manner approved by Council. Any amount remaining unpaid as at the end of the rating period to which the notice relates will bear interest at such rate per centum per annum as fixed by Council by resolution.

12.2 PART A ANNUAL ACCESS UTILITY CHARGE

An annual access utility charge is levied on each Trade Waste Approval associated with a premises and is payable upon receipt of a Council rate notice. The access utility charge covers the cost of administration and compliance management of trade waste approvals and the trade waste services.

The annual access utility charge reflects the management and compliance auditing costs of a low risk trade waste generator with a discharge that poses a low risk of impacting Council's sewerage system. Council reserves the right to charge a higher annual access utility charge if the discharge is perceived as being higher risk and warranting more than 2 compliance audit inspections or any compliance sampling and testing in any 12 month period. If as condition of an approval more than 2 annual audit inspections will be required, any additional inspections will be charged at the fee as indicated in the Fees and Charges Schedule.

12.3 CATEGORY 1 VOLUME CHARGES

For low strength trade waste (Category 1), a trade waste volume charge is applicable and is calculated as follows:

A) FOR PREMISES WHERE THERE IS NO SEPARATE SUBMETERING FOR TRADE WASTE FACILITIES:

6 Mthly Trade Waste Volume Charge = ((Metered Water Consumption in 6 mths - Pedestal allowance per 6mth x No. of pedestals) x Industry Discharge Factor) x \$rate/kL from Annual Council Revenue Statement

Where:

6 months: For a financial year, 6 months is the period 1 July to 31 December, and 1 January to 30 June.

Council adopts a pedestal allowance of 138kL/pedestal/annum or 69kL/pedestal per 6 mths

The industry discharge factor is a fraction between .01 and 1 that indicates the proportion of water used in the non-residential part of the premises that is discharged as trade waste and will vary based on-

- commercial/industry type;
- the site's metering arrangements;
- on-site trade waste generating processes; and
- the mix of occupiers on the land.

Council has compiled a list of discharge factors as listed in table 2 which are largely based on metering information from large water authorities. Alternative mechanisms for calculation of the trade waste volume charge are also endorsed by Council and rely on metering of either water supply to trade waste facilities or effluent.

TABLE 2 :INDUSTRY DISCHARGE FACTORS

Industry	Definition	Discharge Factor
Aged care/nursing home	Nursing home, hostel, respite, hospice	0.80
Animal care	Veterinary, boarding kennels	0.70
Automotive	Mechanical workshop, garage, lawnmower repair, equipment hire, etc.	0.90
Bakeries	Bakery (small or large)	0.85
Boiler making/engineering	Sheet metal, steel fabrication,	0.90
Bowling club	Bowls club	0.70
Butchers	Butchers, small goods manufacturers	0.90
Car detailing	Car detailing	0.90
Caravan park	Caravan park, mobile home park	0.70
Chemical manufacturers	Manufacturing of chemicals	0.90
Chicken poultry shop	Chicken shop-no cooking	0.90
Chicken poultry shop	Chicken shop - cooking	0.80
Child care	Kindergartens, day care, child care centre	0.80
Churches/halls	Churches and community halls	0.90
Concrete batching plants	Concrete plants	0.02
Dental	Dental surgery	0.80
Factories (dry processing)	Manufacturing without water	0.70
Fast food (with disposable cutlery and plates)	KFC, McDonalds, Pizza, etc.	0.80

Industry	Definition	Discharge Factor
Food processor	Salad and vegetables	0.85
Golf clubs	Private and public golf club	0.90
Guesthouse/boarding house	Backpackers accommodation, boarding house	0.80
Hairdresser	Hairdresser/beauty salon	0.90
Hospitals	Hospitals private and public	0.90
Hotels	Licenced hotel premises/taverns	0.90
Laundries	Commercial laundries/drycleaners and Laundromats	0.85
Marinas	Marina complex, boat manufactures	0.90
Medical centre	Medical centre with x-ray	0.80
Mixed industries	Anything not covered by specific categories or multiple industries	0.90
Motels	Accommodation	0.90
Nurseries/agriculture	Whole and retail nurseries and agricultural business	0.10
Office blocks	Premises used for offices	0.90
Parks and gardens	Council parks and gardens	0.10
Radiator repair	Radiator repair	0.70
Railway	Railway stations	0.90
Registered clubs	RSL, sporting clubs excluding Bowls and golf clubs	0.90

Industry	Definition	Discharge Factor
Restaurants and cafes	Restaurants, cafes, take-a-ways, etc.(See also fast food)	0.90
Schools/Universities	Private and public education	0.80
Seafood	Wholesale, retail seafood processors, bait and fisheries	0.90
Service stations/car washes	Petrol stations, carwashes	0.90
Shopping centres	Shopping centre complexes (large or small)	0.90
Swimming pool	Swimming pool complex	0.70
Utility	Power, telephone, etc.	0.90
Vacant land	Vacant land	0
Waste recovery	Liquid waste disposal	0.90

Where individual Approval Holders have information which would indicate a departure from the above discharge factor, application may be made for reconsideration of the fraction used.

The following examples demonstrate the methodology for calculation of the category 1 trade waste volumetric charge.

Example 1: Restaurant on individual lot and not in a Body Corporate

6 Mth water consumption = 500 kilolitres

Pedestals = 5

Pedestal Allowance = 69 kilolitres/pedestal/6 mth

Trade Waste Discharge Factor = 0.90

Step 1 – calculate the pedestal allowance volume

5 toilets x 69 kilolitres per pedestal per 6mth = 345 kilolitres per 6mth.

Step 2 – deduct the pedestal allowance from the water consumption for the billing period

500 kilolitres – 345 kilolitres = 155 kilolitres.

Step 3 – multiply the 'non-domestic' water in Step 2 by the discharge factor

155 kilolitres x 0.9 = 139.5 kilolitres

Trade waste volume for the billing period is 139.5 kilolitres.

Step 4 – Multiply the Trade waste volume x \$X/kL - the trade waste volumetric charge dollar value per kilolitre (from Revenue Statement)

139.5 kilolitres x \$X per kilolitre = \$Y (amount to be levied on rates notice.)

EXAMPLE 2: Restaurant on an individual lot within a community title scheme land which has a bulk supply water meter for the entire scheme land and no water sub-meter or trade waste effluent discharge meter servicing the individual lot, and pedestals are on the common property. In this instance the restaurant is the sole trade waste generator in the CTS.

6 Mth water consumption = 500 kilolitres

Pedestals = 5

Pedestal Allowance = 69 kilolitres/pedestal/6 mth

Trade Waste Discharge Factor = 0.90

Step 1 – calculate the pedestal allowance volume

5 toilets x 69 kilolitres per pedestal per 6mth = 345 kilolitres per 6mth.

Step 2 – deduct the pedestal allowance from the water consumption for the billing period

500 kilolitres – 345 kilolitres = 155 kilolitres.

Step 3 – multiply the ‘non-domestic’ water in Step 2 by the discharge factor

155 kilolitres x 0.9 = 139.5 kilolitres

Trade waste volume for the billing period is 139.5 kilolitres.

Step 4 – Multiply the Trade waste volume x \$X/kL - the trade waste volumetric charge dollar value per kilolitre (from Revenue Statement)

139.5 kilolitres x \$X per kilolitre = \$Y (amount to be levied on rates notice.)

EXAMPLE 3: Restaurant and bakery each on an individual lot within a community title scheme land which has a bulk supply water meter for the entire scheme land and no water sub-meter or trade waste effluent discharge meter servicing the individual lot, and pedestals are on the common property.

6 Mth water consumption for CTS = 900 kilolitres

Pedestals = 5

Pedestal Allowance = 69 kilolitres/pedestal/6 mth

Trade Waste Discharge Factor = 0.90 for restaurant.

Trade Waste Discharge Factor = 0.85 for bakery

Step 1 – calculate the pedestal allowance volume

5 toilets x 69 kilolitres per pedestal per 6mth = 345 kilolitres per 6mth.

Step 2 – deduct the pedestal allowance from the water consumption for the billing period

900 kilolitres – 345 kilolitres = 555 kilolitres

Step 3 – Assess Trade Waste Discharge Volume for CTS

Trade Waste Discharge Volume = Volume from Step 2 * Lowest Discharge Factor Applying within CTS

555 kilolitres x 0.85 = 471.75 kilolitres

Trade waste discharge volume for CTS = 471.75 kilolitres. (A)

Step 4 – Apportion CTS Discharge Volume Based on Lot Size of Each Trade Waste Lot

Lot area of restaurant = 1200m² (B)

Lot area of bakery = 200m² (C)

Trade Waste Discharge Volume of Bakery = $A * C / (B + C) = 471.75 * 200 / 1400 = 67.39 \text{ kL}$

Trade Waste Discharge Volume of Restaurant = $A * B / (B + C) = 471.75 * 1200 / 1400 = 404.36 \text{ kL}$

Step 5 – Multiply the Trade waste discharge volume x \$X/kL - the trade waste volumetric charge dollar value per kilolitre (from Revenue Statement)

For bakery = 67.39 kilolitres x \$X per kilolitre = \$Y (amount to be levied on rates notice.)

For restaurant = 404.36 kilolitres x \$X per kilolitre = \$Z (amount to be levied on rates notice.)

Example 4: Restaurant on an individual lot in a Body Corporate with individual lot submetering of water consumption. Toilet facilities of restaurant on individual lot.

6 Mth water consumption = 500 kilolitres

Pedestals = 5

Pedestal Allowance = 69 kilolitres/pedestal/6 mth

Trade Waste Discharge Factor = 0.90

Step 1 – calculate the pedestal allowance volume

5 toilets x 69 kilolitres per pedestal per 6mth = 345 kilolitres per 6mth.

Step 2 – deduct the pedestal allowance from the water consumption for the billing period

500 kilolitres – 345 kilolitres = 155 kilolitres.

Step 3 – multiply the ‘non-domestic’ water in Step 2 by the discharge factor

155 kilolitres x 0.9 = 139.5 kilolitres

Trade waste volume for the billing period is 139.5 kilolitres.

Step 4 – Multiply the Trade waste volume x \$X/kL - the trade waste volumetric charge dollar value per kilolitre (from Revenue Statement)

139.5 kilolitres x \$X per kilolitre = \$Y (amount to be levied on rates notice.)

Example 5: Restaurant on individual lot in a Body Corporate with Individual Lot SubMetering Of Water Consumption. Toilet Facilities on Common Property.

6 Mth water consumption = 500 kilolitres

No Pedestal Allowance

Trade Waste Discharge Factor = 0.90

Step 1 - Calculate the Trade waste discharge volume = water consumption by the discharge factor

500 kilolitres x 0.9 = 450 kilolitres

Trade waste volume for the billing period is 450 kilolitres.

Step 2 – Multiply the Trade waste volume x \$X/kL - the trade waste volumetric charge dollar value per kilolitre (from Revenue Statement)

450 kilolitres x \$X per kilolitre = \$Y (amount to be levied on rates notice.)

EXAMPLE 6: Restaurant and bakery on a lease within a larger complex on a single lot. No other leased properties within the lot are trade waste business.

6 Mth water consumption for lot = 900 kilolitres

Pedestals = 5 shared in complex.

Pedestal Allowance = 69 kilolitres/pedestal/6 mth

Trade Waste Discharge Factor = 0.90 for restaurant.

Trade Waste Discharge Factor = 0.85 for bakery

Step 1 – calculate the pedestal allowance volume

5 toilets x 69 kilolitres per pedestal per 6mth = 345 kilolitres per 6mth.

Step 2 – deduct the pedestal allowance from the water consumption for the billing period

900 kilolitres – 345 kilolitres = 555 kilolitres

Step 3 – Assess Trade Waste Discharge Volume for complex (the lot)

Trade Waste Discharge Volume = Volume from Step 2 * Lowest Discharge Factor Applying within the lot

555 kilolitres x 0.85 = 471.75 kilolitres

Trade waste discharge volume for lot = 471.75 kilolitres. (A)

Step 4 – Apportion Lot Discharge Volume Based on Floor Area of Each Trade Waste Lot

Floor area of restaurant = 800m² (B)

Lot area of bakery = 200m² (C)

Trade Waste Discharge Volume of Bakery = $A * C / (B + C) = 471.75 * 200 / 1000 = 94.35 \text{ kL}$

Trade Waste Discharge Volume of Restaurant = $A * B / (B + C) = 471.75 * 800 / 1000 = 377.40 \text{ kL}$

Step 5 – Multiply the Trade waste discharge volume x \$X/kL - the trade waste volumetric charge dollar value per kilolitre (from Revenue Statement)

For bakery = 94.35 kilolitres x \$X per kilolitre = \$Y (amount to be levied on rates notice.)

For restaurant = 377.40 kilolitres x \$X per kilolitre = \$Z (amount to be levied on rates notice.)

B) FOR PREMISES WHERE THERE IS SEPARATE SUBMETERING INSTALLED ON TRADE WASTE FACILITIES:

The trade waste volumes recorded by submeters on trade waste fixtures will be used directly in the calculation for the volumetric charge and no offset will be granted for the pedestal allowance or the industry discharge factor.

6 Mthly Trade Waste Volume Charge = 6 Mth Submetered trade waste volume * trade waste volumetric \$rate/kL from Annual Council Revenue Statement

12.4 CATEGORY 2 TRADE WASTE VOLUME AND QUALITY CHARGE

The category 2 quantity and quality charge on the total annual discharge of trade waste to the sewer will be assessed on an individual case by case situation depending on the nature and strength of the waste discharged to Council's sewerage network. The charging formula will be issued with the conditions of any Approval.

For category 2 Approval Holders, it will be mandatory to install an effluent meter to measure the trade waste volume being discharged to the sewerage system. The discharge volume in the above formula will be the metered effluent volume. Human waste flows must be separated from trade waste and discharged separately to the sewer for category 2 Approval Holders.

For charging purposes, a system of self-monitoring by the Approval Holder will be used to collect sufficient data to enable the average mass load for the designated charging period to be calculated. Where pre-treatment is required to meet sewer admission limits for specified parameters, self-monitoring will be required for those parameters, or a suitable surrogate, to confirm satisfactory pre-treatment. Requirements for self-monitoring and auditing by Council will be specified in the approval. The Approval Holder will meet all costs of self-monitoring. All laboratory analyses will be performed by NATA registered laboratories.

Council will collect and analyse samples for overall assessment of compliance with Sewer Admission Limits. The anticipated cost of compliance sampling and testing will be included in the levied amount for the annual access utility charge.

Where additional inspection and testing is required to be done by Council as a result of non-compliance, Council will charge the Approval Holder for all costs associated with this inspection and testing as outlined in Council's Schedule of Fees and Charges.

12.5 MISCELLANEOUS CHARGES

Additional charges are outlined in the Revenue Statement and fees and charges schedule covering a range of other miscellaneous trade waste matters as outlined below:

- Sewer Loading Charge - Illegal Discharge eg. Failure to install appropriate pre-treatment devices or illegal discharge to sewer.
- Sewer Loading Charge - Non servicing of pre-treatment devices that lead to a discharge that exceeds the Council's sewer discharge limits.
- Sewer Loading Charge - non installation of pre-treatment facility where an existing waste stream requires the installation of an arrestor to provide best practice pre-treatment for category 1 and category 2 wastes, but Council agrees that site specific conditions do not allow for appropriate device to be installed.
- Sewer Loading Charge – undersized pre-treatment facility

- Charges for Food Waste Disposal Units - Approval Holders in category 1 with food waste disposal units (garbage grinders, fruit & vegetable peelers) will be charged a fee based on the power of the motor. This charge is an addition to other applicable trade waste charges:
 - Category A: To 700W rating
 - Category B: Above 700W rating
 - Category C: Garbage grinders in public and private hospitals and aged nursing homes
- Inspection fees – The annual access utility charge is based on a maximum of 2 compliance audits per annum. In the consideration of an application for a trade waste approval, Council will assess if the trade waste is considered high risk with increased potential to damage Council's system. If assessed as high risk Council may condition, as part of the approval conditions, further audit inspections be undertaken and in this instance, additional inspection fees will be payable with the annual access utility charge.
- Noncompliance with trade waste approval conditions may also incur a requirement for additional inspections.
- Testing fees - the waste stream of a category 2 discharger will be audited by sampling and testing on a basis as outlined in the approval conditions. These tests are over and above the testing undertaken by the Approval Holder to monitor the performance of the pre-treatment device. The full cost of laboratory analyses will be recovered from the Approval Holder.
- Where Council agrees to accept a trade waste which has properties in excess of those defined in the General Limits in Appendix 2 of the Sewer Admission Limits, an additional charge will apply for each agreed non-complying parameter. The formula for calculation will be:

Charge = (actual/approved)^d x charge rate (\$/kg) x kg pollutant

where d is a constant to be determined by Council;

the minimum ratio for (actual/approved) is 1.0; and

'approved' means the sewer admission limit value or other negotiated value defined in the trade waste approval.

'actual' is the average of the actual waste that is discharged over that period.

The period of the charge will be the time period, based on the sampling frequency, over which the limits are considered to have been exceeded.

- Septage and Other Liquid Waste fees - Licensed waste transporters disposing of septage, portable toilet or other approved liquid waste to the sewer under approved conditions will be charged on a calculated volume basis (\$/kL) which takes account of both the volume and strength of the waste.

12.6 REFUNDS ON FEES AND CHARGES FOR CESSATION

No refunds of any fees or charges will be paid on cessation of discharge.

13.0 INSPECTIONS AND AUDITING

13.1 GENERAL

Council undertakes an inspection and auditing program to ensure compliance with this management plan and trade waste approvals. The range of inspections by Council include:

- Initial inspections
- Routine compliance inspections
- Follow Up Inspection
- Investigation Inspection
- Customer Request Inspection

13.2 INITIAL INSPECTIONS

Initial inspections are performed prior to, or just after, the submission of a liquid trade waste application and ideally before any liquid trade waste is discharged to the sewerage system from the site. They are often used to assist applicants complete the trade waste application form.

Depending on the type of business, this inspection may consider;

- type of business/es to be conducted on the site;
- source points for the generation of liquid trade waste;
- proposed quantity and quality of the liquid trade waste to be discharged;
- proposed start date for the commencement of liquid trade waste discharge to sewer; and
- pre-treatment installed or proposed.

13.3 ROUTINE COMPLIANCE INSPECTIONS

For the purpose of monitoring and auditing the conditions of discharge, Council's trade waste officer will inspect the premises of all Approval Holders' premises to check:

- That pre-treatment facilities and diversion valves are regularly and properly serviced and standby equipment is available where necessary;
- All storage areas are properly isolated and are not improperly connected to sewer;
- There are no unauthorised trade waste connections to sewer;
- There are no illegal stormwater connections to the trade waste system or sewerage;
- There are no illegal trade waste connections to stormwater and that there is no potential for trade waste to flow improperly to sewer, stormwater or waterways;
- That conditions of the trade waste approval, such as monitoring requirements, are being adhered to;
- Calibration records of any monitoring equipment.

These inspections also enable Council's trade waste officers to take compliance samples, establish if the service frequency for pre-treatment equipment is adequate, assess the overall condition of the pre-treatment device, assess the waste reduction techniques employed and to provide general advice on trade waste management.

13.4 FOLLOW UP INSPECTIONS

Follow up inspections are required where incidents or breaches have occurred during a previous inspection site visit. The re-inspection may ascertain that:

- the incident of non-compliance has been rectified;
- procedures have been initiated to prevent re-occurrence;
- steps have been taken to modify the pre-treatment;
- steps in an Effluent Improvement Program have been completed; or
- no action has been taken to rectify the cause of the incident or breach, in which case further compliance action may be undertaken, including suspension or cancellation of the trade waste approval.

13.5 INVESTIGATION INSPECTION

Investigation inspections are performed predominantly on a reactive basis following:

- a complaint from an external source; or
- identification of an illegal discharge entering the sewerage system or treatment plant.

The purpose of these inspections is to track down and stop the source of the unauthorised discharge. The person responsible for the discharge may be charged a fee for repairs to any damage to the sewerage system caused as a result of the non-compliant discharge.

13.6 CUSTOMER REQUEST INSPECTION

A trade waste customer may request an additional inspection from Council for the purposes of assessing some component of their trade waste activity, such as the pre-treatment service frequency.

13.7 COST OF INSPECTIONS

Council may at its discretion, invoice the Approval Holder for any inspections not otherwise covered in the application fee or the annual access utility charge.

14.0 INSPECTION CHAMBERS AND/OR GAUGING FACILITY

Category 2 wastes will be discharged to Council's sewerage system via an open channel inspection chamber and/or gauging facility. The inspection chamber and/or gauging facility will be located on the trade waste discharge line in an area which is accessible at all times to Council's officers thus allowing for sampling and/or monitoring equipment to be installed and operated.

A suitable 240 volt power outlet and a standard water supply outlet with back-flow prevention device installed in accordance with AS 3500 Part 1 and AS 2845.3 and approved by Council is required at all gauging facility sites.

For new Category 2 installations (and where reasonably practical for new category 1 installations), the trade waste discharge line must be separate from the domestic waste discharge line. For existing installations retrofitting is not required except where it may be completed during any proposed upgrading or alterations to the installation.

Where a non-domestic premise does not have a separate trade waste discharge line to Council's sewerage system, an open channel inspection chamber must be installed on the house drain, in an accessible location, prior to leaving the property and/or connecting into the Council sewer.

Arrestor trap installations and other pre-treatment devices on premises discharging Category 1 wastes, must have an inspection opening provided externally to the building, within the premises, at finished ground level.

15.0 TRADE WASTE METERING

15.1 METERING OF NEW TRADE WASTE APPLICATIONS

Persons submitting new applications for category 1 trade waste with water consumptions likely to be in excess of 1ML per annum will be conditioned to install an approved flow submeter/s on the inlet to each trade waste fixture. Alternatively Council may approve an effluent meter prior to the connection to Council's sewerage system where a flow meter installation is not practical.

Persons submitting new applications for category 2 trade waste will be conditioned to install an effluent meter in a chamber immediately prior to the connection to Council's sewerage system. For new category 2 dischargers the domestic waste stream must be in a separate piped system from the trade waste flow stream, so the effluent metering will only measure the trade waste volume used for calculation of charging.

15.2 METERING UNDER EXISTING TRADE WASTE APPROVALS

For existing high volume category 1 Trade Waste Approvals, the Approval Holders are encouraged to install approved flow submeters on the inlet to each trade waste fixture. Where an Approval Holder requests the installation of trade waste submetering, and the proposal and associated plumbing application is accepted by Council, the Approval Holder may either undertake the work privately at his cost or engage Council to undertake the work by way of a private works agreement. If the former option is adopted, meters will be provided by Council at cost and the work must be done by a plumber or drainer in accordance with an approved plumbing application. If the latter option is undertaken, the Approval Holder will still be responsible for preparation of the plumbing application but Council plumbing staff will undertake the work on the basis of a fixed price quotation and the full amount received prior to commencement of works. Trade waste submeters or effluent meters approved by Council will become the property of Council who will be responsible to maintain the meters. Maintenance of pipework in private property other than the meter will be responsibility of the owner. Where the Approval Holder is not the owner of the premises, the Approval Holder must obtain the written authority of the Owner to such installation specifically noting agreement to the conditions with respect to maintenance responsibilities as outlined herein.

15.4 EFFLUENT METERING OPTION

In some circumstances, an option may be approved where an effluent meter could be installed immediately prior to the connection to Council's sewerage system. If such arrangement is approved, details of the effluent meter installation and pit will be confirmed by Council. As with the submetering option, the installation could be undertaken by the Approval Holder or by Council. The terms and conditions for installation and repayment of this option would be the same as for submetering.

Where an effluent meter is installed, and the pipe flow is the combination of the domestic waste stream and the trade waste flow, the trade waste volume for charging would be calculated as follows:

Trade waste volume for 6 mths = Effluent Metered Volume (in 6 mths) – 69kL x no.of pedestals.

15.5 METER REQUIREMENTS AND DETAILS

As noted above, trade waste submeters will be supplied by Council at the scheduled cost. Effluent meters will not be supplied by Council, unless the installation is undertaken by Council. Tradewaste meters used for trade or billing purposes by private entities and wastewater service providers must comply with the requirements of the national Measurement Act 1960 (Cth) (the Act), National Measurement Regulations 1999 (Cth) and the National Trade Measurement Regulations 2009 (Cth).

Meters must be able to retain their readings following a power failure. The meter must have an alternative power back-up. The meter installation will include a tamper proof mechanism to prevent unlawful interference with the meter. If evidence arises that metering is being bypassed or otherwise rendered ineffective in any manner, the trade waste volume will be assessed using the industry discharge factor method. Tradewaste meters must be installed in an accessible position and no submeters must be higher than 1.8 meters from floor/ground level. Tradewaste submeters must not be enclosed.

In order to be verified and calibrated, a tradewaste meter is required to be tested in accordance with the National Instrument Test Procedure for Utility Meters NIPT 14. Verification can only be performed by a Utility Meter Verifier under the Act. Calibration requirements including the frequency of calibration will be indicated in approval conditions.

16.0 REMOVAL OF INDUSTRIAL LIQUID WASTE FROM PREMISES

16.1 LIQUID WASTE DISPOSAL CONTRACTORS

Removal of scheduled liquid wastes from a premises must only be carried out by a waste transporter licensed in accordance with the *Environmental Protection Act 1994 and Environmental Protection Regulation 2008* and transported, stored, treated or disposed of in accordance with the requirements of the *Environmental Protection (Waste Management) Regulation 2000*.

Liquid waste disposal contractors wishing to discharge septage, portable toilet waste or other approved holding tank or liquid waste to the sewer or sewage treatment plant must be registered annually with Council and pay all charges for disposal. Application for registration as a liquid waste disposal contractor must be lodged on the prescribed form and must be accompanied with payment of the annual fee. Council may assign conditions to any approval issued to a liquid waste disposal contractor.

16.2 COLLECTION AND DISPOSAL OF LIQUID WASTES

No person will discharge or cause to be discharged directly or indirectly to the sewer, wastes from any liquid transport vehicle without Council approval through the issue of a trade waste approval.

Waste transporters must dispose of septage and/or other approved liquid waste into the sewerage system in accordance with their approval conditions. Trade waste charges apply for the disposal of septage and liquid waste as indicated in Council's Schedule of Fees and Charges.

Grease interceptor waste and oil interceptor waste other than treated effluent from approved installations must not be disposed of to the sewerage system. Such wastes must be disposed of in a manner and/or at a site approved in accordance with requirements of the Environmental Protection Act and the Environmental Protection Regulation 2008 and operated in accordance with the requirements of the Environmental Protection (Waste Management) Regulation 2000.

Advice on the disposal of liquid waste which is not suitable for discharge to sewer may be obtained from Council's Trade Waste Officer.

17.0 APPROVED SERVICE CONTRACTORS

Council has a list of approved service contractors for cleaning and servicing of pre-treatment and stormwater diversion equipment.

To be on the approved list, service contractors are required to commit to:

- Servicing pre-treatment or stormwater diversion devices to council requirements;
- Assessing each pre-device for damage (e.g. broken baffles) and maintenance requirements;
- Advising council if, in their opinion, the specified service frequency is inappropriate;
- Providing to council, monthly and in electronic form, details of devices serviced, including date of service, council barcode number and maintenance requirements.

Other service providers may be used. However Council may require a Trade Waste Officer to inspect the device immediately after servicing, at the Approval Holder's expense.

Maintenance cleaning of arrestors must be carried out on a regular basis in accordance with conditions of the trade waste approval by a waste transporter licensed under the Environmental Protection Act 1994 and the Environmental Protection Regulation 2008.

18.0 RECORDS AND TRADE WASTE INFORMATION

Council will maintain records of trade waste data, management documents and customer correspondence within its corporate record systems.

Information and data relating to a specific Approval Holder, obtained from reports, applications, approvals, monitoring programs will not be available to the public and are treated as commercial-in-confidence information.

19.0 TWEMP REVISION

This TWEMP will be subject to review on an annual basis or as circumstances require. The updated version of the TWEMP will be available on Council's website.

APPENDIX 1- SELECTED LEGISLATION RELATIVE TO TRADE WASTE

Water Supply (Safety and Reliability) Act 2008

Plumbing and Drainage Act 2002

Standard Plumbing and Drainage Regulation 2003

Environmental Protection Act 1994

Environmental Protection (Water) Policy 2009

Environmental Protection Regulation 2007

Environmental Protection (Waste Management) Policy 2000 (Repealed 2011)

Environmental Protection (Waste Management) Regulation 2000

Local Government Act 2009

Sustainable Planning Act 2009 replaces the Integrated Planning Act 1997

Sustainable Planning Regulation 2009

Radiation Safety Act 1999

Radiation Safety Regulation 2010

Gene Technology Act 2001 (Queensland Legislation)

Gene Technology Act 2000 (Commonwealth Legislation)

APPENDIX 2 - SEWER ADMISSION LIMITS

A2-1 PURPOSE AND SCOPE

These trade waste sewer acceptance criteria define the quality standards for trade waste approved for discharge into sewerage infrastructure owned by the Council.

Site-specific variations to the trade waste sewer acceptance criteria may be approved at Council's sole discretion and such variations will be documented in *Trade Waste Approval* conditions.

These trade waste sewer acceptance criteria conform to the Australian Sewage Quality Management Guideline 2012 (WSAA) and the requirements of the *Water Supply (Safety and Reliability) Act 2008*.

A2-2 PROHIBITED SUBSTANCES

Persons, including Approval Holders, are prohibited from introducing or cause to be introduced into Council's sewerage infrastructure, any prohibited substances listed in trade waste sewer acceptance criteria.

Prohibited substances are detailed in Schedule 1 of the Water Supply Act, and include:

- **A solid or viscous substance in a quantity, or of a size, that can obstruct sewage, or interfere with the operation of sewerage.**

Note: specifically including:

- Solid or viscous substances in amounts which will cause obstruction of the flow in Council's sewerage infrastructure resulting in interference; but in no case solids with a maximum linear dimension of greater than 13 millimetres and a quiescent settling velocity greater than 3 metres per hour.
- Animal guts or tissues, paunch manure, bones, hair, entrails, whole blood, feathers, ashes, cinders, sand, spent lime, stone or marble dusts, sawdust, metal, glass, straw, grass clippings, rags, spent grains, waste paper, wood and plastics.

- **A flammable or explosive solid, liquid or gaseous substance, including petrol**

Note: specifically including:

- Contaminants which create a fire or explosive hazard in sewerage infrastructure including, but not limited to, waste streams with a closed-cup flashpoint of less than 60°C.

- **Floodwater, rainwater, roof water, storm water, subsoil water and surface water.**

Note: Where rainwater is collected and used in substitute for potable water and then used to generate trade waste, the waste water will no longer be considered to be rainwater or groundwater.

- **A substance, that given its quantity, is capable alone, or by interaction with another substance discharged into sewerage, of:**

- inhibiting or interfering with a sewage treatment process; or
- causing damage or a hazard to sewerage; or
- causing a hazard for humans or animals; or
- creating a public nuisance; or
- creating a hazard in waters into which it is discharged; or
- contaminating the environment in places where effluent or sludge from a sewage treatment plant is discharged or reused.

Note: specifically including:

- Noxious or malodorous liquids, gases, solids, or other wastewater.
- Petroleum oil, non-biodegradable cutting oil, or products of mineral oil origin, in amounts that will cause interference (i.e. accumulation in a pump station wet well) or pass through.
- Alkaline degreasers or other products intended for the use of solubilising or emulsifying oil, grease and fat residues.
- Raw or depleted degreasing substances or baths of detergent cleaners, hydrocarbon cleansers, caustic soda, phenol/cresol solutions, cresylic acid and chlorinated hydrocarbons.
- Contaminants which result in the release of toxic gases, vapours, or fumes within sewerage infrastructure in a quantity that may cause worker health and safety problems.
- Any sludge, screenings, or other residual wastes from the pre-treatment of industrial or commercial wastes or from industrial or commercial processes, unless such wastes have undergone pre-treatment and have been approved for discharge by Council.

- **A substance at a temperature of more than 38°C**

A2-3 RESTRICTED SUBSTANCES

All persons, including Approval Holders, are prohibited from introducing or causing to be introduced into Council's sewerage infrastructure any restricted substance at concentration or mass load greater than the relevant sewer acceptance criteria listed in the tables below.

Any substance not listed in the sewer acceptance criteria is a restricted discharge and must not be discharged at measurable concentrations unless specifically approved by Council.

A2-3 RESTRICTED SUBSTANCES

PARAMETER	REMARKS
Medical and infectious wastes	Pathological, infectious and cytotoxic wastes are prohibited except as allowed for under the <i>National Guidelines for the Management of Clinical and Related Wastes</i> produced by the National Health and Medical Research Council 1988. No person will discharge solid wastes from any hospital, clinic, surgery, laboratory or any other medical or veterinary facility to the sewers including but not limited to hypodermic needles, syringes, instruments, utensils, swabs, dressings, bandages, paper and plastic items of a disposable nature and any noticeable portion of human or animal anatomy.

PARAMETER	REMARKS
Genetically engineered organisms	<p>Dischargers must notify and obtain the written permission of Council prior to the discharge of genetically engineered organisms. Council, if not already in receipt of information from the Office of the Gene Technology Regulator (OGTR) about this application will refer the application to OGTR for comment.</p> <p>Laboratories and other facilities which culture, package or transport GMOs should have in place sufficient procedures and pre-treatment equipment to ensure that no live GMOs are discharged to sewerage.</p> <p>OGTR has issued guidelines on the disposal of genetically engineered organisms. For further information contact:</p> <p>Office of the Gene Technology Regulator MDP54 GPO Box 9848 Canberra ACT 2601 Email: ogtr@health.gov.au Phone: 1800 181 030 Fax: (02) 6271 4202</p>
Halogenated Aromatic Hydrocarbons (PCBs and PBBs)	Because of their stability, persistence and ability to bioaccumulate in animal tissue, these compounds have been severely restricted by health and environmental regulators. The discharge must be less than the limit of detection.
Pesticides – organochlorine	Because of their stability, persistence and ability to bioaccumulate in animal tissue, these compounds have been severely restricted by health and environmental regulators. The discharge must be less than the limit of detection.
Radioactive material	Radioactive material discharged to sewer must comply with requirements and discharge standards specified in the <i>Radiation Safety Act 1999</i> and associated regulations as updated from time to time.
Other substances	<p>Other substances to be controlled in discharges to sewer are those which:</p> <ul style="list-style-type: none"> • are persistent and/or toxic • pass through a treatment plant untreated or partially treated and affect the receiving environment • are deleterious to the sewerage system, employees of Council and/or the public • inhibit process efficiency or make collection and treatment of wastewater more expensive • could lead to contamination of the wastewater treatment products.

A2-4 ADMISSION LIMITS

The upper limits for the quality of trade waste discharged to the sewer for all categories are set out below. These admission limits will apply immediately. They are subject to periodic review.

I. GENERAL LIMITS

Parameter	Concentration (mg/l except *)
Temperature *	< 38°C
pH *	6 – 10
Biochemical Oxygen Demand (BOD ₅) +	600mg/L
Chemical Oxygen Demand (COD) +	1200mg/L
Total Organic Carbon (TOC) +	1200mg/L
Suspended Solids +	600mg/L
Total dissolved solids (TDS) ⁺	4000mg/L
Total oil/grease (Freon extractable)	200
Gross solids *	non faecal gross solids will have a maximum linear dimension of less than 20mm and a quiescent settling rate of less than 3m/hr.
Colour *	limited such as not to give any discernible colour in treatment works discharge
Odour *	not detectable in 1% dilution or causing an odour problem in Council's sewerage system
Chlorine (as Cl ₂)	10
Sulphate (as SO ₄ ⁻) [#]	2000
Sulphite (as SO ₂)	100
Surfactants - Anionic (MBAS)	500
Aluminium (as Al) [#]	100

Parameter	Concentration (mg/l except *)
Iron (as Fe) [#]	100
Ammonia plus ammonium ion (as N) [#]	100
Total Kjeldahl Nitrogen (as N) [#]	150
Phosphorus (Total P) [#]	50
Manganese (as Mn)	100

+ these levels () are for guidance only; the total mass load and the capacity of the sewerage system to accept the load will be considered for each application.

Council may in some circumstances accept waste containing higher concentrations of these substances. Additional charges for treatment (clause 7.6) will apply.

II. SPECIFIC LIMITS - INORGANIC

Parameter	Concentration mg/l
Boron (B)	100
Bromine (Br ₂)	10
Fluoride (F ⁻)	30
Cyanide (CN ⁻)	5
Sulphide (S ⁻)	5

III. SPECIFIC LIMITS - METALS

Parameter	Maximum Concentration (mg/l)	Daily mass load (g/day)
Arsenic (As)	5	15
Cadmium (Cd)	2	6
Chromium (Cr)		
Total	20	75*
Hexavalent	10	
Cobalt (Co)	10	30
Copper (Cu)	10	75
manganese (Mn)	10	30
Lead (Pb)	10	30
Mercury (Hg)	0.05	0.15
Nickel (Ni)	10	30
Selenium (Se)	5	15
Silver (Ag)	5	15
Tin (Sn)	10	30
Zinc (Zn)	10	75

The concentration values apply to dischargers having a daily mass load between the Lower Daily Mass Load (LDML) and the Upper Daily Mass Load (UDML). For small dischargers with a daily mass load below the LDML, no concentration limits apply. Dischargers who exceed Council's UDML limits will be required to take measures to meet the UDML. This may involve treating to a lower concentration than indicated above.

* For discharges below the Lower Daily Mass Load, hexavalent Cr must be reduced to trivalent Cr.

IV. SPECIFIC LIMITS - ORGANIC

Specific Acceptance Limits for Organic Compounds

PARAMETER	MAXIMUM LIMIT	REMARKS
Aldehydes		Aldehydes in the sewer atmosphere can adversely affect the safety of operations and maintenance personnel.
Formaldehyde (as HCHO)	30 mg/L	
Acetaldehyde (as CH ₃ CHO)	5 mg/L	
Propionaldehyde (as CH ₃ CH ₂ CHO)	5 mg/L	
Dimethyl sulphide	1 mg/L	Dimethyl sulphide is flammable and an irritant. Dimethyl sulphide has an unpleasant odour at even extremely low concentrations.
Ketones		Ketones in the sewer atmosphere can adversely affect the safety of operations and maintenance personnel.
Acetone	400 mg/L	
Methyl ethyl ketone	100 mg/L	
Pesticides – total (includes insecticides, herbicides, fungicides)	1.0 mg/L	<p>This category covers all pesticides other than those that are specifically listed below. They may:</p> <ul style="list-style-type: none"> adversely affect the treatment processes impair the quality of the receiving environment adversely affect the safety of operations and maintenance personnel restrict reuse/recycling applications.
Pesticides – organophosphor-ous (total)	0.1 mg/L	<p>Including: azinphos-methyl; azinphos-ethyl; coumaphos; demeton; dichlorvos; dimethoate; disulfoton; fenitrothion; fenthion; malathion; methamidophos; mevinphos; omethoate; oxydemeton-methyl; parathion; triazophos; trichlofon</p> <p>Other organophosphate pesticides are covered by the preceding <i>Pesticides (General)</i> category.</p> <p>This list includes substances on the following lists of environmental toxicants:</p> <ul style="list-style-type: none"> UK Red List UK Candidate List EC Priority Hazard List, and North Sea Agreement, APP. ID.
Petroleum hydrocarbons		Petroleum hydrocarbons may adversely affect the safety of operations and maintenance personnel.
Total	30 mg/L	
C ₆ –C ₉	5 mg/L	
Benzene	0.04 mg/L	
Toluene	0.5 mg/L	
Ethyl benzene	1.0 mg/L	
Xylene (total)	1.0 mg/L	
Phenolic compounds		

PARAMETER	MAXIMUM LIMIT	REMARKS
Total Phenols	100 mg/L	Phenolic compounds may adversely affect biological treatment processes. They may not be completely removed by conventional treatment and subsequently may impact on the receiving environment.
Pentachlorophenol	5 mg/L	Pentachlorophenol: <ul style="list-style-type: none"> • can adversely affect the biological treatment process • may impair the quality of the receiving environment.
Polynuclear Aromatic Hydrocarbons (PAHs)	5 mg/L	Many of these substances have been demonstrated to have an adverse effect on the health of animals. Some are also persistent and are not degraded by conventional treatment processes.
Volatile organic compounds		Volatile organic compounds may adversely affect the safety of operations and maintenance personnel.
Halogenated (total)	1 mg/L	
Trichloromethane (chloroform)	0.1mg/L	
Tetrachloroethene (perchloroethylene)	0.01mg/L	
Trichloroethene (trichloroethylene)	0.1 mg/L	

- V. Any substance not listed in the above tables is a prohibited discharge and may not be discharged without prior approval of Council. Council may request specific demonstrable evidence based on degradability and toxicity for any substance when assessing acceptance to sewer.

APPENDIX 3 - PRE-TREATMENT GUIDELINES FOR TRADEWASTE DISCHARGES

A3-1 INTRODUCTION

The following information is provided as a guide to assist Approval Holders. As waste quality may vary both within a given industry and between individual industries of the same type, the adequacy of these guidelines will need to be verified for each discharge.

A3-2 WASTE FROM COMMERCIAL AND SERVICE INDUSTRIES.

Occupiers or Owners of all premises where commercial or service enterprises are undertaken, or likely to be undertaken, must apply to the Council for a Trade Waste Approval to discharge trade waste to the Council sewer system. Discharge without approval is an offence under the Water Supply (Safety and Reliability) Act 2008 and is subject to penalties of up to 1665 penalty units (\$166,500.00) as defined in the Act.

Commercial and service enterprises include, but are not limited to, the following:

Restaurants, Coffee shops, Cafes

Fast food outlets/Take-a-ways

Butchers

Bakers/Hot bread shops

Seafood shops

Delicatessens

Pie/Pastry outlets

Ice-cream Parlours

Hotels

Motels

Backpacker accommodation

Caravan Parks with onsite laundry facilities or camp kitchens

Hospitals

Clubs

Laundromats

Hairdressers

Nursing homes

Medical surgeries (includes dental, veterinary, chiropractic – where have X-rays)

Garbage collection areas in commercial buildings

Service stations/ other automotive related businesses (small scale)

Small engineering works

Photographic/X-ray/Graphic arts/Mini labs

Air-conditioning waste-condensates, Cooling tower wastes

Commercial refrigeration condensates

Commercial/public swimming pool backwash water

Supermarkets/Shopping centres

In most cases wastes from these businesses would be termed as minor generators and would be suitable for discharge to the sewer after appropriate pre-treatment as indicated in Table 1. However, the Trade Waste Officer will access all trade waste generators and determine their category.

A3-3 CONTAINMENT OF TOXIC/HAZARDOUS SUBSTANCES

Any potentially toxic or hazardous substances must be stored in bunded areas where leaks, spillages, or overflows cannot be drained by gravity or by any automated mechanical means to the sewer or the stormwater system.

Bunding of toxic or hazardous substances must meet recommendations of applicable best practice guidelines, standards or codes of practice.

A3-4 PRE-TREATMENT REQUIREMENTS FOR BUSINESS TYPES

The business types listed below are deemed to comply with sewer acceptance criteria when discharging trade waste through properly installed and maintained pre-treatment infrastructure, unless otherwise specified in the relevant trade waste approval. The table below provides details of sizing requirements of facilities, if required, together with notations on special requirements. In all instances, sizing calculations for pre-treatment devices need to be confirmed by Council's Trade Waste Officer.

TABLE 1: PRE-TREATMENT REQUIREMENTS

BUSINESS TYPE	BASIC PRE-TREATMENT REQUIREMENTS
Workshops	
Automotive Industries service stations, car detailers	Oil silt arrestor with a capacity greater than the peak hourly flow (L/hour).
Mechanical Workshop	Oil silt arrestor with a capacity greater than the peak hourly flow (L/hour).
Food Service	
Cafe/Canteen/Cafeteria cooking on site	Standard grease arrestor sizing.
Chicken (Fresh) cutting and preparation of fresh meat	Standard grease arrestor sizing.
Chicken Cooking (Minor Retail) BBQ, charcoal, rotisserie	Standard grease arrestor sizing.
Chicken Cooking (Major Retail) Direct cooker connection to sewer (i.e. steam "combi" oven)	Grease arrestor with a capacity greater than the peak hourly flow (L/hour), but minimum 3000L grease arrestor.
Coffee Shop/Sandwich Shop/Sandwich Bar no cooking on site and discharge <1000L/day	No pre-treatment required.
Coffee Shop/Sandwich Shop/Sandwich Bar cooking on site	Standard grease arrestor sizing.
Commercial Kitchen hotel, motel, function centre, hospital	Standard grease arrestor sizing. In food preparation and handling areas install: <ul style="list-style-type: none"> - authorised in-sink basket traps being of self-closing or fixed screen type. - authorised floor wastes being of a basket trap of self-closing or fixed screen type. Food disposal units must be registered with Council.
Community Hall Kitchens minimal food preparation at site	No pre-treatment required.
Community Hall Kitchens cooking on site	Standard grease arrestor sizing.
Doughnut Shop cooking on site	Standard grease arrestor sizing.
Fast Food Outlet – Major Franchise cooking on site	Grease arrestor with a capacity greater than the peak hourly flow (L/hour), but minimum 2000L grease arrestor.
Fish and Chip Shop	Standard grease arrestor sizing.
Hotel/Motel/Bar/Nightclub no cooking on site	No pre-treatment required.
Hotel/Motel/Bar/Nightclub with counter lunches, cooking	Standard grease arrestor sizing.

BUSINESS TYPE	BASIC PRE-TREATMENT REQUIREMENTS
Ice Cream Parlour without hot food takeaway	No pre-treatment required.
Ice Cream Parlour with hot takeaway food	Standard grease arrestor sizing.
Pizza Shop (not a major chain)	Standard grease arrestor sizing.
Restaurant	Standard grease arrestor sizing.
School Canteen no cooking on site	No pre-treatment required.
School Canteen cooking on site	Standard grease arrestor sizing.
School Home Science/Hospitality Kitchen	Standard grease arrestor sizing.
Takeaway Food Shop no food cooked on site (i.e. sandwich bar)	No pre-treatment required.
Takeaway Food Shop cooking on site	Standard grease arrestor sizing.
Tertiary Institution Kitchen/Canteen/Cafeteria	Standard grease arrestor sizing.
Specialty Food	
Bakery (Retail) cooking on site (preparation of pastries, pies, sausage rolls etc)	Standard grease arrestor sizing.
Butcher (Retail)	Standard grease arrestor sizing. All drainage from sinks and floor wastes must pass through an authorised basket trap of self-closing or fixed screen type.
Delicatessen no meat or hot food cooked on site	No pre-treatment required.
Delicatessen hot food cooked on site	Standard grease arrestor sizing.
Fresh Fish (Retail) no fish cleaned, filleted or cooked on site	No pre-treatment required.
Fresh Fish (Retail) fish cleaned, filleted or cooked on site	Standard grease arrestor sizing. In-sink basket traps of self-closing or fixed screen type.
Food Manufacturing/Processing	
Food Manufacturing – Minor (<10 kL/day discharge)	Standard grease arrestor sizing. In food preparation and handling areas install: - authorised in-sink basket traps being of self-closing or fixed screen type. - authorised floor wastes being of a basket trap of self-closing or fixed screen type.

BUSINESS TYPE	BASIC PRE-TREATMENT REQUIREMENTS
Service Industries	
Beautician/ Hairdressing Salon	No pre-treatment required.
Hairdresser	No pre-treatment required. No discharge through grease arrestor.
Laundry coin operated only (not commercial)	No pre-treatment required.
Funeral Parlour	No pre-treatment required.
School Science Laboratory	Authorised silt trap or dilution chamber with a capacity greater than the peak hourly flow (L/hour). Neutralisation chamber may be required.
School Art Studio/Block	Silt arrestor with a capacity greater than the peak hourly flow (L/hour).
Care Facilities	
Day Care Centre no cooking on site	No pre-treatment required.
Day Care Centre cooking on site	Standard grease arrestor sizing.
Hospital Kitchen	Standard grease arrestor sizing.
Nursing Home Kitchen	Standard grease arrestor sizing.
Retirement Village Kitchen	Standard grease arrestor sizing.
Commercial Process	
Bin Wash associated with commercial premises	Basket trap in floor waste being of self-closing or fixed screen type. Wastewater to pass via grease arrestor (if installed).
Carwash roofed and bunded	Oil silt arrestor with a capacity greater than the peak hourly flow (L/hour). Basket trap in floor waste being of self-closing or fixed screen type.
Cooling Tower Condensate/Blowdown where this is the only discharge type	No pre-treatment required. Metering solution required.
Refrigeration Condensate	No pre-treatment required. Metering solution required.
Compressor Condensate (large scale)	Oil silt arrestor with a capacity greater than the peak hourly flow (L/hour). Metering solution required.
Veterinary and Pet Care	
Veterinary Practice no discharge of regulated waste	No pre-treatment required.
Hydrobath	Basket trap in floor waste being of self-closing or fixed screen type.

1. Standard arrestor sizing details are provided in section 7.1.3 of the TWEMP. Notwithstanding where standard sizings are indicated above, in all instances, size of pretreatment devices must be confirmed by Council and will be noted in conditions of approval.
2. Refer also Table 2 for additional requirements for mechanical workshop trade waste generators.
3. Refer also Table 3 for additional requirements for food industry trade waste generators.

A3-5 GUIDELINES FOR ESTIMATING PEAK HOURLY FLOWS

FIXTURE/FITTING TYPE	PEAK HOURLY FLOW ALLOWANCE (LITRES/HOUR)
Bain Marie - water heated	Use 3 x maximum capacity of the apparatus
Bin Wash / wet garbage	Install in-floor self-closing dry bucket arrestor trap. Installation of a grease arrestor is not required.
Floor Waste / Bucket Trap / Grated Strip Drain	Allow 50 litres/hour for every 50 square metres of floor area, or part thereof. Add allowance for any listed connected apparatus
Sealed Floor Waste Gully	0
Cleaners Sink	30
Dishwasher - tunnel feed*	Use 3 x manufacturer's peak flow rate per hour
Dishwasher – large (>1 outlet)*	Use 3 x manufacturer's peak flow rate per hour
Dishwasher – medium (upright)*	300
Dishwasher – small (under bench)	150
Glass Washer - tunnel feed	Use 3 x manufacturer's peak flow rate per hour
Glass Washing Machine	150
Grease Canopy (water cleaned)	50
Hand Basin	30
Ice Cream Machine Soft Serve	60
Lab Sink (commercial or research lab)	50
Lab Sink (educational facility)	22
Noodle Cooker	100
Potato Peeler (large commercial application)	Use 3 x manufacturer's peak flow rate per hour
Potato Peeler (small kitchen application)	100
Rotisserie Rack	100
Steamer Roast Oven / Combi Oven	Allow 40 litres/hour per rack. 3000 litre grease arrestor minimum size.
Electric or Gas /Steamer Cooker / Kettle	200
Sink - Utility / Pot per outlet connected separately to drain (depth greater than 300mm)	300
Sink – Single Bowl (depth up to and including 300mm)	150
Sink – Double Bowl (depth up to and including 300mm fixture pair connection)	300

FIXTURE/FITTING TYPE	PEAK HOURLY FLOW ALLOWANCE (LITRES/HOUR)
Trough up to 4 taps	40
Trough greater than 4 taps	Refer to trade waste section for advice
Tundish Condensate (refrigerator / freezer condensate)	3
Tundish (not refrigerator/freezer condensate)	Allow 10 litres/hour Add allowance for any listed connected apparatus
Wok Burner Dry	30 litres/hour per water arm
Wok Burner Wet	Use 3 x manufacturer's peak flow rate per hour

* Note it is preferable for medium to large dishwashers to be plumbed around the grease arrestor.

A3-6 GREASE ARRESTOR REQUIREMENTS

A3-6-1 General

Information in Appendix A3-5 may be used for estimating the size of grease arrestors. The final determination of adequate capacity will be done by the Trade Waste Officer.

The maximum allowable capacity of an individual grease arrestor is 2000 litres. Where the capacity requirements for a premise are greater than 2000 litres, additional arrestors must be used, with each arrestor to be a discrete installation separately treating a defined waste stream.

The use of solvents, enzymes, mutant bacteria, odour control units or pesticide in grease arrestor traps is prohibited unless specifically approved by the Trade Waste Officer.

Cleaning and maintenance of grease arrestors will be carried out by Cassowary Coast Regional Council approved liquid waste disposal contractors at maximum of 3 monthly intervals or more frequently as specified in the Trade Waste Approval Conditions.

A hose tap is to be installed with-in 5 metres of the grease trap; this hose tap is to be used for grease trap cleaning purposes only. A backflow prevention device (double check valve) is to be installed immediately prior to the hose tap.

A permit to undertake plumbing work must be obtained from Council prior to installation.

All work to be performed by a licenced Plumber/Drainer.

A3-6-2 Installations Within Buildings

Grease arrestor traps installed inside buildings will normally not be allowed, except in exceptional circumstances, and only with the approval of Council's Trade Waste Officer and Council's Environmental Health Officers. When installed and requiring remote pump-out, the arrestor must be of the "Boat Bottom" design and fitted with gas tight lids.

A3-6-3 Cover and Frame Installation

The cast iron interceptor trap frame must be jointed to the thickening rib and or wall extension of the interceptor trap by Araldite Epoxy or similar Council approved material. The “in-situ” concrete surround around the frame must be 200mm wide and extend below the angle of the thickening rib of the interceptor trap.

A3-6-4 Grease Interceptor Trap Covers

Installation of covers and cast iron frame must comply with Councils requirements and the Sewerage and water Supply Act to ensure that a gas tight seal lids obtained between cover and frame. Covers must be machined edged.

The cast iron frame must be the full length and full width of the trap opening and placed on the thickening rib of the interceptor trap or the vertical concrete extension thereto of the interceptor trap wall and flush with the inside of the vertical wall extension and or the thickening rib of the interceptor trap. Lid must allow full access for servicing of the grease arrestor baffles.

Loose checker plate steel lid may be used in open air and un-trafficable areas only. Top of the grease trap will be a minimum of 50 mm above the surrounding surface area or flood level with a tapered concrete apron.

A3-6-5 Concrete Wall Extensions and Concrete

Pre-cast and “in situ” concrete wall extensions and or surrounds to be vertical, smooth and free of air holes and jointed flush with the inside of the interceptor trap wall. Material used for the jointing of the pre-cast concrete products to the interceptor trap must be industrial Araldite Epoxy or similar Council approved material.

A3-6-6 Grease Interceptor Outlet Inspection

Outlet inspection opening to be 100 mm screwed brass cleaning eye finished at ground level with a concrete surround.

A3-6-7 Venting of Grease Arrestors

Grease arrestors will be vented. Size of vent to be minimum of 100 mm diameter.

A3-7 GUIDE FOR DRAINS AND DISCHARGE PIPES CONVEYING TRADE WASTE

List of discharges wherein vitrified clay pipe or other approved materials would be required.

Laundries – commercial and hospital
Hospitals – sterilizers, autoclaves, laboratories
Tanneries
Anodising plants
Smallgoods manufacture
Boiler blow down from industrial premises
Poultry abattoir
Margarine and butter manufacture
Mechanical parts washing – solvents

Printing works
Food processing
Bakery
Restaurant
Fish and chip shop
Car wash
Retail butchery

List of discharge wherein vitrified clay pipe or other approved material would be optional.

Coffee shop
Milk bar
Garbage compaction areas

FIXTURE WASTES CONNECTED TO TRADE WASTE DRAINS ARE NOT TO BE INSTALLED IN COPPER/BRASS PIPING AND FITTINGS.

A3-8 FOOD WASTE DISPOSAL UNITS

Food waste disposal units (garbage grinders/in-sink waste disposal units) may be approved in commercial applications. Where installation is approved, an annual charge based on motor power will apply. Garbage grinders must discharge direct to sewer and cannot discharge through grease interceptor traps.

Potato peelers also come within this category and are subject to the same charges and conditions.

A3-9 OIL ARRESTORS

A3-9-1 Installation requirements for oil arrestors are as follows.

- Only council approved equipment to be installed
- Installation must comply with relevant Council Building and Plumbing by-laws
- Minimum capacity 1,000 litres per hour
- Where required pumps to be sized so as not to exceed the capacity of the arrestor
- Only approved non-emulsifying pumps to be used
- Sludge outlet to be fitted with a full flow valve
- Manufacturers recommended servicing/clean schedules must be adhered to
- Servicing records to be kept and made available to Trade Waste Officers
- Cleaners and detergents must be of "Quick Break" formulation

In ground triple chamber type oil arrestors are no longer permitted for oil and grease separation. Oil arrestors are to be of the Coalescing Plate type, Vertical Gravity arrestors, Hydro-cyclones, or other Council approved devices. Minimum capacity of oil traps to be 1kL/hour.

Only Council approved 'Quick Break Detergents' may be used where waste is discharged to sewer via an oil interceptor.

Only non – emulsifying pumps such as an electrically driven diaphragm pump (at less than 40 cycles per minute) may be used to pump the wastewater to an arrestor. The pump discharge must not be greater than the capacity of the arrestor.

Any person wishing to sell a Oil Arrestor system which includes the pump for treatment of wastewater going to sewer must confirm to these guidelines.

A3-9-2 House keeping procedures

'Housekeeping' refers to all work practices and activities which minimize waste. There are a number of housekeeping practices which can be adopted to reduce wastewater levels and lessen the load placed on pre-treatment facilities. Good housekeeping procedures should be adopted wherever possible and in some circumstances can even classify the generator as a non discharger. Some of the practices are:

- Use less water by adopting dry cleaning methods. The less water used the less trade waste wastewater to be treated.
- Dry cleaning methods include wiping up spills and sweeping, rather than hosing. There are absorbent packs available to soak up oil spills.
- Ensure that all equipment is properly cleaned and maintained.
- Don't pour oil down the drain, Ensure that adequate storage is provided for used oil and that a collection program is arranged with an oil recycler.
- Use "Quick Break" detergents. These help remove oil at the pre-treatment stage.
- Use cleaning products that have a PH of between 7 -10 at working concentrations.

A3-9-3 Maintenance of Oil Interceptors

Maintenance cleaning of oil interceptors must be carried out on a regular basis in accordance with conditions of the trade waste approval by a Council approved Industrial Liquid Removal Contractor licensed under the Environmental Protection Act and the Environmental Protection Regulation.

Building Codes Queensland's (BCQ) position regarding Oil separators (OS) and licensing requirements for servicing and maintaining trade waste apparatus.

1. *OS are a trade waste device connected to a sanitary drainage system. The installation and maintenance of OS units must be done by a licensed plumber drainer.*
2. *General servicing and cleaning of the OS can be performed by an unlicensed plumber however; any work necessary for maintaining or repairing the apparatus would have to be performed by a licensed plumber.*

Regular cleaning of oil separators is required to ensure effective operation.

Council will set the service frequency (period between services) of each oil separator as part of a Category 1 trade waste approval. This is usually every 3 months.

Maintenance should be in accordance with manufacturer's instructions. For most systems, the following process is used:

- Manually operate the pump to reduce the volume of wastewater in the holding tank to the lowest level.
- Drain sludge hopper on the separator back into the holding tank.
- Remove and clean plate or coil pack with quick break detergents and pressure cleaner.
- Hose out oil water separator thoroughly.
- Pump out all of the wastewater in the holding tank by a liquid waste contractor.
- Reinstall plate/coil pack and secure to oil separator to stop the pack from floating.
- Close sludge valve.
- Fill oil separator with clean water.
- Run on manual to reset oil skimmer level.

Council is to be advised within a month that the service has been completed and of any maintenance issues noted. It is preferred that this advice be provided by service contractors in a monthly service docket. Servicing records (from service agent, waste contractor and/or in-house records) should be kept and made available to Trade waste Officers when required.

A3-10 WORKSHOP PRE-TREATMENT REQUIREMENTS

Functional activities of mechanical workshops necessitate additional measures and pre-treatment to contain and treat the wastes from the site as outlined in Table 2.

TABLE 2: GENERAL PRE-TREATMENT GUIDELINES FOR MINOR MECHANICAL WORKSHOPS

PROCESS	PRE-TREATMENT	HINTS
Parts washing with water	Wash area to be bunded to contain wash water. If outside the workshop, wash area is to be bunded and roofed or if no roof, fitted with a first flush diversion system, a collection well and non-emulsifying pump.	Screens may be useful to exclude nuts and washers from the pump intake. Cleaning compounds to be compatible with the pre-treatment system. The cleaning and maintenance program specified by the supplier should be followed. Oil to be drained or wiped from parts prior to washing. Store used oil for recycling.
Parts washing with Solvents (preferred method)	Spent solvents to be removed off-site for regeneration or disposal. Area containing the parts wash to be bunded to contain any spillage or leakage. N.B. There is no discharge to Sewer	Read the MSDS for each of the materials being used
Floor wash Down (Periodic)	Area to be under roof and bunded to exclude rainwater but include wash water.	Screen may be used to exclude Washers and nuts from the pump intake. Cleaning compounds to be compatible with the pre-treatment system. The cleaning and maintenance program specified by the supplier should be followed. Oil spills should be soaked up prior to washing. Grease blobs should be scraped up before washing.

PROCESS	PRE-TREATMENT	HINTS
Vehicle body repair shops (Wet rubbing)	Wet rubbing area to be roofed and Bunded or fitted with a first flush diversion system. Area to drain to a minimum 1000 litre interceptor trap.	Interceptor to be serviced at regular intervals by a licenced contractor.
Washing of vehicle body Only. (No degreasing)	Wash area to be bunded to contain wash water. If outside the workshop The wash area is to be bunded and roofed, or if no roof installation of a first flush diversion system is required. A 550 litre minimum triple interceptor trap is required.	Interceptor to be serviced at regular intervals by a licenced contractor.
Vehicle detailing (De-greasing)	Area to be under roof and bunded to exclude rainwater but include wash water. A collection well and non-emulsifying pump. An approved oil arrestor with an oil collection container and sludge removal system, all within a roofed and bunded area.	Collection well/silt trap to be serviced at regular intervals by a licenced industrial liquid removal contractor.
Service stations – covered forecourt		NOT PERMITTED TO SEWER OR STORMWATER DRAIN. Dry cleaning technique should be adopted.

A3-11 FOOD INDUSTRY PRE-TREATMENT REQUIREMENTS

Functional activities of food industries necessitate additional measures and pre-treatment to contain and treat the wastes from the site as outlined in Table 3.

TABLE 3: MISCELLANEOUS GENERAL PRE-TREATMENT REQUIREMENTS FOR THE FOOD INDUSTRY

PROCESS	PRE-TREATMENT	HINTS
All premises involved in cooking food	Grease arrestor. For sizing see Table 1 and appendix A3-5. Dry basket arrestors in floor wastes and sinks. Used oil and fat storage area to be roofed and bunded. Garbage bin cleaning area to be roofed and bunded, wastewater to pass through a dry basket and discharged through a grease arrestor.	Grease arrestors to be serviced at regular intervals by a licenced liquid waste disposal contractor.

Food preparation only	Dry basket arrestors in floor wastes and in sinks. Grease arrestor in some circumstances as determined by the Trade Waste Officer.	Grease arrestors to be serviced at regular intervals by a licenced liquid waste disposal contractor.
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A3-12 CATEGORY 2 - PRE-TREATMENT REQUIREMENTS

Category 2 pre-treatment requirements will be assessed on an individual basis. As part of the trade waste approval application process, the applicant will be required to employ the services of a Trade Waste Consultant to report on the type, volume and concentrations of trade wastewater and the methods that will be adopted to ensure Council's sewer admission limits are met. This report must be forwarded to Council with the application for approval.

APPENDIX A4 - AUTHORISED PRE-TREATMENT DEVICES APPROVAL FOR COMMERCIAL PURPOSES

A4-1 GENERAL AUTHORISATION REQUIREMENTS

Installation of pre-treatment devices must meet Australian Standards, Occupational Health and safety Standards and Council guidelines. Pre-treatment devices installed in the Councils area of operations not meeting these standards and guidelines will be required to be removed at the cost of the installer.

Note: Grease traps with cartridge filters – kitchens cooking pasta or rice, cartridge type systems not allowed.

Only products currently authorized for installation in the Cassowary Coast Regional Councils area of operations will be permitted.

MATERIAL CODE	
C	Concrete/reinforced precast Must be epoxy coated internally
SS	Stainless Steel
G	Glass reinforced concrete. Must be epoxy coated internally
GRP	Glass reinforced plastic (Fiberglass)
M	Epoxy coated mild steel
P	Polyethylene/Polypropylene

PRODUCT CODE	
CPI	Coalescing plate interceptor
CPS	Corrugated plate separator
OWS	Oil water separator
VGS	Vertical gravity separator Both oily & greasy waste
kL/h	Kilolitre per hour
SCD	Surge control device

A4-2 AUTHORISED GREASE TRAPS AND GREASE EXTRACTORS

AUTHORISED AS AT 28TH JULY 2009

MANUFACTURER & CONTACT DETAILS	SUPPLIERS ITEM & CAPACITY	GREASETRAP BOATSHAPED	GREASE EXTRACTOR OR OTHER	ABOVE OR INGROUND INSTALLATION	MATERIAL CODE
Aglass Pty Ltd www.aglass.com.au	AGL 1000 – 1000 L AGL 1500 – 1500 L AGL 2000 – 2000 L	YES	NO	BOTH	GRP
	AGL-500-GA-SL-A AGL-500-GA-SL-B Both fitted with Zabel A300/12 filter	NO	YES		
AJM Environmental Services Pty Ltd www.ajmenviro.com.au	GA1000SS – 1000 L GA1500SS – 1500 L GA2000SS – 2000 L GA3000SS – 3000 L GA4000SS – 4000 L GA5000SS – 5000 L	YES	NO	ABOVE GROUND	SS
BCP Precast 1800 804 134 www.bcp.com.au	GAP-01000 - 1000 L GAP-01500 - 1500 L GAP-02000 - 2000 L GAP-03000 - 3000 L GAP-04000 - 4000 L GAP-05000 - 5000 L	YES	NO	BOTH	C
Eclipse Environmental 02 9721 3071	GA1000S – 1000 L GA1500S – 1500 L GA2000S – 2000 L GA3000S – 3000 L GA4000S – 4000 L GA5000S – 5000 L	YES	NO	ABOVE GROUND	SS
	GA1000F – 1000 L GA1500F – 1500 L GA2000F – 2000 L GA3000F – 3000 L GA4000F – 4000 L GA5000F – 5000 L	YES	NO	BOTH	GRP
	DELTA 1 (8 mm thick FRP	NO	YES	BOTH	P

FRP Technologies P/L 02 9673 5366	FA-1 GABS 1000 L FA-1.5 GABS 1500 L FA-2 GABS 2000 L FA-3 GABS 3000 L FA-4 GABS 4000 L FA-5 GABS 5000 L	YES	NO	ABOVE GROUND	GRP
	FI-1 GABS 1000 L FI-1.5 GABS 1500 L FI-2 GABS 2000 L FI-3 GABS 3000 L FI-4 GABS 4000 L FI-5 GABS 5000 L	YES	NO	IN GROUND	GRP
	Profile 1 with A300 filter	NO	YES	BOTH	GRP
Gebel Aquasafe 02 4722 9696 sales@ gebelaquasafe.com.au	Aquasafe grease arrestor with Zabel A300 filter	NO	YES	BOTH	P

A4-3 GREASE TRAPS AND GREASE EXTRACTORS

AUTHORISED AS AT 28TH JULY 2009

MANUFACTURER & CONTACT DETAILS	SUPPLIERS ITEM & CAPACITY	GREASETRAP BOATSHAPED	GREASE EXTRACTOR OR OTHER	ABOVE OR INGROUND INSTALLATION	MATERIAL CODE
Halgan Pty Ltd 02 9972 1355	Ecotec S100 Grease Extractor	NO	YES	BOTH	P
	Modular Grease Trap with SCD, 1000 L to 5000 L	NO	YES	BOTH	
Everhard industries 13 19 26	550 L 1000L 2000L	NO	NO	BOTH	C
Industrial Separation Systems (ISS) 02 9524 6654	VGS 1500 L/h grease separator (with mono pump CP25) VGS 2500 L/h grease separator (with mono pump CP800) <i>Note: products for installation in McDonald's Restaurants only</i>	NO	YES	ABOVE GROUND	SS
J B Collitt Pty Ltd 02 9773 8816	JBC1000 SS 1000 L JBC2000 SS 2000 L	YES	NO	ABOVE GROUND	SS

	JBC3000 SS 3000 L JBC4000 SS 4000 L JBC5000 SS 5000 L				
John Lynch Engineering Pty Ltd 0412 649 860	1500 L 5000 L	YES	NO	ABOVE GROUND SELF SUPPORTING	SS
Mascot Engineering 02 9644 1044 1300885 295 sales@mascoteng.com.au	GA-100 1000 L GA-150 1500 L GA-200 2000 L GA-200T 2000 L GA-300 3000 L GA-400 4000 L	YES	NO	BOTH	G
Sepa Waste Water Treatment P/L 9525 4788	BS 10 1000 L BS 15 1500 L BS 20 2000 L BS 30 3000 L BS 40 4000 L BS 50 5000 L	YES	NO	ABOVE GROUND	SS
Stainless Metal Craft 02 4735 5666	GT-1 1000 L GT-1.5 1500 L GT-2 2000 L GT-3 3000 L GT-4 4000 L GT-5 5000 L	YES	NO	ABOVE GROUND SELF SUPPORTING	SS

A4-4 AUTHORISED OIL WATER SEPARATORS

AUTHORISED AS AT 28TH JULY 2009

MANUFACTURER & CONTACT DETAILS	SUPPLIERS ITEM	LITRE/HOUR	PUMP TYPE	MATERIAL CODE
All Pumps Sales and Service 02 9683 5555	KWIKFO KCPS –1000	1000	KDS 25-100 DIAPHRAM	P
	KWIKFLO KCPS-1500	1500	KDS 25-150 DIAPHRAM	
Baldwin Industrial Systems Pty Ltd 02 9545 2811	CPS MPAK –MPM-12	1000 L/h	DS25 –diaphragm	P
	CPS MPAK –BMM-64/2/12	2000 L/h	DS32 - diaphragm	
	CPS MPAK –BMM-64/3/12	3000 L/h	DS38 - diaphragm	
	CPS VPAK –MPV-12	1000 L/h	DS25 - diaphragm	
	CPS VPAK –BMV-64/2/12	2000 L/h	DS32 - diaphragm	
	CPS VPAK –BMV-64/4/12	3000 L/h	DS38 -diaphragm	
Clearmake Pty Ltd 07 5455 6822	CB 1.0 SS - P vert. tube pack	700 L/h	CP11 RJ – mono	SS
	CL 1.5 SS - P vert. tube pack	700 L/h	CP11 RJ - mono	

	CL 3.0 SS - P vert. tube pack CL 1.5 SS –D vert. tube pack	1600 L/h 1140 L/h	CP25 RJ – mono CM 1000 –nitrile diaphragm	
Eclipse Environmental 02 9721 3071	Eclipse Hydroflow 1000S – fibreglass plates 3000S – fibreglass plates 5000S – fibreglass plates	1000 L/h 3000 L/h 5000 L/h	Eclipse DP25 - diaphragm Eclipse DP40 - diaphragm Eclipse DP50 - diaphragm	SS
FRP Technologies Pty Ltd 02 9673 5366	PTW OS15 - fibreglass plates PTW OS30 - fibreglass plates	1.5 kL/h 3.0 kL/h	Kwikflo K/SM 25 1380 L/h Kwikflo K/SM 32 2750 L/h	GRP
Industrial Separation Systems (ISS) 02 9524 6654	VGS V10P0F	1000 L/h	ASM DS/DT25 - diaphragm	P, SS
	VGS V15P0F	1500 L/h	ASM DS/DT25 - diaphragm	
	VGS V15P3F	1500 L/h	ASM DS/DT25 - diaphragm	
	VGS V15P3A	1500 L/h	ASM DS/DT25 - diaphragm	
	VGS V20P3A	2000 L/h	ASM DS32 - diaphragm	
	VGS V30P3A	3000 L/h	ASM DS38 - diaphragm	
	VGS V30S0F	3000 L/h	ASM DS38 – diaphragm	
	VGS V10P0FP VGS V15P3FP	700 L/h 1600 L/h	CP11 RJ - mono CP25 RJ - mono	P, SS
Mascot Engineering 02 9644 1044 1300885 295 sales@mascoteng.com.au	Mascot CFI 15 Mascot CFI 30	1500 L/h 2500 L/h	ASM DS25 – diaphragm ASM DS32 - diaphragm	GRP
Mike Miles Trade Waste 02 9672 4858	Marlin OS 15 Marlin OS 30	1.5 kL/h 3.0 kL/h	ASM DS25 – diaphragm ADM DS32 – diaphragm	GRP
Sepa Waste Water Treatment Pty Ltd 02 9525 4788	Sepa – SS 1500, ss plates Sepa – SS 3000, ss plates Sepa – SS 5000, ss plates	1380 L/h 2580 L/h 4200 L/h	DS or DT 25 - diaphragm DS or DT 32 - diaphragm DS or DT 38 - diaphragm	SS
Ultraspin Technology P/L 03 9872 5466	Ultraspin Oil/Water Separator OS 20 OS 35	1500 L/h 3500 L/h	(Air operated diaphragm) ARO 666-120-322-C ARO 666-170-322-C	SS

A4-5 AUTHORISED OTHER PRE-TREATMENT PRODUCTS

AUTHORISED AS AT 28TH JULY 2009

PRODUCT HEADINGS	SUPPLIERS ITEM	MANUFACTURER & CONTACT DETAILS
AVERAGING, MIXING, DILUTION AND COOLING PIT	Mascot Averaging, Mixing, Cooling and Dilution Pits (GRC) L8/C8-800L, L10/C10-1000L, L12/C12-1200L, L15/C15-1500L - AMDCL8-800L, AMDCL10-1000L, AMDCL12-1200L, AMDCL15-1500L	Mascot Engineering Group 02) 9644 1044 1300885 295 sales@mascoteng.com.au
BIOLOGICAL ADDITIVE	Grease Eradication System – GES	Environmental Biotech 02 9810 7179
BUCKET TRAPS	Blucher – <i>Floor Models:</i> 780.200.000.03s, 780.200.000.05s, 780.300.000.03s, 780.300.000.05s (Stainless steel)	Blucher (Australia) Pty Ltd 08 8374 3426
	Capper – <i>Sink Model:</i> SG1 (Stainless steel)	Cap Kay Corporation 02 9629 5404
	Everbright - <i>Sink Models:</i> SA-001, SA-002 (Stainless steel)	Everbright 0416 239 986
	Mascot - <i>Floor Models:</i> SBA-1A, SBA-2A (GRC)	Mascot Engineering Group 02 9644 1044 1300885 295 sales@mascoteng.com.au
	Club Stainless & Accessories - <i>Sink models:</i> SSBW, SSBW-1 (Stainless steel)	Rovumstil P/L trading as Club Stainless & Accessories 02 4587 9887
	SPS - <i>Floor Models:</i> BA100SS, R150SR-BT, Q150SR-BT, LG100SA-BT, LG100SSA-BT, R150SA, R150SSA, R150SA2, R225SA, R225SSA, R225SA2, Q150SA, Q150SSA, Q150SA2, Q200SA, Q200SSA, Q200SA2, LG100A-S, LG100A-SSA, LG100A2-S, LG100A2-SS, R225SA3, R225SA3, Q200-150SA, Q200-150SSA, Q225ABA, Q225SA, Q225SSA, Q300DA, Q300NA, Q300SA, Q300SSA, LG150A-N, LG150A-S, LG150A-SS, LG150A-SSA,	Speciality Plumbing Supplies 02 9416 8031

	Q150SR-BTM (Stainless steel, Bronze, Aluminium, Nickel-Bronze, Chrome-plated Bronze, Grey Cast Iron, Ductile Iron)	
	Stainless Metal Craft - <i>Sink Models:</i> WSCK-1, ISW-50 <i>Floor Models:</i> AT-1, AT-1-HST, CKT-200, AT-1-100S, AT-2, AT-2-HST, CKT-150, AT-5, AT-5-ST, AT-5-HST, AT-5-VCR, CKT-125, AT-6, AT-6-XHD, AT-8, AT-9, FFW-1 (Stainless steel)	Stainless Metal Craft 02 4735 5666
	Vinidex - <i>Sink Models:</i> 93000, 93010 <i>Floor Model:</i> 93003 (Stainless steel)	Vinidex Pty Ltd 13 11 69
DRY ARRESTOR PIT	Mascot Dry Arrestor Pit, (GRC) Product No. S4 & S5	Mascot Engineering Group 02 9644 1044 1300885 295 sales@mascoteng.com.au

OTHER PRE-TREATMENT PRODUCTS

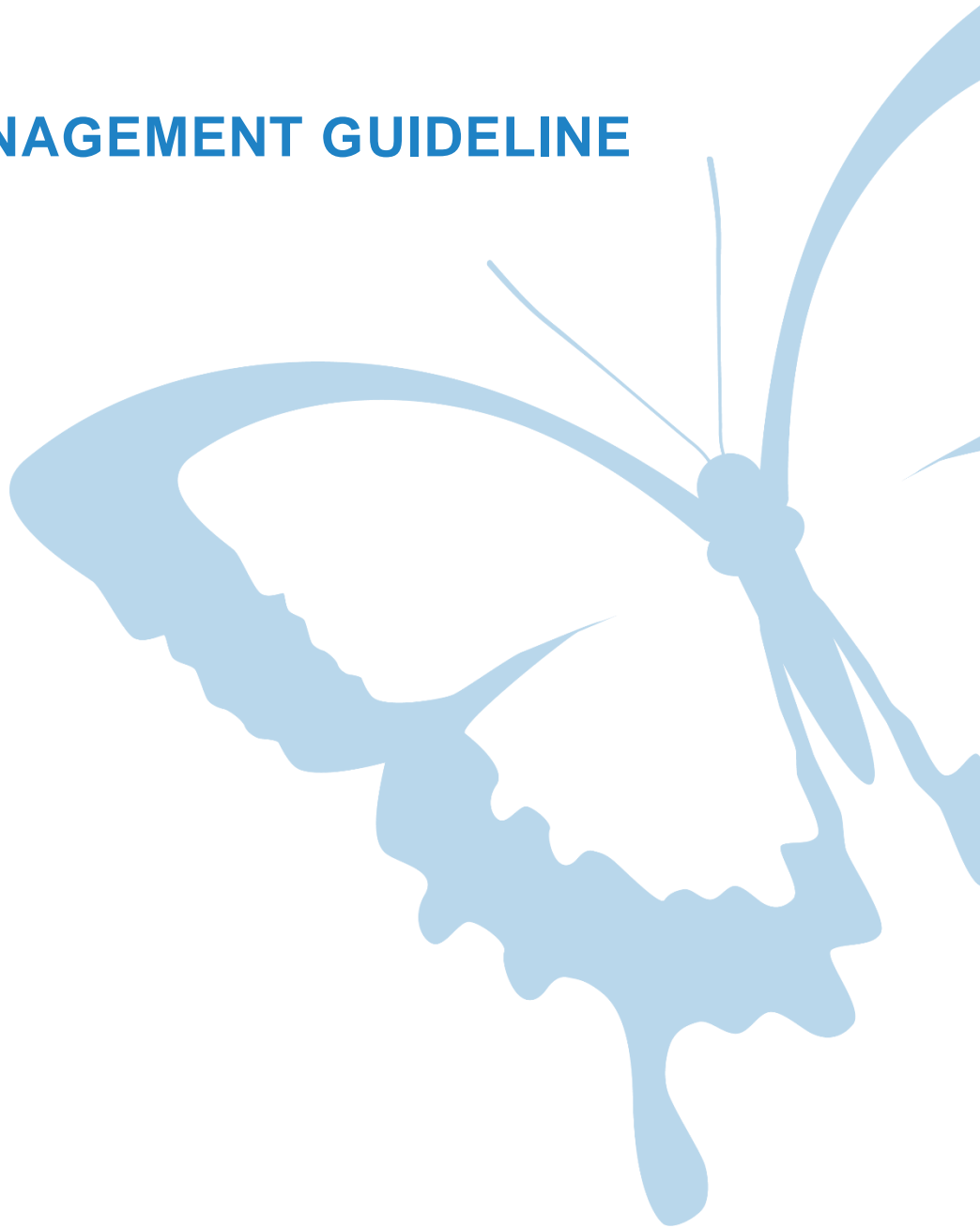
AUTHORISED AS AT 28TH JULY 2009

PRODUCT HEADINGS	SUPPLIERS ITEM	SPECIAL CONDITIONS	MANUFACTURER & CONTACT DETAILS
GENERAL PURPOSE PIT	Aglass General Purpose Pit (Fibreglass) Model: AGL1000GP – 1000 litres		Aglass Sales Pty Ltd 02 9526 2822
	Aline General Purpose Pit (Fibreglass) Model: AGPP-1000 – 1000 litres		Aline Pumps Sales & Service 02 9544 9999
	BCP General Purpose Pit (Precast Concrete) GPP-01000 1000 L, GPP-01500 1500 L, GPP-02000 2000 L		BCP Precast 1800 804 134
	Mascot General Purpose Pit (GRC) GP100-1000 L, GP150-1500 L, GP200-2000 L.		Mascot Engineering Group 02 9644 1044 1300885 295 sales@mascoteng.com.au
GREASE REMOVAL DEVICE UPSTREAM OF A STANDARD GREASE	Grease Guardian, (Stainless steel) Models: D1, D2, D3, D4, D5	ONLY FOR USE UPSTREAM OF AN AUTHORISED STANDARD SIZED GREASE TRAP	Patrick Charles Pty Ltd 02 9439 0000

TRAP			
	Thermaco Big Dipper (Stainless steel) Models: W-150-IS-E, W-200-IS-E, W-250-IS-E, W-350-IS-E, W-500-IS-E	ONLY FOR USE UPSTREAM OF AN AUTHORISED STANDARD SIZED GREASE TRAP	M A Griffith 03 9399 8444
SILT ARRESTOR	Mascot Silt Arrestor Pit (GRC) Model: SA10-1000L, SA15-1500L, SA20-2000L		Mascot Engineering 02 9644 1044 1300885 295 sales@mascoteng. com.au
PLASTER TRAP	Alphabond Nr 1001 Gipsabscheider Plaster Trap		Alphabond Dental P/L 02 9411 6400
SOLIDS SETTLEMENT PIT	GJS Solid Separating Filtering Settling Tank - 250L holding capacity (for the printing industry)		GJS Machinery P/L 02 9790 1649
	Mascot Solids Settlement Pit (GRC) Product No: GSS5-500L, GSS7-750L, GSS10-1000L, GSS15-1500L, GSS20- 2000L GRC		Mascot Engineering 02 9644 1044 1300885 295 sales@mascoteng. com.au
UNDER SINK PUMP UNIT	Eclipse undersink unit (10 mm thick HDPE) USU1000 – with Davey pump/D15VA 110 L/m		Eclipse Environmental 02 9721 3071
	Gebel Aquasafe under sink unit 90 L with Hyflo submersible vortex pump /HV04-100 L/minute @ 7m		Gebel Aquasafe 02 4722 9696
	Halgan ECOTEC Grease Extractor S100 under sink pump unit - EUS/95/HV05A	ONLY FOR ABOVE GROUND USE	Halgan Pty Ltd 02 9972 1355

SERVICE MANAGEMENT GUIDELINE

Report



7 July 2020

SERVICE MANAGEMENT GUIDELINE

EXECUTIVE SUMMARY

This report provides the newly developed Services Management Guideline (ORG020), for Council's consideration.

The Services Management Guideline will assist Council and the Community to understand all aspects of delivering services and will predicate informed and sustainable financial planning of Council's budget and capital programs.

RECOMMENDATION

“That Council adopt the CCRC Services Management Guideline ORG020”

BACKGROUND

To be sustainable in the longer term, Council needs to manage its costs within the revenue it generates. This is particularly important in an environment where there is uncertainty of future revenue sources, limited growth which impacts future rates, and dependence on grant and interest revenue. Grants received by councils are often short term or one-off arrangements, yet they may use them to help finance long-term service commitments. In addition to these, the ongoing investment in infrastructure and managing a large asset base does have a significant impact on the ratepayers and Council's ability to manage the growth in rates and utility charges.

In order to manage cost, having the right information allows Council to make informed decisions on how they spend their money. They can decide which services and the level of services to provide to the community within their available revenue. Council can vary operating hours, assets used, frequency, and the quality of the service to manage their costs. Small savings across many services can improve a council's financial position. Also, Services provided by Council must align with its strategic goals and objectives which are identified in Council's Corporate Plan. Council must continuously plan, review and make decisions about the continuation of services which represent value to the community and where they do, continue to improve value in the delivery of those services.

Council has a strong commitment to deliver services in a manner which puts the “community first” while ensuring that community expectations and standards are met. The Service Management Guideline will provide direction and support Council in achieving this commitment. This will ensure Council is able to:

- develop robust approaches to planning and managing the costs of their services
- monitor and report on the costs and effectiveness of their services.

The guideline will further assist in developing a Services Catalogue which will provide the community a list of services that is delivered by Council.



Link to Corporate Plan:

Goal 2 - Community First

- 2.7. Council's services, amenities, partnerships and programs help communities connect to build a strong sense of place and cultural diversity now and in conjunction with planning for the future.

Goal 4 - Responsible Governance

- 4.2. Undertake robust and accountable financial, resource and infrastructure planning and management to ensure affordable and sustainable outcomes for our community.
- 4.6. Engage with the community to inform Council decision making processes.
- 4.7. Provide inspirational leadership and contemporary management systems that drive a coordinated, motivated, highly effective and efficient organisation.
- 4.8. Commit to open, transparent and accountable governance to ensure community confidence and trust in Council.

Consultation:

Management Team and Councillors

Legal Implications (Statutory basis, legal risks):

Service standards need to align to risk appetite and exposure.

Policy Implications:

Compliance with financial management policies and principles as set down in the Local Government Finance Standards and requirements of the Local Government Act and Regulation.

Risk Implications:

CCR0000902 - Ineffective Financial Management

CCR0000901 - Lack of Resources.

Financial & Resource Implications:

Collating a services catalogue is very resource intensive and Council will need to progressively improve and review this over a number of years. Commitment from whole of Council is required and community consultation will form a crucial part to this.

Report prepared by:

Gurbindar Singh - Chief Financial Officer

Report authorised by:

James Gott - Chief Executive Officer

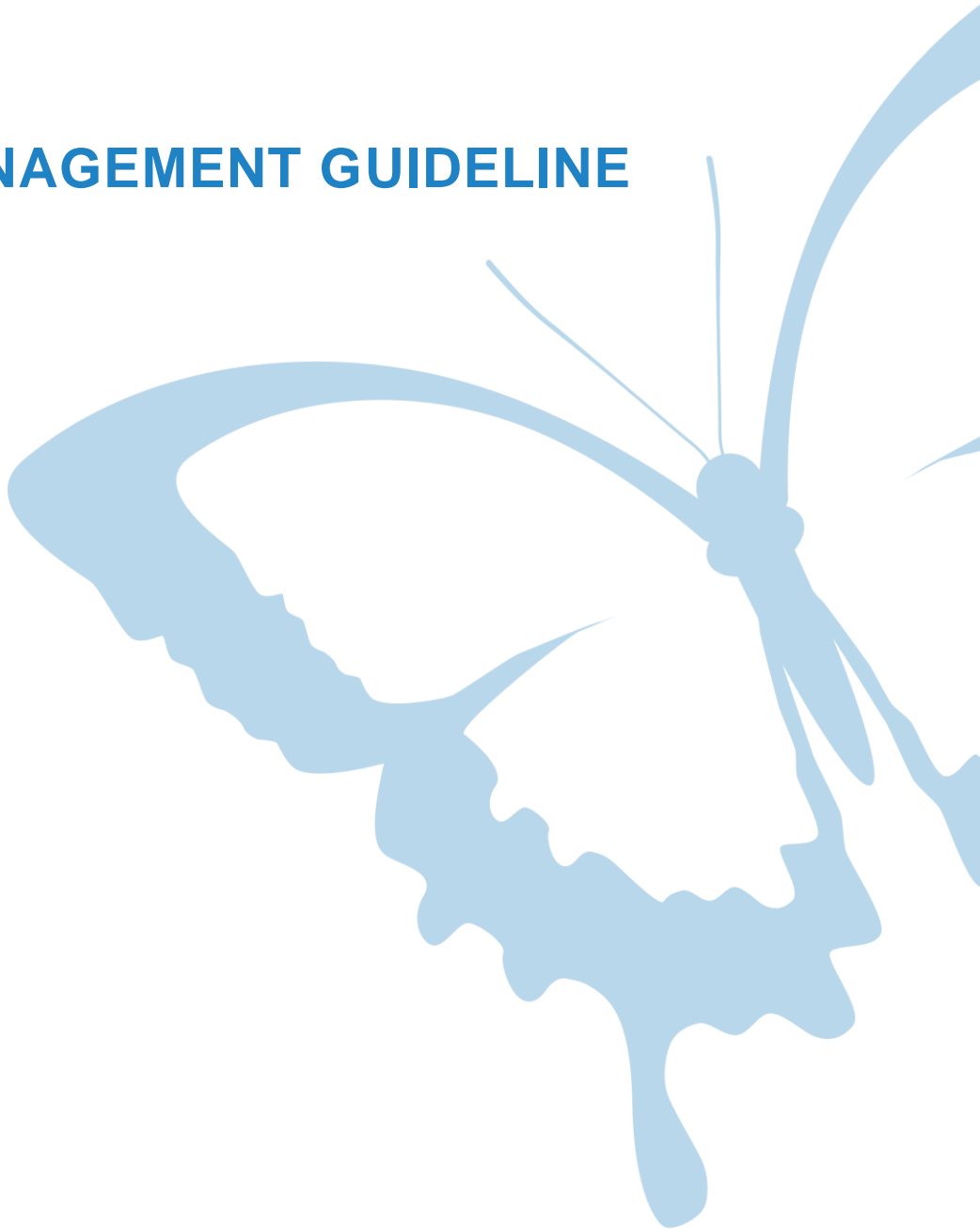
Report created date:

03 June 2020



SERVICE MANAGEMENT GUIDELINE

Policy Number: ORG020



7 July 2020

SERVICE MANAGEMENT GUIDELINE

Category	Office of CFO – Financial Management	Policy number: ORG020
Related forms, policies and procedures	Asset Management Strategy/Plans Business Continuity Plan Corporate Plan Community Engagement Plan Organisational Values Communication Plan Liveable Cassowary Coast 2020 Planning Scheme Risk Management Policy/Framework	
Key words	Services Catalogue, Levels of Service, Sustainability, Strategic Priorities, Community Engagement, Service Planning	
Relevant legislation	<i>Local Government Act 2009</i> <i>Local Government Regulation 2012</i> <i>Financial Accountability Act 2009</i>	
References and resources	<i>QAO Report – Managing the sustainability of local government services (Report 2: 2019-20)</i>	

Review due by	Chief Financial Officer	Date: 1 February 2021 (Annually)
Approved by	Council Resolution B20015	Date: 7 July 2020

1.0 OBJECTIVE

The objective of Council's Services Management Guideline is to develop a clear understanding and agreement on the purpose, scope and desired outcomes of Council's services. This will assist Council and the Community in better understanding the range, true cost, resources and benefits in delivering services resulting in informed sustainable financial planning of Council's budget and capital programs. This will be captured in the CCRC Services Catalogue.

2.0 SCOPE

This guideline applies to permanent, temporary and casual employees, volunteers, sub-contractors, suppliers and members of the public receiving a service from Council.

3.0 STRATEGIC STATEMENT

Services need to align with Council's strategic goals and their objectives as identified in the Corporate Plan. Individual goal strategies help define how the Council will deliver its services in a manner which puts the "community first". Council has a strong commitment to continuously plan, review and make decisions about the continuation of services that represent value to the community and where they do, continue to improve value in the delivery of those services. In line with the Service Planning Principles (refer to Appendix A), Council will ensure community expectations and standards are met in a manner that represents value, and that service outcomes are aligned to Council's long-term strategic objectives and comply with relevant legislation and policy.

4.0 PURPOSE

The purpose of the Services Management Guideline is to provide direction and support for Council and each service to:

- (a) determine the purpose and desired outcomes of each service, in line with Council's strategic objectives and relevant legislation; where services may not align with Council's strategic objectives or relevant legislation, investigate reasons for any differences and determine Council's role and commitment in delivering the service;
- (b) clarify "Council's role" in the service, determine if Council is the most appropriate and cost-effective agency to deliver the service, and identify if the community's capacity to access other services or programs external to Council would better meet their needs; opportunities to establish partnership arrangements with other organisations or community groups should be considered as an alternative model of delivering the service where possible;
- (c) consider and, as required, seek community/service user's feedback about the adequacy, value and satisfaction of services in responding to needs and expectations; this must include the relevant cost information to ensure that the level of service and continuation or discontinuation of the service is considered as part of the feedback;
- (d) assess and monitor the effectiveness, efficiency and quality of the service delivery model;
- (e) identify service resource requirements for the longer term and consider what impact, if any, this will have on Council's long-term sustainability;
- (f) consider, and if necessary take steps to manage risks and community impacts associated with delivering (or not delivering) the service;
- (g) ensure that services are being delivered in a responsible, prudent and cost effective manner, providing

value for ratepayer money;

- (h) ensure that services have regard to and meet the Local Government Principles, as outlined in the *Local Government Act 2009* (see 4.2).

5.0 IMPLEMENTATION

5.1 ROLES AND RESPONSIBILITIES

The responsible Director/s has/have the overall responsibility, in consultation with the Chief Financial Officer, for ensuring the quality and timely completion of the Services Catalogue.

5.2 RANGE OF SERVICES

- (a) Council will document its existing range of services. This will be captured in a Services Catalogue. *Appendix B* provides additional information.
- (b) The Services Catalogue will be developed in accordance with this guideline and the prescribed templates issued by the Chief Financial Officer in consultation with the Executive Management Team (EMT) and the Asset Management Working Group (AMWG).
- (c) The Services Catalogue will be developed with input from Councillors, Senior Management Team and Staff and will form part of the budget process.

5.3 REVIEW AND REPORTING

- (a) A service cost summary including asset information will be developed for review and prioritisation. The current service cost will be analysed for impacts of growth or decline in demand, whilst the level of service is held constant.
- (b) A service assessment and prioritisation will be undertaken to identify the highest to the least prioritised service for intensive review.

The following scoring criteria together with the relevant financial information will be used for prioritisation:

Score	Importance Scale	Satisfactory Rating
5	Crucial – must have	Very satisfied
4	Important – certainly expect	Satisfied
3	Nice to have – but not important	Not very satisfied
2	Not very important – not important	Dissatisfied
1	Unimportant – unnecessary	Very dissatisfied

The other factors considered for prioritising services for a detailed review within the Services Catalogue include:

- i) financial pressures and considerations, including withdrawal or changes to external funding arrangements;
- ii) legislative or regulatory changes;
- iii) evidence of changing demands or priorities for services, including customer and community feedback;
- iv) opportunities for improved (or new) service provision;
- v) organisational capacity, workloads and complementary activities.

The collated data will assist in determining the sustainability of service delivery. The current range, level of service and cost information will be modelled in the Long Term Financial Plan to validate whether Council can continue to afford to deliver these services at the current rating effort.

- (c) As part of the budget process, the Services Catalogue will be prepared and presented to EMT and Council for consideration and approval. This will consider growth, decline and new demand for services. The outcome of community consultation will be considered into the budget process.

5.4 COMMUNITY ENGAGEMENT

- (a) The list of services documented in the Services Catalogue will be presented to the Community Engagement Panel in a condensed version for initial consultation.
- (b) In accordance with Council's Community Engagement Plan, collaboration and engagement will be undertaken with the Community in various forms to consult and seek feedback on the current Services Catalogue, particularly on the current levels and satisfaction ratings of services. This will take into consideration any changes to the legislation.
- (c) Council will analyse the feedback data and develop a Customer Experience Strategy which will assist in making informed decisions about services and service provisions. Aligning this to the Services Catalogue will ensure all different strands delivering services pull in the same direction with the same guiding values.
- (d) Surveys will become an integral part of the performance measure to ensure Council meets its service delivery targets. This will provide role clarity, improve culture and assist Council in improving performance measurements and management.

5.5 IMPLEMENTATION

- (a) A communication plan will be developed to inform employees, the community and other stakeholders of the changes to the level of services. The revised Services Catalogue will be included in the budget documents and made available to the Community.
- (b) Council to implement agreed levels of service as identified in the Services Catalogue and performance targets to be set for team and individual goals. A change management plan should be developed by Managers to assist employees if changes to services are major.

5.6 FUTURE REVIEWS

The EMT will need to ensure that Council continues to review and refine the Services Catalogue and this will be achieved by progressing the following:

- i) Asset Improvement Plans
- ii) Customer Experience Strategy
- iii) Workforce Planning
- iv) Service Plans
- v) Service Agreements
- vi) Community Plans
- vii) Information Services Transformation Strategy
- viii) Culture Development Plan
- ix) Any other relevant strategy that aligns to the Services Catalogue

6.0 DEFINITIONS

Senior Management Team – refers to the Chief Executive Officer, Directors and Managers (Senior Officers of Council)

Service – a group of programs, activities and projects (irrespective of organisational structure and lines of reporting) which collectively aim to achieve similar overarching outcomes or objectives and are primarily focused towards a shared customer group

Services Catalogue – lists of services that Council delivers to its community

Service Delivery Model – describes where, when and how the activities and programs of a service are delivered

Service Level – defines the amount of activity (or standards) provided by a service. In some cases this may include quantitative descriptors of quality standards and qualitative statements outlining minimum expectations

Strategic Objectives –the outcomes Council is seeking to achieve as outlined in the CCRC Corporate Plan and Liveable Cassowary Coast 2020

Service Outcomes – define the results and objectives a service is intended to achieve

Service Planning – involves identifying the services Council provides, the users of the services, assets used to deliver the services, costs to operate and performance measures

Sustainability – social, financial and environmental resources will be utilised in a fair, responsible, transparent and efficient way. Council's commitment to sustainability will ensure we are living within the limits of the systems on which we depend and that future generations can also enjoy good quality of life and fulfil their potential

Value – the importance and usefulness of a service as viewed by the community

APPENDIX A – SERVICE PLANNING PRINCIPLES

1. PURPOSE

This document outlines the Service Planning Principles to be adhered to during the development of Service Plans. This document should be read in conjunction with the Service Planning Framework.

2. PRINCIPLES

Council's Service Planning Framework aims to achieve the following service planning principles.

2.1. Outcome focused services

Council will regularly review its service delivery to ensure services are strategically aligned to Council's strategic objectives, have clear and measurable outcomes which respond to community expectations including value.

2.2. Responsive and accessible services

Council will regularly review its role in delivering services to ensure current and future needs and perceptions of value are being met. In delivering services, Council will not duplicate services already being adequately met by other service providers or agencies, and will aim to determine the best value role it can play in ensuring community expectations are being responded to.

2.3. Sustainable services

Council will regularly review its services to ensure it remains financially sustainable. Consideration will be given to environmental factors, technological enhancements, waste elimination and duplication underpinned by Council's values and focus on continuous improvement. Council should consider the long term sustainability implications of any service change and its impact on the community.

2.4. Evidence driven services

Council will regularly review its services to ensure services are planned on the basis of evidence and are being delivered in the most effective and efficient manner possible or in a manner which the community considers to represent value for them. Council will not commit to new services or make changes to existing services without effective service planning that considers Council's broader service delivery context, capacity and capability as well as impact on the community.

2.5. Appropriately resourced services

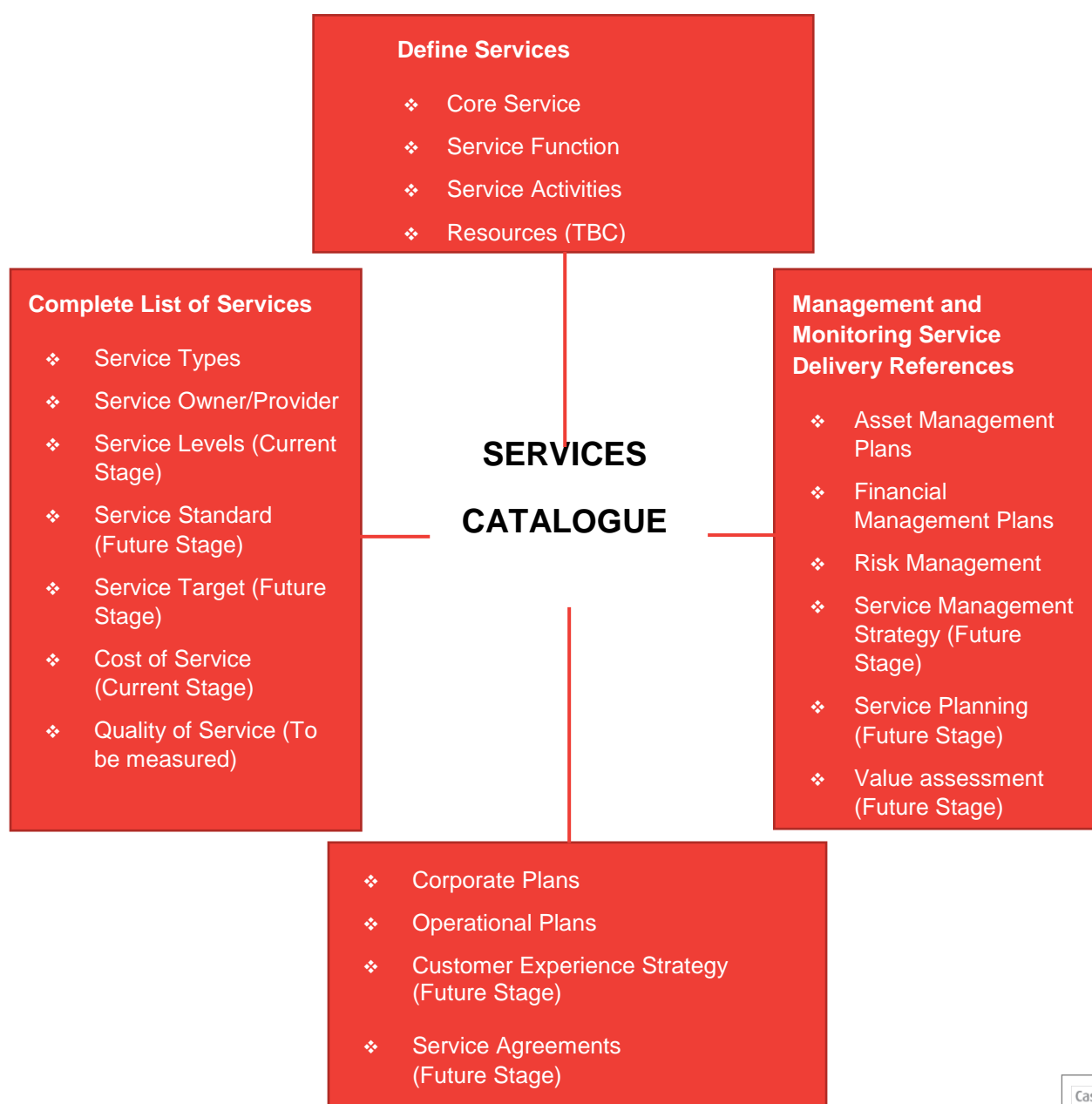
Council will commit to providing the appropriate resources required to meet agreed service levels determined during service planning. The allocation of resources across services should be made with consideration to ensuring the largest possible benefit for the community and minimising any long-term financial burden on Council and the wider Cassowary Coast community.

2.6. Sustainable assets that support services

Council will commit to responsible service planning that drives decisions regarding the renewal, upgrade or construction of new assets which support Council's service provision. Decisions about assets supporting services should be made with a clear understanding of the degree to which Council is responsible for meeting community need and how these assets will contribute to the achievement of Council's Strategic Objectives and the community expectations.

APPENDIX B – SERVICES CATALOGUE

A Services Catalogue is a list of services that Cassowary Coast Regional Council (CCRC) delivers for its Community. The Services Catalogue performs a useful function in assisting customers to understand the current range, level and cost of services. Any changes to these factors may significantly impact Council's sustainability in the long term. The CCRC Services Catalogue is in the early stages of development and further work will be undertaken in future years as highlighted below. Some items will be developed gradually as part of the budget process or through reviews undertaken to other key strategy documents.



ASSET RATIONALISATION

Report



7 July 2020

ASSET RATIONALISATION

EXECUTIVE SUMMARY

Cassowary Coast Regional Council has a comparatively large asset base which is contributing to higher rates in our community. To ensure Council's ongoing sustainability and to adopt a sustainable budget, targeted savings in the order of \$400,000 have been incorporated into the 2020/21 budget.

Council will work with its Community Reference Group to confirm that the community agree that an appropriate means of putting downward pressure on rates is through rationalising assets. The Asset Rationalisation process is aimed at improving the value of the services delivered by Council by rationalising or disposing of assets that are surplus to requirements.

RECOMMENDATION

“That Council endorse the target of \$400,000 in savings through asset rationalisation as part of the 2020/21 budget.”

BACKGROUND

In 2015 the Queensland Treasury Corporation (QTC) identified that Council's growing asset base had placed a significant financial burden on the regional community. QTC recommended that Council identify options to rationalise or dispose of assets that had been earmarked as surplus to requirements.

In comparison to neighbouring local government areas, Cassowary Coast Regional Council's asset to population ratio is high and contributes to higher rates for the community. The value of Cassowary Coast's asset base per rateable property in 2018/19 was \$73,230 compared to \$42,601 for the Tablelands and \$46,865 for the Hinchinbrook Shire. Without change this will continue into the future with the potential to worsen as Council seeks to provide new and upgraded assets to meet changes in regulation, standards and community need.

To ensure long term financial sustainability while keeping downward pressure on rates, Council can reduce its large asset base. It must continuously plan, review and make decisions about the provision of assets and ensure that assets are well utilised and represent value to the community.

Through the rationalisation of assets in the 2020/21 financial year it is proposed that Council reduce asset costs by \$400,000. This saving will be achieved through reduced annual depreciation, insurance premiums and operational and maintenance expenditure.

The process will involve liaising with the Cassowary Coast Community Reference Group to ensure that the community is, in the main, agreeable to achieving savings through asset rationalisation. Feedback from the Community Reference Group will inform Council's formal decision.

Link to Corporate Plan:

Goal 2 - Community First

- 2.7. Council's services, amenities, partnerships and programs help communities connect to build a strong sense of place and cultural diversity now and in conjunction with planning for the future.

Goal 4 - Responsible Governance

- 4.2. Undertake robust and accountable financial, resource and infrastructure planning and management to ensure affordable and sustainable outcomes for our community.
- 4.6. Engage with the community to inform Council decision making processes.
- 4.7. Provide inspirational leadership and contemporary management systems that drive a coordinated, motivated, highly effective and efficient organisation.
- 4.8. Commit to open, transparent and accountable governance to ensure community confidence and trust in Council.

Consultation:

Management Team and Councillors

Legal Implications (Statutory basis, legal risks):

Service standards need to align to risk appetite and exposure.

Policy Implications:

Compliance with financial management policies and principles as set down in the Local Government Finance Standards and requirements of the *Local Government Act* and Regulation.

Risk Implications:

Failure to achieve the forecast savings will result in the budget surplus not being realised. It will be important that performance against the target be monitored and reviewed through quarterly budget reviews.

There may be some negative feedback from individuals, groups or small sections of the community as Council undertakes this process. It is hoped that through the Community Reference Group, Council will be able to validate that community are willing to consider a rationalised asset base, sharing of assets and the resultant impact on services as a means of producing downward pressure on rates.

Financial & Resource Implications:

Commitment from Whole-of-Council is required and community consultation will form a crucial part of this process. While there is significant opportunity to make savings, some difficult decisions will need to be made to realise this. It will take a substantial commitment from Council and staff to progress this process.

Report prepared by:

Chris Accatino – Asset Engineer

Report authorised by:

David Goodman – Director Infrastructure Services

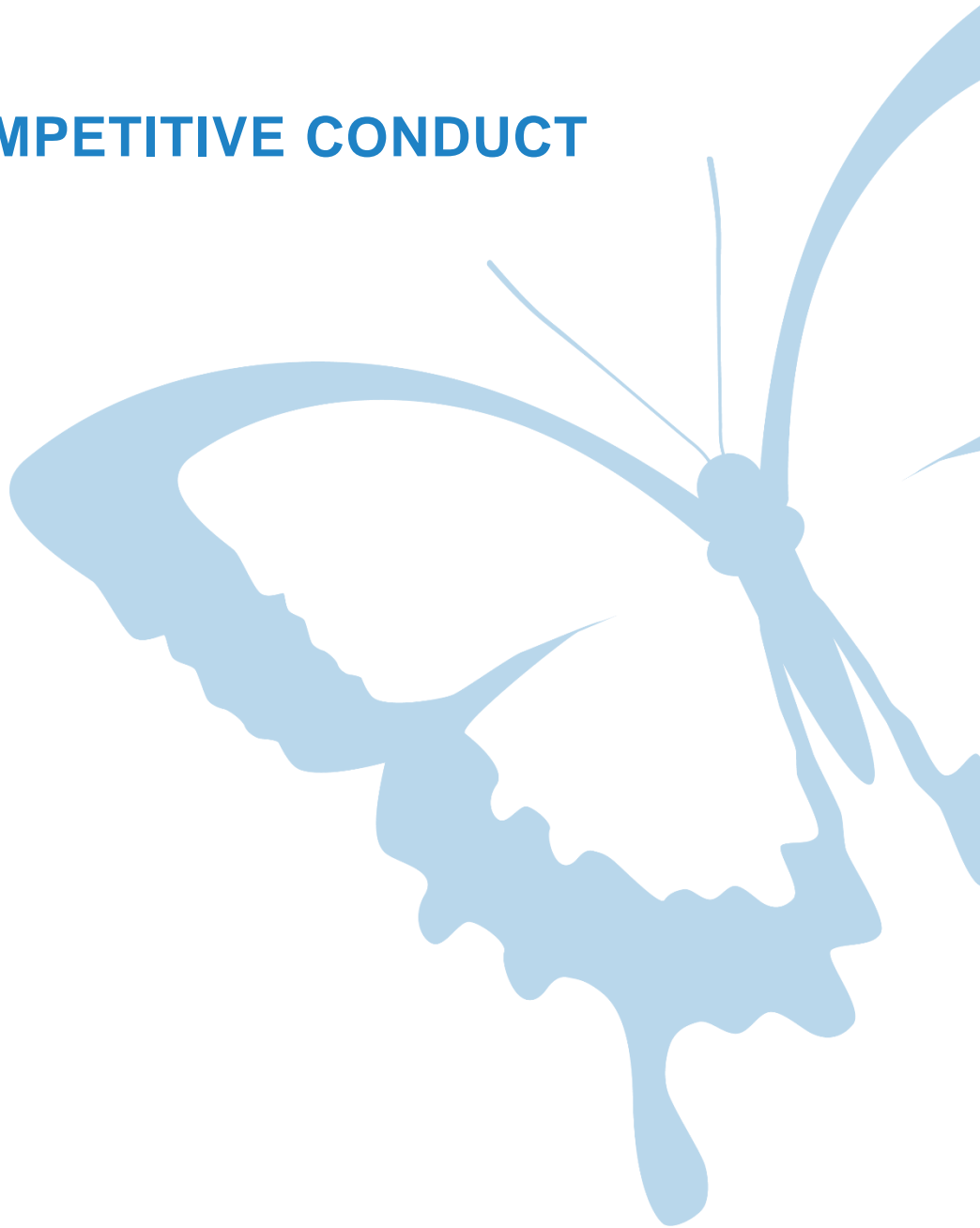
Report created date:

22 June 2020



CODE OF COMPETITIVE CONDUCT

Report



7 July 2020

CODE OF COMPETITIVE CONDUCT

EXECUTIVE SUMMARY

Council is required to decide each year if it will apply the Code of Competitive Conduct to their business activities for the following financial year.

The updated Local Government Regulation 2012 requires Council to apply the code to its Water and Sewerage business units for the 2020/2021 financial year as they are above the significant business activity water connections threshold.

This report recommends that Council does not apply the code of competitive conduct to its Waste Management business as it is under the significant business expenditure threshold.

RECOMMENDATION

“That Council:

- 1. Note apply the Code of Competitive Conduct to Water and Sewerage business for the 2020/2021 financial year.**
- 2. Resolve not to apply the Code of Competitive Conduct to the Waste business for the 2020/2021 financial year.”**

BACKGROUND

Each financial year, Council must decide by resolution whether or not to apply the Code of Competitive Conduct (CCC) to its significant business activities as prescribed under the Local Government Regulation 2012. Council may also voluntarily elect to apply the code of competitive conduct to business activities that are not prescribed business activities. Part of the reform process includes applying full cost pricing to the business activity and the removal of competitive advantage or disadvantage where ever possible.

The thresholds for the 2020/2021 financial year are as follows:

Business Activity	Threshold for Significant Business Activity
Water and Sewerage	Number of premises (10,000 or more) connected to a water service as at 30 June of each financial year
Another business activity	\$9,700,000

Applying the Code requires the application of full cost pricing, identifying the cost of community service obligations and the elimination of the advantages and disadvantages of public ownership within that activity.

Full cost pricing helps ensure that Local Government business activities are charging commercially competitive prices for their goods and services by:

1. Ensuring projected revenue from the activities goods and services is enough to cover the projected total costs of conducting the activity
2. Removal of any competitive advantage or disadvantage

If Council business activities do not reach the prescribed threshold, Council is able to choose to apply the Code of Competitive Conduct to its Business Activities. The exceptions are the Roads Business Activity relating to the Department of Main Roads and Building Certification Services for which it is mandatory to apply the code.

REVIEW OF SIGNIFICANT BUSINESS ACTIVITIES

Council has reviewed its current significant business activities against the thresholds as tabled below.

Business Activity	CCRC	Threshold	Exceeds threshold?
Water and Sewerage	13,128 water connections	10,000 water connections	Yes
Waste Management	\$8,829,675	\$9,700,000	No

As a result of this review, Council is required to apply the code of competitive conduct to the Water and Sewerage business activities as it exceeds the number of water connections threshold.

Council is not required to apply the code of competitive conduct to its Waste Management business activities as it is currently under the expenditure threshold.

Link to Corporate Plan:

Key Strategy 4.2 Undertake robust and accountable financial, resource and infrastructure planning and management to ensure affordable and sustainable outcomes for our community.

Consultation:

Councillors, Finance, Manager Water, Manager Regulatory Services

Legal Implications (Statutory basis, legal risks):

Council is complying with its obligations under the *Local Government Act*

Policy Implications:

Nil

Financial & Resource Implications:

Applying the Code of Competitive Conduct will have minor impact on Council's resources and will be reported on in the Audited Financial Statements.

Report prepared by:

Leah Bradley – Manager Finance

Report authorised by:

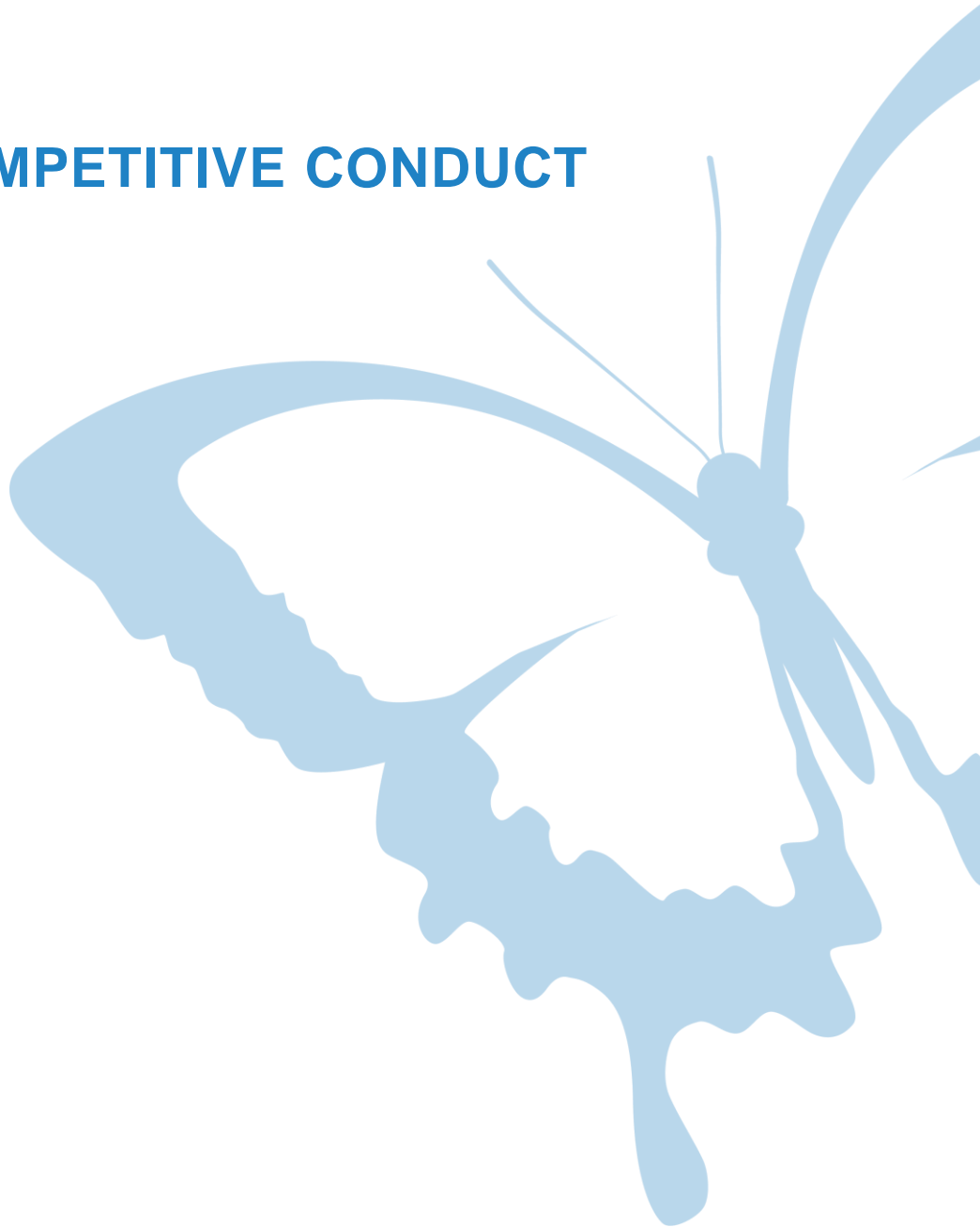
Gurbindar Singh – Chief Financial Officer

Report created date:

15 June 2020

CODE OF COMPETITIVE CONDUCT STATEMENT

2020/2021



7 July 2020

CODE OF COMPETITIVE CONDUCT STATEMENT

STATEMENT OF ACTIVITIES TO WHICH THE CODE OF COMPETITIVE CONDUCT (CCC) APPLIES

Council has decided by resolution that the CCC is to be applied to the following Significant Business Activities for the 2020/2021 financial year:

Business Activities	
Water	Sewerage

2020/2021 ESTIMATED ACTIVITY STATEMENT – WATER AND SEWERAGE

Description	Total (\$)
Estimated Revenue	
Services Provided	21,408,330
Community Service Obligations	590,172
Revenue Total	21,998,502
Estimated Expenditure	
Employee Costs	4,283,369
Materials and Services	3,782,148
Depreciation	8,560,751
Other Expenditure	2,929,634
Expenditure Total	19,555,902
Estimated Surplus/(Deficit)	2,442,600

2020/2021 ESTIMATED COSTS OF CARRYING OUT COMMUNITY SERVICE OBLIGATIONS – WATER AND SEWERAGE

Activities	Description of the nature of the Community Service Obligation	Net Cost of the CSO \$
Water Services	Initial call out and inspection for water leak not charged	23,916
Water Services	Concession for water consumption	300,000
Total		323,916
Sewerage Services	Initial call out and inspection for sewer blockage not charged	4,156
Sewerage Services	Concession for Additional Pedestal Charges	200,000
Sewerage Services	Sewerage concessions to Non for Profit organisations	62,100
Total		266,256
Total cost of Community Service Obligations		590,172

COUNCIL BUDGET DOCUMENTS 2020/2021

Council Annual Budget is required to be adopted in accordance with the *Local Government Act 2009* and the *Local Government Regulation 2012*.

Section 170 of the Local Government Regulations 2012 provides that a local government must adopt its budget for a financial year before 1 August in the financial year to which the budget relates.

The content of the Annual Budget is prescribed in Section 169 of the Local Government Regulations 2012. Based upon the requirement the budget documents will contain the following:

Documents	Appendix
Community Financial Report	
Statement of Financial Position	A
Statement of Cash Flow	B
Statement of Changes in Equity	C
Statement of Income & Expenditure	D
Operating Revenue & Expenditure Summary by Department	E
Operating Revenue & Expenditure Summary by Sub-Program	F
Capital Works Program Summary	G
Capital Works Program Detail	H
Capital Works – Three Year Program Detail	I
Long-term Financial Forecast <ul style="list-style-type: none">• Statement of Income and Expenditure• Statement of Financial Position• Statement of Cash Flow• Statement of Changes in Equity	J
Measures of Financial Sustainability <ul style="list-style-type: none">• Asset Sustainability Ratio• Net Financial Liabilities Ratio• Operating Surplus Ratio	K
Total Value of Changes in Rates & Utility Charges	L

ANNUAL BUDGET REPORTS

Appendixes (A – K)



7 July 2020

APPENDIX A

CASSOWARY COAST REGIONAL COUNCIL				
BUDGET PAPERS 2020/21				
STATEMENT OF FINANCIAL POSITION				
Year ended	Estimated Actual	Budget	Forecast	
	30-Jun-20 \$'000	30-Jun-21 \$'000	30-Jun-22 \$'000	30-Jun-23 \$'000
Current assets				
Cash assets and cash equivalents	42,036	35,166	33,461	32,408
Inventories	1,500	1,500	1,500	1,500
Receivables	12,243	11,050	11,286	11,366
Total current assets	55,779	47,716	46,247	45,274
Non-current assets				
Property, plant and equipment	1,126,816	1,146,002	1,147,512	1,151,403
Intangible assets	1,197	1,240	1,479	1,690
Capital works in progress	11,915	-		
Total non-current assets	1,139,928	1,147,242	1,148,991	1,153,093
Total Assets	1,195,707	1,194,958	1,195,238	1,198,367
Current liabilities				
Trade and other payables	13,268	3,434	3,460	3,460
Employee payables/provisions	3,143	3,143	3,143	3,143
Total current liabilities	16,411	6,577	6,603	6,603
Non-current liabilities				
Employee payables/provisions	10,396	10,396	10,396	10,396
Borrowings	-	-		
Total non-current liabilities	10,396	10,396	10,396	10,396
Total Liabilities	26,807	16,974	16,999	16,999
Net Community Assets	1,168,900	1,177,984	1,178,239	1,181,368
Community equity				
Asset revaluation reserve	544,655	544,655	544,902	544,902
Retained surplus (deficiency)	624,245	633,329	633,337	636,466
Total Community Equity	1,168,900	1,177,984	1,178,239	1,181,368

APPENDIX B

CASSOWARY COAST REGIONAL COUNCIL				
BUDGET PAPERS 2020/21				
STATEMENT OF CASH FLOW				
Year ended	Estimated Actual	Budget	Forecast	
	30-Jun-20 \$'000	30-Jun-21 \$'000	30-Jun-22 \$'000	30-Jun-23 \$'000
Cash flows from operating activities:				
Receipts from customers	66,658	72,191	72,910	74,544
Payment to suppliers and employees	(64,140)	(65,577)	(56,374)	(56,770)
Interest received	1,641	1,459	1,225	1,609
Rental Income	873	979	948	968
Non-Capital Gants and Contributions	8,114	8,688	8,294	7,378
Borrowing Costs	-			
Net cash inflow (outflow) from operating activities	13,146	17,741	27,003	27,729
Cash flows from investing activities:				
Payments for property, plant and equipment	(37,946)	(36,599)	(30,712)	(31,907)
Subsidies, donations and contributions for new capital expenditure	12,671	11,037	1,404	3,124
Proceeds from sale of property, plant and equipment	456	950	600	
Net cash inflow (outflow) from investing activities	(24,819)	(24,612)	(28,708)	(28,783)
Cash flows from financing activities	-			
Proceeds from borrowings	-			
Repayment of borrowings	-			
Net cash inflow (outflow) from financing activities	-	-	-	-
Net increase (decrease) in cash held	(11,673)	(6,870)	(1,705)	(1,054)
Cash at beginning of reporting period	53,709	42,036	35,166	33,461
Cash at end of reporting period	42,036	35,166	33,461	32,407

APPENDIX C

CASSOWARY COAST REGIONAL COUNCIL			
BUDGET PAPERS 2020/21			
STATEMENT OF CHANGES IN EQUITY			
	Total \$'000	Retained surplus \$'000	Asset revaluation reserve \$'000
Balance at 30 Jun 2019	1,205,389	670,552	534,837
Net result for the period	(36,489)	(46,307)	9,818
Balance at 30 Jun 2020	1,168,900	624,245	544,655
Net result for the period	9,084	9,084	-
Balance at 30 Jun 2021	1,177,984	633,329	544,655
Net result for the period	7	7	
Asset revaluation adjustment	247		247
Balance at 30 Jun 2022	1,178,239	633,337	544,902
Net result for the period	3,129	3,129	-
Asset revaluation adjustment	-		
Balance at 30 Jun 2023	1,181,368	636,466	544,902

APPENDIX D

CASSOWARY COAST REGIONAL COUNCIL				
BUDGET PAPERS 2020/21				
STATEMENT OF INCOME AND EXPENDITURE				
Year ended	Estimated Actual	Budget	Forecast	
	30-Jun-20 \$'000	30-Jun-21 \$'000	30-Jun-22 \$'000	30-Jun-23 \$'000
Revenue				
Recurrent revenue:				
General rates	40,458	39,059	39,918	40,796
Separate rates	5,361	5,511	5,627	5,745
Levies	17			
Water	10,885	11,286	11,534	11,788
Sewerage	9,606	9,368	9,779	9,994
Waste management	5,638	5,376	5,494	5,615
Total rates and utility charge revenue	71,965	70,601	72,352	73,938
less: Discounts	(5,342)	(3,343)	(3,416)	(3,491)
less: Pensioner remissions	(590)	(670)	(685)	(700)
Net rates and utility charges	66,034	66,588	68,251	69,747
Fees and charges	2,495	2,407	2,557	2,610
Sales - contract and recoverable works	1,491	1,421	1,451	1,481
Grants and subsidies	6,833	7,212	7,213	7,236
Contributions and Donations	1,282	1,219	1,060	-
Interest received	1,641	1,459	1,225	1,609
Rental income	904	931	951	971
Other recurrent income	1,399	887	906	925
Total recurrent revenue	82,079	82,125	83,613	84,579
Capital revenue:				
Grants and Subsidies	12,671	11,037	1,404	3,124
Contributions and donations	418	-		
Total capital revenue	13,089	11,037	1,404	3,124
Total income	95,168	93,162	85,017	87,704

APPENDIX D (CONTINUED)

Year ended	Estimated Actual	Budget	Forecast	
	30-Jun-20 \$'000	30-Jun-21 \$'000	30-Jun-22 \$'000	30-Jun-23 \$'000
Expenses				
Recurrent expenses:				
Employee benefits	26,020	26,171	26,823	27,505
Materials and services	29,751	29,426	29,427	29,114
Depreciation and amortisation	26,768	26,373	27,207	27,804
Finance costs	119	146	149	152
Total recurrent expenses	82,658	82,116	83,606	84,574
Capital Expenses:				
Disposal of non-current assets	7,912	1,962	1,404	
Total capital expenses	7,912	1,962	1,404	-
Total expenses	90,570	84,078	85,010	84,574
Result from ordinary activities	4,598	9,084	7	3,129
Net result attributable to Council	4,598	9,084	7	3,129
OPERATING RESULT				
Operating revenue	82,079	82,125	83,613	84,579
Operating expense	82,658	82,116	83,606	84,574
Operating result	(579)	9	7	5

APPENDIX E

OPERATING INCOME AND EXPENDITURE SUMMARY	Revenue Budget 2020/2021 \$'000	Expenditure Budget 2020/2021 \$'000	Operating surplus (deficit) Budget 2020/2021 \$'000
<u>Department</u>			
Chief Executive	49,690	18,431	31,259
Delivery Services (Excluding Waste)	9,947	36,233	(26,286)
Infrastructure Services (Excluding Water and Sewerage)	7,187	14,944	(7,758)
<u>Total Excluding Water, Sewerage and Waste</u>	66,824	69,608	(2,785)
Sewerage	9,815	8,464	1,351
Water	11,594	10,502	1,092
Waste	9,180	8,830	351
<u>Total Water, Sewerage and Waste</u>	30,589	27,795	2,793
<u>TOTAL CCRC</u>	97,412	97,404	9

**Please note: Figures include internal revenue and internal expenditure*

APPENDIX F

CASSOWARY COAST REGIONAL COUNCIL OPERATING INCOME AND EXPENDITURE SUMMARY SUB PROGRAM	Revenue Budget 2020/2021 \$'000	Expenditure Budget 2020/2021 \$'000	Operating surplus (deficit) Budget 2020/2021 \$'000
Department: Chief Executive			
Communication Team	44	471	(427)
Financial Services	48,580	10,081	38,498
Corporate Governance	19	662	(643)
Information Services Management	596	3,635	(3,039)
Office of the CEO	112	1,689	(1,576)
People & Culture	103	914	(811)
Procurement & Accounts Payable	189	723	(534)
Workplace Health & Safety & Training	47	256	(209)
Chief Executive Total	49,690	18,431	31,259
Department: Delivery Services			
Community Development and Services Program Support	77	496	(419)
Customer Service	228	615	(388)
Delivery Asset Maintenance Program	0	341	(341)
Delivery Services Program Support	0	108	(108)
Disaster Management	64	394	(330)
Drainage	220	1,725	(1,505)
Educational Services	825	846	(22)
Environmental Services	402	648	(246)
External Works	1,375	1,255	119
Housing Services	662	843	(181)
Libraries	278	2,004	(1,726)
Marine Facilities Program Support	38	1,126	(1,089)
Recreation and Natural Areas	1,118	5,970	(4,852)
Community Relations and Services Program Support	0	82	(82)
Regional Tourism Development	29	626	(597)
Regulatory Services	132	785	(652)
Special Projects	175	343	(168)
Sporting and Recreation	0	12	(12)
Transport	4,326	18,014	(13,688)
Delivery Services Total	9,947	36,233	(26,286)

APPENDIX F (CONTINUED)

	Revenue Budget 2020/2021 \$'000	Expenditure Budget 2020/2021 \$'000	Operating surplus (deficit) Budget 2020/2021 \$'000
Department: Infrastructure Services			
Asset Management & GIS	0	164	(164)
Buildings Trades	568	8,873	(8,305)
Building	462	557	(95)
Development Control	219	309	(90)
Engineering Services	0	534	(534)
Infrastructure Program Support	0	165	(165)
Mechanical Trades Workshop	5,380	3,723	1,657
Planning Services Program Support	310	354	(43)
Strategic Planning	248	266	(18)
Infrastructure Services Total	7,187	14,944	(7,758)

Sewerage Business Unit			
Sewerage Reticulation	63	4,285	(4,222)
Sewerage Services	9,368	1,216	8,153
Sewerage Treatment	135	2,708	(2,573)
Trade Waste	249	256	(7)
Sewerage Business Unit Total	9,815	8,464	1,351

Water Business Unit			
Water Reticulation	308	6,791	(6,483)
Water Services	11,286	2,136	9,150
Water Treatment	0	1,575	(1,575)
Water Business Unit Total	11,594	10,502	1,092

Waste Business Unit			
Waste Management	9,180	8,830	351
Waste Business Unit Total	9,180	8,830	351

APPENDIX G

2020/2021 Capital Budget								
BUDGET PAPERS 2020/2021 CAPITAL WORKS PROGRAM SUMMARY	Capital Budget 2020/2021	Capital Works from 2019/2020 budget to be completed in 2020/2021 or reserved for future projects in later years	Total Capital Budget	Capital Subsidies & Grants	Reserve & Developers contributions (Net)	Council Source Funding - Current Year	Funding Sources from Previous Year	Total Funds
	\$	\$	\$				\$	\$
Transport	12,030,000	4,811,144	16,841,144	2,508,572		9,521,428	4,811,144	16,841,144
Transport - DRFA	8,378,550	2,019,981	10,398,531	8,378,550		-	2,019,981	10,398,531
Drainage	1,093,000	140,843	1,233,843			1,093,000	140,843	1,233,843
Marine Facilities	1,040,000	170,098	1,210,098			1,040,000	170,098	1,210,098
Mechanical Trades Workshop	2,912,000	548,673	3,460,673			2,912,000	548,673	3,460,673
Building Trades Workshop	1,073,000	2,907,055	3,980,055			1,073,000	2,907,055	3,980,055
Recreation and Natural Areas	1,050,000	238,204	1,288,204	150,000		900,000	238,204	1,288,204
Customer Service & Libraries	-	77,533	77,533			-	77,533	77,533
Regulatory Services	25,000	-	25,000			25,000	-	25,000
Regional Tourism Development	-	361,504	361,504			-	361,504	361,504
Housing and Community Coordination	144,000	86,720	230,720			144,000	86,720	230,720
Total Infrastructure & Delivery Services	27,745,550	11,361,755	39,107,305	11,037,122	-	16,708,428	11,361,755	39,107,305
Information Services	1,385,000	612,448	1,997,448			1,385,000	612,448	1,997,448
Total Chief Executive Office	1,385,000	612,448	1,997,448	-	-	1,385,000	612,448	1,997,448
Waste Management	280,000	1,255,772	1,535,772			280,000	1,255,772	1,535,772
Total Waste Management	280,000	1,255,772	1,535,772	-	-	280,000	1,255,772	1,535,772
Water	5,163,000	3,957,941	9,120,941			5,163,000	3,957,941	9,120,941
Total Water	5,163,000	3,957,941	9,120,941	-	-	5,163,000	3,957,941	9,120,941
Sewerage	2,025,000	2,766,561	4,791,561			2,025,000	2,766,561	4,791,561
Total Sewerage	2,025,000	2,766,561	4,791,561	-	-	2,025,000	2,766,561	4,791,561
Total CCRC Capital Projects	36,598,550	19,954,477	56,553,027	11,037,122	-	25,561,428	19,954,477	56,553,027

ADDITIONAL COMMENTS

**The 2020/2021 capital budget does not include the 2020/2021 COVID Works for Queensland Program (W4Q) totaling \$1.24M as eligible projects were not approved by the Department of Local Government and the budget will be updated in the September review to include these.

APPENDIX H

Cassowary Coast Regional Council Capital Works Program Budget in Detail (Excluding Carry Forwards) for FY 2020/2021						
Programme	Project ID	Title	Details	Internal	External	Total
Building Trades	487	PROGRAM - Public Facilities and Amenities Renewal	Renewal of Public Facilities and Amenities to protect existing assets and reduce maintenance costs	271,000		271,000
	489	PROGRAM - Swimming Pools	Upgrades to swimming pools across CCRC area to keep equipment at required standard	290,000		290,000
	490	PROGRAM - Building Renewals	Building renewal program to maintain CCRC buildings, protect existing assets and reduce maintenance costs.	125,000		125,000
	496	PROGRAM - Facilities Air conditioner & Equipment Renewals	Facilities Air conditioner & Equipment Renewal Program	50,000		50,000
	1386	PROGRAM Aerodrome Renewals and Upgrades	Upgrades to meet compliance and improve operations	50,000		50,000
	1469	PROGRAM - Depots	Depot renewal program to maintain CCRC depots, protect existing assets and reduce maintenance costs	147,000		147,000
	1470	Pease Park Grandstand Truss Renewal	Replace truss and roof on Pease Park grandstand (Innisfail Showgrounds)	140,000		140,000
Building Trades Total				1,073,000		1,073,000
Drainage	140	Mission Beach CBD Upgrade	Renew/ upgrade storm water, renew road, K&C, street scape and village green to similar standard. Full implementation of master plan features will require additional external funding.	500,000		500,000
	269	PROGRAM - Stormwater Drainage Program	Priority based renewal of ageing drainage assets	430,000		430,000
	424	PROGRAM - Floodgate Renewal	Renewal of various floodgates throughout the region, particularly Innisfail	133,000		133,000
	1290	Stormwater Miscellaneous Upgrades - CCRC Regional Priorities	Stormwater Miscellaneous Upgrades - CCRC Regional Priorities	30,000		30,000
Drainage Total				1,093,000		1,093,000
Information Services Management	968	Datacentre Server Hosts renewal	Datacentre Server Hosts renewal	310,000		310,000
	970	Datacentre Storage renewal	Datacentre Storage renewal	275,000		275,000
	974	UPS Renewal	UPS Renewal	40,000		40,000
	975	Printers MFD and Scanners	Printers, Multi Function Devices and Scanners	40,000		40,000
	980	Client Desktop, Laptop, Monitor & Workstations	Client Desktop, Laptop, Monitor & Workstations	160,000		160,000
	981	Mobile Phone Renewal	Mobile phone renewal	20,000		20,000
	982	Corporate Software	Corporate/Enterprise Software	150,000		150,000
	1400	Switches Renewal	Switches Renewal	295,000		295,000
	1401	Wireless Access	Wireless Access, including point2point	65,000		65,000
	1448	Tablets Renewal	Client Tablet renewal	30,000		30,000
Information Services Management Total				1,385,000		1,385,000
Marine Facilities	1138	Clump Point Boat Ramp Carpark	Carpark upgrade as Council contribution towards Mission Beach Safer Boating Project	390,000		390,000
	1292	PROGRAM - Marine Facility Renewals	Renewal of Marine Infrastructure across the region	650,000		650,000
Marine Facilities Total				1,040,000		1,040,000
Mechanical Trades Workshop	313	PROGRAM - Fleet Replacement	Renewal of various fleet items	2,912,000		2,912,000
Mechanical Trades Workshop Total				2,912,000		2,912,000

APPENDIX H (CONTINUED)

Programme	Project ID	Title	Details	Internal	External	Total
Recreation & Natural Areas	164	W4Q Tully Nursery Drainage Improvements	To alleviate health risk from mosquito breeding in drainage due to old collapsed sub surface drainage.		25,000	25,000
	481	PROGRAM - Cemeteries Growth	Cemeteries future works general expansion as required to accommodate new customers.	25,000		25,000
	1341	W4Q Walking Trail - Etty Bay & Coquette Point	Re-clear and tidy the old logging track between Etty Bay and Coquette Point.		125,000	125,000
	1380	PROGRAM - Recreation & Natural Areas Renewals	Renewals of Recreation & Natural Areas	375,000		375,000
	1383	Innisfail CBD Masterplan Streetscape	Innisfail CBD Masterplan Streetscapes	500,000		500,000
Recreation & Natural Areas Total				900,000	150,000	1,050,000
Regional & Community Development	442	PROGRAM- Housing Renewal/Upgrades	Renewal and upgrade of CCRC Community, Pensioner & Council Housing Assets to required standards and to protect existing assets and reduce maintenance costs.	144,000		144,000
Regional & Community Development Total				144,000		144,000
Regulatory Services Program	1264	Pound Facilities Tully and Innisfail - Infrastructure Upgrade	Pound Facilities Tully and Innisfail - Infrastructure Upgrade	25,000		25,000
Regulatory Services Program Total				25,000		25,000
Sewerage	280	INN - Sewer Rehabilitation Program	Innisfail - Sewer Rehabilitation Program. CCTV and relining program.	700,000		700,000
	283	TUL - Sewer Rehabilitation Program	Tully - Sewer Rehabilitation Program. CCTV and relining program.	290,000		290,000
	286	INN - Sewage Treatment Plant Program	Innisfail - Sewage Treatment Plant Program. Program to renew and replace mechanical and electrical equipment at the sewerage treatment plant.	20,000		20,000
	301	INN - SCADA & Control Systems Program	Innisfail - SCADA & Control Systems Program	10,000		10,000
	305	TUL - Sewage Treatment Plant Program	Tully - Sewage Treatment Plant Program. Program to renew and replace mechanical and electrical equipment at the sewerage treatment plant	20,000		20,000
	545	INN - Sewer Reticulation Program	Innisfail - Sewer Reticulation Program Renewal for sections of rising mains or sewers that cannot be repaired by relining programs	10,000		10,000
	546	INN - Sewer Pump Stations Program	Innisfail Sewer Pump Stations Program	40,000		40,000
	547	MSB - Sewer Pump Stations Program	Mission Beach Sewer Pump Stations Program	30,000		30,000
	548	TUL - Sewer Pump Stations Program	Tully Sewer Pump Stations Program	5,000		5,000
	1234	TUL -Sewage Treatment Plant Upgrade	Upgrade of the Tully Sewage Treatment Plant	900,000		900,000
Sewerage Total				2,025,000		2,025,000

APPENDIX H (CONTINUED)

Programme	Project ID	Title	Details	Internal	External	Total
Transport	17	PROGRAM - Regional Reseals	Resealing sections of roads across the region.	1,000,000		1,000,000
	86	PROGRAM - Regional Public Transport	Bus shelters - Bulgun Rd, Hull Heads Rd, Old Cardwell Rd & Oakley Rd.	0	30,000	30,000
	88	PROGRAM - Sealed Roads Renewal Program	Maintain Level of Service. Full FNQROC requirements out of scope.	1,000,000		1,000,000
	89	PROGRAM - Unsealed Road Renewal Program	Gravel resheeting on sections of unsealed roads across the region.	1,100,000		1,100,000
	272	PROGRAM - Bridge Renewals	Renewal of bridges across the region based on condition/priority	1,110,714	739,286	1,850,000
	325	PROGRAM - Guardrail Renewals & Upgrades	Replacement of guardrail	50,000		50,000
	335	PROGRAM - Forward Survey & Design - Transport	Forward design program to design projects for the 10 year capital works program	100,000		100,000
	346	PROGRAM - Road Improvement Program	Upgrades to sections of the road network to improve access	1,250,000		1,250,000
	504	PROGRAM - Regional Pathway Expansion	Installation of new paths and widening of paths at time of renewal based on principle cycleway strategy.	400,000	200,000	600,000
	1275	W4Q Cardwell Transit Centre	Reconfigure Brasenose St to better accommodate bus transits, long vehicle and other vehicle parking		140,000	140,000
	1303	PROGRAM - Culvert Renewal	Renewal of Culverts throughout the region. Based on condition and priority. Includes aged steel and concrete culverts.	1,855,000		1,855,000
	1304	PROGRAM - Paths Renewal	Pathway Renewals	10,714	739,286	750,000
	1305	Jacobs Road	Road widening of Jacobs Road, between Hawthorne Drive and Riser Street	1,000,000		1,000,000
	1306	Balliol Street Stage 1	Realignment of road and sealing of the car parking	145,000	145,000	290,000
	1310	Innisfail CBD Masterplan Upgrades	Innisfail CBD Masterplan Upgrades	500,000		500,000
	1365	W4Q Rankin Street Footpath Improvements	Update and resurface Rankin St footpath, between Grace & Edith St's.		450,000	450,000
	1367	W4Q Cardwell Disability Access Improvements	Improve disability access in Cardwell		65,000	65,000
	1475	D R F A - 2019 Natural Disaster Event	Restoration of Essential Public Assets under DRFA arrangements relating to the 2019 Natural Disaster Event		8,378,550	8,378,550
Transport Total				9,521,428	10,887,122	20,408,550
Waste Management	780	PROGRAM - Transfer Station Upgrades	Upgrades to transfer stations throughout the region	100,000		100,000
	1086	Stoters Hill Sidewall Construction	Stoters Hill Sidewall construction	150,000		150,000
	1468	Traffic Flow Redirection Stoters Hill Transfer Station	Re-direct all traffic onto the weighbridge	30,000		30,000
Waste Management Total				280,000		280,000

APPENDIX H (CONTINUED)

Programme	Project ID	Title	Details	Internal	External	Total
Waste Management Total				280,000		280,000
Water	244	INN - Water Services & Meters (incl Smart Meters) Renewal Program	Innisfail - Water services and meter replacement program (including Smart meters)	350,000		350,000
	254	NYL - Water Services & Meters (incl Smart Meters) Renewal Program	Nyleta- Water services and meter replacement program (including Smart meters)	50,000		50,000
	448	INN - SCADA	Innisfail SCADA rollout	10,000		10,000
	449	TUL - SCADA	Tully SCADA rollout	5,000		5,000
	450	NYL - SCADA	Nyleta SCADA rollout	5,000		5,000
	451	CAR - SCADA	Cardwell SCADA rollout	5,000		5,000
	463	TUL - Hyatt Street supply mains for new reservoir	Hyatt Street Reservoir - Supply Mains	700,000		700,000
	474	INN - Water Treatment Program	Innisfail Water Treatment Plant - Mechanical & Electrical Renewal	60,000		60,000
	525	PROGRAM - Forward design - Water	Forward design program for water	50,000		50,000
	549	NYL - Water Program	Nyleta general water program including mains and reservoirs	475,000		475,000
	551	INN - Water Program	Innisfail general water program including mains and reservoirs	1,000,000		1,000,000
	553	TUL - Water Program	Tully general water program including mains and reservoirs	520,000		520,000
	556	CAR - Water Program	Cardwell general water program including mains and reservoirs	200,000		200,000
	1114	TUL - Bulgun Ck reservoir near intake	Tully- Bulgun Ck reservoir near intake - partly funded by LGGSP grant	350,000		350,000
	1229	TUL - Water Treatment Program	Tully Water Treatment - Mechanical & Electrical Renewal	30,000		30,000
	1232	TUL - Water Services & Meters (incl Smart Meters) Renewal Program	Tully - Water services and meter replacement program (including Smart meters)	370,000		370,000
	1314	INN - Pressure Control Valves for Loss Management	Pressure control valves for loss management	498,000		498,000
	1315	TUL - Pressure Control Valves for Loss Management	Pressure control valves for loss management	210,000		210,000
	1317	NYL - Pressure Control Valves for Loss Management	Pressure control valves for loss management	50,000		50,000
	1334	INN - Water Reservoirs Program	Innisfail - Water Reservoirs Program	95,000		95,000
	1335	NYL - Water Reservoirs Program	Nyleta - Water Reservoirs Program	10,000		10,000
	1336	TUL - Water Reservoirs Program	Tully - Water Reservoirs Program	10,000		10,000
	1337	CAR - Water Reservoirs Program	Cardwell - Water Reservoirs Program	50,000		50,000
	1472	CAR - Pressure Control Valves for Loss Management	Pressure control valves for loss management	60,000		60,000
Water Total				5,163,000		5,163,000
Grand Total				25,561,428	11,037,122	36,598,550

APPENDIX I

Cassowary Coast Regional Council Three Year Capital Works Program Budget in Detail (Excluding Carry Forwards)						
Programme	Project ID	Title	Details	2020/2021	2021/2022	2022/2023
Building Trades	487	PROGRAM - Public Facilities and Amenities Renewal	Renewal of Public Facilities and Amenities to protect existing assets and reduce maintenance costs	271,000	0	0
	489	PROGRAM - Swimming Pools	Upgrades to swimming pools across CCRC area to keep equipment at required standard	290,000	0	0
	490	PROGRAM - Building Renewals	Building renewal program to maintain CCRC buildings, protect existing assets and reduce maintenance costs.	125,000	1,700,000	1,850,000
	496	PROGRAM - Facilities Air conditioner & Equipment Renewals	Facilities Air conditioner & Equipment Renewal Program	50,000	0	0
	1298	Energy & Water Efficiency Upgrades	Energy & Water Efficiency Upgrades	0	150,000	150,000
	1299	Innisfail Youth Centre Upgrade Disabled Access	Innisfail Youth Centre upgrade to disabled access	0	0	30,000
	1301	LED Lighting Renewals	LED Lighting Renewal Program	0	70,000	100,000
	1386	PROGRAM Aerodrome Renewals and Upgrades	Upgrades to meet compliance and improve operations	50,000	150,000	0
	1469	PROGRAM - Depots	Depot renewal program to maintain CCRC depots, protect existing assets and reduce maintenance costs	147,000	0	0
	1470	Pease Park Grandstand Truss Renewal	Replace truss and roof on Pease Park grandstand (Innisfail Showgrounds)	140,000	0	0
Building Trades Total				1,073,000	2,070,000	2,130,000
Drainage	140	Mission Beach CBD Upgrade	Renew/ upgrade storm water, renew road, K&C, street scape and village green to similar standard. Full implementation of master plan features will require additional external funding.	500,000	0	0
	269	PROGRAM - Stormwater Drainage Program	Priority based renewal of ageing drainage assets	430,000	676,000	275,282
	413	Innisfail Estate Drainage Upgrade - Carello drain	Upgrade open drainage, culvert and pipe network capacity - Aluart Street to Reynolds Road	0	0	100,000
	424	PROGRAM - Floodgate Renewal	Renewal of various floodgates throughout the region, particularly Innisfail	133,000	0	0
	1290	Stormwater Miscellaneous Upgrades - CCRC Regional Priorities	Stormwater Miscellaneous Upgrades - CCRC Regional Priorities	30,000	250,000	250,000
Drainage Total				1,093,000	926,000	625,282
Information Services Management	968	Datacentre Server Hosts renewal	Datacentre Server Hosts renewal	310,000	0	20,000
	970	Datacentre Storage renewal	Datacentre Storage renewal	275,000	70,000	0
	974	UPS Renewal	UPS Renewal	40,000	0	10,000
	975	Printers MFD and Scanners	Printers, Multi Function Devices and Scanners	40,000	75,000	5,000
	980	Client Desktop, Laptop, Monitor & Workstations	Client Desktop, Laptop, Monitor & Workstations	160,000	265,000	160,000
	981	Mobile Phone Renewal	Mobile phone renewal	20,000	35,000	40,000
	982	Corporate Software	Corporate/Enterprise Software	150,000	395,000	450,000
	1127	Audio/Visual Systems renewal	Audio/Visual Systems renewal	0	10,000	0
	1400	Switches Renewal	Switches Renewal	295,000	0	0
	1401	Wireless Access	Wireless Access, including point2point	65,000	5,000	0
	1448	Tablets Renewal	Client Tablet renewal	30,000	30,000	35,000
Information Services Management Total				1,385,000	885,000	720,000

APPENDIX I (CONTINUED)

Programme	Project ID	Title	Details	2020/2021	2021/2022	2022/2023
Marine Facilities	1138	Clump Point Boat Ramp Carpark	Carpark upgrade as Council contribution towards Mission Beach Safer Boating Project	390,000	0	0
	1292	PROGRAM - Marine Facility Renewals	Renewal of Marine Infrastructure across the region	650,000	3,020,000	1,050,000
Marine Facilities Total				1,040,000	3,020,000	1,050,000
Mechanical Trades Workshop	313	PROGRAM - Fleet Replacement	Renewal of various fleet items	2,912,000	2,025,000	1,867,000
	1318	Truck for Water Section	Converting from light ute to medium truck	0	40,000	0
Mechanical Trades Workshop Total				2,912,000	2,065,000	1,867,000
Recreation & Natural Areas	164	W4Q Tully Nursery Drainage Improvements	To alleviate health risk from mosquito breeding in drainage due to old collapsed sub surface drainage.	25,000	0	0
	481	PROGRAM - Cemeteries Growth	Cemeteries future works general expansion as required to accommodate new customers.	25,000	25,000	25,000
	1341	W4Q Walking Trail - Etty Bay & Coquette Point	Re-clear and tidy the old logging track between Etty Bay and Coquette Point.	125,000	0	0
	1380	PROGRAM - Recreation & Natural Areas Renewals	Renewals of Recreation & Natural Areas	375,000	500,000	600,000
	1381	R & NA Energy Efficiency Renewals	R & NA Energy Efficiency Renewals	0	0	100,000
	1383	Innisfail CBD Masterplan Streetscape	Innisfail CBD Masterplan Streetscapes	500,000	500,000	500,000
Recreation & Natural Areas Total				1,050,000	1,025,000	1,225,000
Regional & Community Development	442	PROGRAM- Housing Renewal/Upgrades	Renewal and upgrade of CCRC Community, Pensioner & Council Housing Assets to required standards and to protect existing assets and reduce maintenance costs.	144,000	151,000	158,000
Regional & Community Development Total				144,000	151,000	158,000
Regulatory Services Program	1264	Pound Facilities Tully and Innisfail - Infrastructure Upgrade	Pound Facilities Tully and Innisfail - Infrastructure Upgrade	25,000	25,000	25,000
Regulatory Services Program Total				25,000	25,000	25,000

APPENDIX I (CONTINUED)

Programme	Project ID	Title	Details	2020/2021	2021/2022	2022/2023
Sewerage	268	INN - SPS27 Sewage Pump Station Upgrade	Innisfail - SPS27 Sewage Pump Station Upgrade. Mechanical and electrical upgrade.	0	200,000	0
	280	INN - Sewer Rehabilitation Program	Innisfail - Sewer Rehabilitation Program. CCTV and relining program.	700,000	800,000	830,000
	283	TUL - Sewer Rehabilitation Program	Tully - Sewer Rehabilitation Program. CCTV and relining program.	290,000	300,000	210,000
	286	INN - Sewage Treatment Plant Program	Innisfail - Sewage Treatment Plant Program. Program to renew and replace mechanical and electrical equipment at the sewerage treatment plant.	20,000	100,000	100,000
	291	TUL - SCADA & Control Systems Program	Tully - SCADA & Control Systems Program	0	20,000	20,000
	296	MSB - SCADA & Control Systems Program	Mission Beach - SCADA & Control Systems Program	0	20,000	20,000
	301	INN - SCADA & Control Systems Program	Innisfail - SCADA & Control Systems Program	10,000	30,000	30,000
	302	MSB - Sewer Reticulation Program	Mission Beach - Sewer Reticulation Program. Renewal of sections of rising mains or sewers that cannot be repaired by relining programs	0	60,000	60,000
	304	TUL - Sewer Reticulation Program	Tully - Sewer Reticulation Program. Renewal of sections of rising mains or sewers that cannot be repaired by relining programs.	0	60,000	60,000
	305	TUL - Sewage Treatment Plant Program	Tully - Sewage Treatment Plant Program. Program to renew and replace mechanical and electrical equipment at the sewerage treatment plant	20,000	100,000	100,000
	527	PROGRAM - Forward design -	Forward design program for sewerage	0	50,000	50,000
	545	INN - Sewer Reticulation Program	Innisfail - Sewer Reticulation Program Renewal for sections of rising mains or sewers that cannot be repaired by relining programs	10,000	90,000	90,000
	546	INN - Sewer Pump Stations Program	Innisfail Sewer Pump Stations Program	40,000	75,000	100,000
	547	MSB - Sewer Pump Stations Program	Mission Beach Sewer Pump Stations Program	30,000	30,000	30,000
	548	TUL - Sewer Pump Stations Program	Tully Sewer Pump Stations Program	5,000	30,000	30,000
	926	INN- STP Outfall Structure	Repairs to outfall structure at the Innisfail Sewage Treatment Plant	0	410,000	0
	1234	TUL -Sewage Treatment Plant Upgrade	Upgrade of the Tully Sewage Treatment Plant	900,000	0	1,572,000
	1471	INN - SPS24 Upgrade	Innisfail - Upgrade to SPS24	0	600,000	500,000
Sewerage Total				2,025,000	2,975,000	3,802,000

APPENDIX I (CONTINUED)

Programme	Project ID	Title	Details	2020/2021	2021/2022	2022/2023
Transport	17	PROGRAM - Regional Reseals	Resealing sections of roads across the region.	1,000,000	1,000,000	1,000,000
	86	PROGRAM - Regional Public Transport	Bus shelters - Bulgun Rd, Hull Heads Rd, Old Cardwell Rd & Oakley Rd.	30,000	0	0
	88	PROGRAM - Sealed Roads Renewal Program	Maintain Level of Service. Full FNQROC requirements out of scope.	1,000,000	1,500,000	950,000
	89	PROGRAM - Unsealed Road Renewal Program	Gravel resheeting on sections of unsealed roads across the region.	1,100,000	2,800,000	2,800,000
	128	PROGRAM - Kerb and Channel Renewals	Replacement of sections of K&C.	0	200,000	0
	272	PROGRAM - Bridge Renewals	Renewal of bridges across the region based on condition/priority	1,850,000	2,800,000	2,700,000
	325	PROGRAM - Guardrail Renewals & Upgrades	Replacement of guardrail	50,000	50,000	50,000
	335	PROGRAM - Forward Survey & Design - Transport	Forward design program to design projects for the 10 year capital works program	100,000	100,000	100,000
	346	PROGRAM - Road Improvement Program	Upgrades to sections of the road network to improve access	1,250,000	0	0
	504	PROGRAM - Regional Pathway Expansion	Installation of new paths and widening of paths at time of renewal based on principle cycleway strategy.	600,000	0	0
	1275	W4Q Cardwell Transit Centre	Reconfigure Brasenose St to better accommodate bus transits, long vehicle and other vehicle parking	140,000	0	0
	1303	PROGRAM - Culvert Renewal	Renewal of Culverts throughout the region. Based on condition and priority. Includes aged steel and concrete culverts.	1,855,000	800,000	850,000
	1304	PROGRAM - Paths Renewal	Pathway Renewals	750,000	750,000	750,000
	1305	Jacobs Road	Road widening of Jacobs Road, between Hawthorne Drive and Riser Street	1,000,000	0	0
	1306	Balliol Street Stage 1	Realignment of road and sealing of the car parking	290,000	0	0
	1308	Bowen Street, Cardwell	Road widening of Bowen Street, between Liverpool Street and Dalrymple Street	0	400,000	1,200,000
	1310	Innisfail CBD Masterplan Upgrades	Innisfail CBD Masterplan Upgrades	500,000	500,000	1,000,000
	1365	W4Q Rankin Street Footpath Improvements	Update and resurface Rankin St footpath, between Grace & Edith St's.	450,000	0	0
	1367	W4Q Cardwell Disability Access Improvements	Improve disability access in Cardwell	65,000	0	0
	1475	D R F A - 2019 Natural Disaster Event	Restoration of Essential Public Assets under DRFA arrangements relating to the 2019 Natural Disaster Event	8,378,550	0	0
Transport Total				20,408,550	10,900,000	11,400,000
Waste Management	226	Capping and Closure planning of Tully WMF	Capping and Closure planning of Tully waste management facility	0	75,000	75,000
	780	PROGRAM - Transfer Station Upgrades	Upgrades to transfer stations throughout the region	100,000	100,000	100,000
	1086	Stoters Hill Sidewall Construction	Stoters Hill Sidewall construction	150,000	0	0
	1284	Tully Sanitary Depot Restoration	Restoration of old Tully Sanitary Depot site	0	0	25,000
	1446	Attie Creek Site Restoration	Plan closure for the Attie Creek old landfill site	0	15,000	250,000
	1468	Traffic Flow Redirection Stoters Hill Transfer Station	Re-direct all traffic onto the weighbridge	30,000	0	0
Waste Management Total				280,000	190,000	450,000

APPENDIX I (CONTINUED)

Programme	Project ID	Title	Details	2020/2021	2021/2022	2022/2023
Water	244	INN - Water Services & Meters (incl Smart Meters) Renewal Program	Innisfail - Water services and meter replacement program (including Smart meters)	350,000	770,000	900,000
	254	NYL - Water Services & Meters (incl Smart Meters) Renewal Program	Nyleta- Water services and meter replacement program (including Smart meters)	50,000	50,000	50,000
	403	TUL - Hyatt Street Reservoir inlet/outlet mains	Installation of 300mm outlet main for Hyatt Street reservoir	0	0	350,000
	448	INN - SCADA	Innisfail SCADA rollout	10,000	10,000	10,000
	449	TUL - SCADA	Tully SCADA rollout	5,000	5,000	5,000
	450	NYL - SCADA	Nyleta SCADA rollout	5,000	5,000	5,000
	451	CAR - SCADA	Cardwell SCADA rollout	5,000	5,000	5,000
	462	TUL - Hyatt St Water Reservoir (2.7ML)	New 2.7ML reservoir at Hyatt Street	0	0	1,000,000
	463	TUL - Hyatt Street supply mains for new reservoir	Hyatt Street Reservoir - Supply Mains	700,000	577,500	1,155,000
	474	INN - Water Treatment Program	Innisfail Water Treatment Plant - Mechanical & Electrical Renewal	60,000	50,000	50,000
	525	PROGRAM - Forward design - Water	Forward design program for water	50,000	50,000	50,000
	549	NYL - Water Program	Nyleta general water program including mains and reservoirs	475,000	600,000	800,000
	551	INN - Water Program	Innisfail general water program including mains and reservoirs	1,000,000	1,200,000	1,300,000
	553	TUL - Water Program	Tully general water program including mains and reservoirs	520,000	922,500	500,000
	556	CAR - Water Program	Cardwell general water program including mains and reservoirs	200,000	200,000	200,000
	1109	CAR - Intake Reservoir	Cardwell - Intake Reservoir	0	100,000	0
	1114	TUL - Bulgun Ck reservoir near intake	Tully- Bulgun Ck reservoir near intake - partly funded by LGGSP grant	350,000	0	0
	1227	NYL - Water Treatment Program	Nyleta Water Treatment - Mechanical and Electrical Renewal	0	40,000	40,000
	1229	TUL - Water Treatment Program	Tully Water Treatment - Mechanical & Electrical Renewal	30,000	40,000	40,000
	1230	CAR - Water Treatment Program	Cardwell Water Treatment - Mechanical & Electrical Renewal	0	30,000	30,000
	1232	TUL - Water Services & Meters (incl Smart Meters) Renewal Program	Tully - Water services and meter replacement program (including Smart meters)	370,000	90,000	90,000
	1233	CAR - Water Services & Meters (incl Smart Meters) Renewal Program	Cardwell - Water services and meter replacement program (including Smart meters)	0	220,000	30,000
	1314	INN - Pressure Control Valves for Loss Management	Pressure control valves for loss management	498,000	140,000	0
	1315	TUL - Pressure Control Valves for Loss Management	Pressure control valves for loss management	210,000	140,000	0
	1317	NYL - Pressure Control Valves for Loss Management	Pressure control valves for loss management	50,000	140,000	0
	1334	INN - Water Reservoirs Program	Innisfail - Water Reservoirs Program	95,000	15,000	15,000
	1335	NYL - Water Reservoirs Program	Nyleta - Water Reservoirs Program	10,000	10,000	10,000
	1336	TUL - Water Reservoirs Program	Tully - Water Reservoirs Program	10,000	10,000	10,000
	1337	CAR - Water Reservoirs Program	Cardwell - Water Reservoirs Program	50,000	10,000	10,000
	1346	CAR - Earthworks and preparatory works for Cardwell Intake Reservoir	Earthworks and preparatory works for Cardwell Intake Reservoir	0	0	300,000
	1347	TUL - Design for new Hyatt St Water Reservoir and earthworks	Design for new Hyatt St reservoir and earthworks	0	200,000	0
	1348	TUL - Hyatt St Reservoir preparatory earthworks/access	Tully - Hyatt St Reservoir preparatory earthworks/access	0	0	800,000
	1355	INN - UV for Innisfail WTP (HBT requirements)	UV for Innisfail Water Treatment Plant (Health Based Targets requirements)	0	300,000	0
	1357	TUL - UV for Bulgun Ck Intake Reservoir (HBT requirements)	UV for Bulgun Ck Intake Reservoir (Health Based Targets requirements)	0	0	350,000
	1358	NYL - UV for Nyleta Hill Reservoir (HBT requirements)	UV for Nyleta Hill Reservoir (Health Based Targets requirements)	0	250,000	0
	1359	TUL - UV for Boulder Ck (HBT requirements) and Enclosure	UV for Boulder Ck (Health Based Targets requirements) and Enclosure	0	0	350,000
	1472	CAR - Pressure Control Valves for Loss Management	Pressure control valves for loss management	60,000	0	0
	1473	TUL - Bulgun Intake - raise height of weir	Raise the height of the weir at Bulgun Intake	0	300,000	0
Water Total				5,163,000	6,480,000	8,455,000
Grand Total				36,598,550	30,712,000	31,907,282

APPENDIX J

Cassowary Coast Regional Council Budget Paper 2020/21 Statement of Comprehensive Income

Year Ended	Est Jun-20 \$'000	Jun-21 \$'000	Jun-22 \$'000	Jun-23 \$'000	Jun-24 \$'000	Jun-25 \$'000	Jun-26 \$'000	Jun-27 \$'000	Jun-28 \$'000	Jun-29 \$'000	Jun-30 \$'000
Revenue											
Operating revenue											
General rates	40,458	39,059	39,918	40,796	41,734	42,840	43,974	45,139	46,155	47,423	48,727
Separate rates	5,361	5,511	5,627	5,745	5,871	6,012	6,157	6,304	6,462	6,623	6,789
Levies	17										
Water	7,517	7,549	7,715	7,885	8,066	8,280	8,499	8,724	8,921	9,166	9,418
Water consumption, rental and sundries	3,368	3,737	3,819	3,903	3,993	4,099	4,208	4,319	4,416	4,538	4,662
Sewerage	9,606	9,368	9,779	9,994	10,224	10,495	10,773	11,058	11,307	11,618	11,938
Garbage charges	5,638	5,376	5,494	5,615	5,744	5,896	6,052	6,213	6,353	6,527	6,707
Less: discounts	(5,342)	(3,343)	(3,416)	(3,491)	(3,572)	(3,666)	(3,764)	(3,863)	(3,950)	(4,059)	(4,170)
Less: pensioner remissions	(590)	(670)	(685)	(700)	(716)	(735)	(754)	(774)	(792)	(814)	(836)
Net rates, levies and charges	66,034	66,588	68,251	69,747	71,345	73,220	75,145	77,121	78,871	81,024	83,235
Building and development fees	737	736	831	849	867	888	910	931	955	979	1,003
Infringements	26	33	34	34	35	36	37	38	39	40	41
Licences and registrations	184	132	135	137	140	144	147	151	155	158	162
Other fees and charges	1,548	1,506	1,557	1,590	1,625	1,664	1,704	1,744	1,788	1,833	1,879
Fees and charges	2,495	2,407	2,557	2,610	2,668	2,732	2,797	2,864	2,936	3,009	3,085
Other rental income	904	931	951	971	992	1,016	1,040	1,065	1,092	1,119	1,147
Rental income	904	931	951	971	992	1,016	1,040	1,065	1,092	1,119	1,147
Interest from overdue rates, levies and charges	756	183	276	282	289	296	304	312	319	328	337
Interest received from investments	885	1,276	949	1,327	1,432	1,376	1,367	1,479	1,584	1,716	1,853
Interest received	1,641	1,459	1,225	1,609	1,721	1,672	1,671	1,791	1,903	2,044	2,190
Contract and recoverable works	1,491	1,421	1,451	1,481	1,514	1,550	1,587	1,626	1,666	1,708	1,751
Sales revenue	1,491	1,421	1,451	1,481	1,514	1,550	1,587	1,626	1,666	1,708	1,751

APPENDIX J (CONTINUED)

Year Ended	Est Jun-20 \$'000	Jun-21 \$'000	Jun-22 \$'000	Jun-23 \$'000	Jun-24 \$'000	Jun-25 \$'000	Jun-26 \$'000	Jun-27 \$'000	Jun-28 \$'000	Jun-29 \$'000	Jun-30 \$'000
Other income	1,399	887	906	925	945	968	991	1,015	1,040	1,066	1,093
Other income	1,399	887	906	925	945	968	991	1,015	1,040	1,066	1,093
State subsidies and grants—operating	6,689	7,092	7,089	7,100	7,426	7,829	8,217	8,284	7,821	7,803	8,018
Commonwealth subsidies and grants—operating	144	120	124	137	150	163	177	191	196	211	216
Donations—operating	26	-	-	-	-	-	-	-	-	-	-
Contributions—operating	1,256	1,219	1,060	-	-	-	-	-	-	-	-
Grants, subsidies, contributions and donations	8,115	8,431	8,272	7,236	7,575	7,992	8,394	8,475	8,017	8,014	8,234
Total operating revenue	82,079	82,125	83,613	84,579	86,761	89,151	91,626	93,958	95,526	97,984	100,734
Capital revenue											
Government subsidies and grants—capital	12,671	11,037	1,404	3,124	3,944	3,693	1,000	4,050	1,000	1,000	-
Contributions—capital	418	-	-	-	-	-	-	-	-	-	-
Grants, subsidies, contributions and donations	13,089	11,037	1,404	3,124	3,944	3,693	1,000	4,050	1,000	1,000	-
Total revenue	95,167	93,162	85,017	87,704	90,705	92,844	92,626	98,008	96,526	98,984	100,734
Capital income											
Profit/(loss) on disposal of property, plant & equipment	(7,912)	(1,962)	(1,404)	-	-	-	-	-	-	-	-
Total capital income	(7,912)	(1,962)	(1,404)	-	-	-	-	-	-	-	-
Total income	87,256	91,200	83,613	87,704	90,705	92,844	92,626	98,008	96,526	98,984	100,734
Expenses											
Operating expenses											
Total staff wages and salaries	16,728	17,302	17,735	18,187	18,660	19,145	19,643	20,193	20,798	21,422	22,065
Councillors' remuneration	583	464	473	483	494	506	518	530	543	557	571
Other employee related expenses	8,708	8,405	8,615	8,835	9,065	9,300	9,542	9,809	10,104	10,407	10,719
Employee benefits	26,020	26,171	26,823	27,505	28,218	28,951	29,703	30,532	31,446	32,386	33,355

APPENDIX J (CONTINUED)

Year Ended	Est Jun-20 \$'000	Jun-21 \$'000	Jun-22 \$'000	Jun-23 \$'000	Jun-24 \$'000	Jun-25 \$'000	Jun-26 \$'000	Jun-27 \$'000	Jun-28 \$'000	Jun-29 \$'000	Jun-30 \$'000
M&S—audit services	162	195	199	203	208	213	218	223	229	234	240
M&S—communication & IT	1,373	1,631	1,468	1,499	1,531	1,568	1,606	1,644	1,718	1,796	1,877
M&S—consultants	739	520	468	477	488	500	512	524	548	572	598
M&S—contractors	14,835	15,496	15,821	16,153	16,509	16,905	17,311	17,726	18,169	18,623	19,089
M&S—electricity	1,993	2,146	1,932	1,972	2,015	2,064	2,113	2,164	2,272	2,386	2,505
M&S—council maintenance	247	317	324	331	338	346	354	363	372	381	391
M&S—travel	69	66	67	68	70	72	73	75	77	79	81
M&S—other	10,334	9,056	9,149	8,410	8,593	8,796	9,004	9,217	9,445	9,679	9,918
Materials and services	29,751	29,426	29,427	29,114	29,752	30,463	31,191	31,936	32,830	33,750	34,699
Bank charges	119	146	149	152	156	159	163	167	171	175	180
Finance costs	119	146	149	152	156	159	163	167	171	175	180
Land improvements	235	248	262	274	313	424	539	609	793	869	1,043
Buildings	3,785	4,128	4,161	4,206	4,250	4,288	4,323	4,359	4,420	4,457	4,496
Plant & equipment	1,442	1,321	1,508	1,548	1,763	1,989	2,235	2,499	1,641	1,714	1,937
Roads, drainage & bridge network	9,915	9,998	10,297	10,441	10,591	10,782	10,927	11,068	11,206	11,437	11,580
Water	5,191	5,352	5,488	5,627	5,800	5,982	6,200	6,339	6,468	6,579	6,749
Sewerage	3,954	3,209	3,264	3,328	3,402	3,470	3,546	3,587	3,630	3,677	3,750
Miscellaneous	2,013	2,010	2,069	2,143	2,180	2,218	2,281	2,308	2,359	2,382	2,416
Amortisation of intangible assets	233	107	157	238	328	418	508	549	557	550	525
Depreciation and amortisation	26,768	26,373	27,207	27,804	28,628	29,571	30,558	31,317	31,073	31,665	32,496
Total operating expenses	82,658	82,116	83,606	84,575	86,753	89,144	91,615	93,952	95,520	97,977	100,729
Total expenses	82,658	82,116	83,606	84,575	86,753	89,144	91,615	93,952	95,520	97,977	100,729
Net result	4,598	9,084	7	3,129	3,952	3,700	1,012	4,056	1,006	1,007	5
Operating result											
Operating revenue	82,079	82,125	83,613	84,579	86,761	89,151	91,626	93,958	95,526	97,984	100,734
Operating expenses	82,658	82,116	83,606	84,575	86,753	89,144	91,615	93,952	95,520	97,977	100,729
Operating result	(579)	9	7	5	7	7	12	6	6	7	5

APPENDIX J (CONTINUED)

Cassowary Coast Regional Council Budget Paper 2020/21 Statement of Financial Position

Year Ended	Est Jun-20 \$'000	Jun-21 \$'000	Jun-22 \$'000	Jun-23 \$'000	Jun-24 \$'000	Jun-25 \$'000	Jun-26 \$'000	Jun-27 \$'000	Jun-28 \$'000	Jun-29 \$'000	Jun-30 \$'000
Assets											
Current assets											
Unrestricted component	42,036	35,166	33,461	32,408	29,876	26,922	30,705	33,737	38,480	41,923	48,655
Cash and cash equivalents	42,036	35,166	33,461	32,408	29,876	26,922	30,705	33,737	38,480	41,923	48,655
General trade and other receivables	12,243	11,050	11,286	11,366	11,617	11,983	12,323	12,626	12,790	13,142	13,499
Trade and other receivables	12,243	11,050	11,286	11,366	11,617	11,983	12,323	12,626	12,790	13,142	13,499
Inventories held for sale	268	268	268	268	268	268	268	268	268	268	268
Inventories held for distribution	1,232	1,232	1,232	1,232	1,232	1,232	1,232	1,232	1,232	1,232	1,232
Inventories	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500	1,500
Total current assets	55,779	47,716	46,248	45,274	42,994	40,406	44,528	47,863	52,770	56,566	63,655
Non-current assets											
Land	15,623	15,623	15,623	15,623	15,623	15,623	15,623	15,623	15,623	15,623	15,623
Land improvements	5,763	5,820	5,780	5,981	8,161	11,363	11,425	16,523	16,380	21,210	20,368
Buildings	74,701	71,740	69,733	67,815	65,501	62,988	60,446	59,054	56,434	53,988	51,357
Plant & equipment	9,453	9,367	8,410	8,999	9,449	9,845	10,303	10,253	11,600	12,046	12,553
Roads, drainage & bridge network	717,636	741,043	742,572	744,156	749,565	750,808	751,542	751,711	759,031	759,158	759,409
Water	145,327	145,150	146,142	148,970	152,390	157,582	158,433	158,724	158,376	159,787	157,028
Sewerage	115,939	114,755	114,466	114,940	115,033	115,542	114,087	112,500	111,440	110,967	110,057
Miscellaneous	42,375	42,505	44,787	44,919	44,234	45,956	44,885	45,493	44,339	43,782	43,306
Work in progress	11,915	-	-	-	-	-	-	-	-	-	-
Property, plant & equipment	1,138,731	1,146,002	1,147,512	1,151,403	1,159,956	1,169,707	1,166,743	1,169,881	1,173,223	1,176,560	1,169,699
Intangible assets	1,197	1,240	1,479	1,690	1,812	1,844	1,785	1,686	1,580	1,330	1,223
Other non-current assets	1,197	1,240	1,479	1,690	1,812	1,844	1,785	1,686	1,580	1,330	1,223
Total non-current assets	1,139,928	1,147,242	1,148,990	1,153,094	1,161,767	1,171,550	1,168,529	1,171,567	1,174,803	1,177,891	1,170,922
Total assets	1,195,707	1,194,958	1,195,238	1,198,367	1,204,761	1,211,956	1,213,057	1,219,431	1,227,573	1,234,456	1,234,576

APPENDIX J (CONTINUED)

Cassowary Coast Regional Council Budget Paper 2020/21 Statement of Financial Position

Year Ended	Est Jun-20 \$'000	Jun-21 \$'000	Jun-22 \$'000	Jun-23 \$'000	Jun-24 \$'000	Jun-25 \$'000	Jun-26 \$'000	Jun-27 \$'000	Jun-28 \$'000	Jun-29 \$'000	Jun-30 \$'000
Liabilities											
Current liabilities											
Employee payables	4,156	1,004	1,029	1,055	1,079	1,110	1,139	1,171	1,203	1,242	1,279
Other payables	9,112	2,431	2,431	2,405	2,451	2,517	2,577	2,639	2,705	2,788	2,867
Trade and other payables	13,268	3,434	3,460	3,460	3,531	3,627	3,716	3,810	3,908	4,031	4,146
Employee	3,029	3,029	3,029	3,029	3,029	3,029	3,029	3,029	3,029	3,029	3,029
Restoration & rehabilitation	114	114	114	114	114	114	114	114	114	114	114
Provisions	3,143	3,143	3,143	3,143	3,143	3,143	3,143	3,143	3,143	3,143	3,143
Total current liabilities	16,411	6,578	6,603	6,604	6,674	6,771	6,860	6,953	7,051	7,174	7,289
Non-current liabilities											
Employee	427	427	427	427	427	427	427	427	427	427	427
Restoration & rehabilitation	9,969	9,969	9,969	9,969	9,969	9,969	9,969	9,969	9,969	9,969	9,969
Provisions	10,396	10,396	10,396	10,396	10,396	10,396	10,396	10,396	10,396	10,396	10,396
Total non-current liabilities	10,396	10,396	10,396	10,396	10,396	10,396	10,396	10,396	10,396	10,396	10,396
Total liabilities	26,807	16,974	16,999	17,000	17,070	17,167	17,256	17,349	17,447	17,570	17,685
Net community assets	1,168,900	1,177,984	1,178,239	1,181,368	1,187,691	1,194,790	1,195,801	1,202,081	1,210,125	1,216,886	1,216,891
Community equity											
Asset revaluation surplus	544,655	544,655	544,902	544,902	547,274	550,673	550,673	552,897	559,935	565,689	565,689
Retained surplus	624,245	633,329	633,337	636,466	640,417	644,117	645,129	649,184	650,191	651,198	651,202
Total community equity	1,168,900	1,177,984	1,178,239	1,181,368	1,187,691	1,194,790	1,195,801	1,202,081	1,210,125	1,216,886	1,216,891

APPENDIX J (CONTINUED)

Cassowary Coast Regional Council Budget Paper 2020/21 Statement of Cash Flows

Year Ended	Est Jun-20 \$'000	Jun-21 \$'000	Jun-22 \$'000	Jun-23 \$'000	Jun-24 \$'000	Jun-25 \$'000	Jun-26 \$'000	Jun-27 \$'000	Jun-28 \$'000	Jun-29 \$'000	Jun-30 \$'000
Cash flows from operating activities											
Receipts from customers	66,658	72,191	72,910	74,544	76,266	78,168	80,240	82,337	84,287	86,462	88,840
Payments to suppliers and employees	(64,140)	(65,577)	(56,374)	(56,770)	(58,055)	(59,477)	(60,968)	(62,542)	(64,348)	(66,189)	(68,118)
Interest received	1,641	1,459	1,225	1,609	1,721	1,672	1,671	1,791	1,903	2,044	2,190
Rental income	873	979	948	968	990	1,012	1,037	1,062	1,089	1,115	1,143
Non-capital grants and contributions	8,115	8,688	8,294	7,378	7,532	7,932	8,339	8,464	8,083	8,011	8,204
Net cash inflow from operating activities	13,147	17,741	27,003	27,729	28,454	29,308	30,319	31,113	31,013	31,443	32,259
Cash flows from investing activities											
Payments for property, plant and equipment	(37,946)	(36,449)	(30,317)	(31,457)	(34,479)	(35,505)	(27,086)	(31,681)	(26,821)	(28,699)	(25,109)
Payments for intangible assets	-	(150)	(395)	(450)	(450)	(450)	(450)	(450)	(450)	(300)	(418)
Proceeds from sale of property, plant and equipment	456	950	600	-	-	-	-	-	-	-	-
Grants, subsidies, contributions and donations	12,671	11,037	1,404	3,124	3,944	3,693	1,000	4,050	1,000	1,000	-
Net cash inflow from investing activities	(24,820)	(24,611)	(28,708)	(28,783)	(30,985)	(32,262)	(26,536)	(28,081)	(26,271)	(27,999)	(25,527)
Total cash flows											
Net increase in cash and cash equivalent held	(11,673)	(6,871)	(1,704)	(1,054)	(2,532)	(2,954)	3,783	3,032	4,742	3,443	6,732
Opening cash and cash equivalents	53,709	42,036	35,166	33,461	32,408	29,876	26,922	30,705	33,737	38,480	41,923
Closing cash and cash equivalents	42,036	35,166	33,461	32,408	29,876	26,922	30,705	33,737	38,480	41,923	48,655

APPENDIX J (CONTINUED)

Cassowary Coast Regional Council Budget Paper 2020/21 Statement of Changes in Equity

Year Ended		Jun-21B	Jun-22F	Jun-23F	Jun-24F	Jun-25F	Jun-26F	Jun-27F	Jun-28F	Jun-29F	Jun-30F
\$'000		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Asset revaluation surplus											
Opening balance		544,655	544,655	544,902	544,902	547,274	550,673	550,673	552,897	559,935	565,689
Increase in asset revaluation surplus		-	247	-	2,372	3,399	-	2,225	7,037	5,754	-
Closing balance	544,655	544,655	544,902	544,902	547,274	550,673	550,673	552,897	559,935	565,689	565,689
Retained surplus											
Opening balance		624,245	633,329	633,337	636,466	640,417	644,117	645,129	649,184	650,191	651,198
Net result		9,084	7	3,129	3,952	3,700	1,012	4,056	1,006	1,007	5
Closing balance	624,245	633,329	633,337	636,466	640,417	644,117	645,129	649,184	650,191	651,198	651,202
Total											
Opening balance		1,168,900	1,177,984	1,178,239	1,181,368	1,187,691	1,194,790	1,195,801	1,202,081	1,210,125	1,216,886
Net result		9,084	7	3,129	3,952	3,700	1,012	4,056	1,006	1,007	5
Increase in asset revaluation surplus		-	247	-	2,372	3,399	-	2,225	7,037	5,754	-
Closing balance	1,168,900	1,177,984	1,178,239	1,181,368	1,187,691	1,194,790	1,195,801	1,202,081	1,210,125	1,216,886	1,216,891

APPENDIX K & L

Cassowary Coast Regional Council Budget Paper 2020/21

Appendix K - Measures of Financial Sustainability

Year Ended	Est Jun-20	Jun-21	Jun-22	Jun-23	Jun-24	Jun-25	Jun-26	Jun-26	Jun-27	Jun-29	Jun-30
Operating Surplus Ratio											
(Net Operating Surplus / Total Operating Revenue) (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Target Ratio Lower Limit (%)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Target Ratio Upper Limit (%)	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Does Operating Surplus Ratio fall between the target band?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Net Financial Asset / Liability Ratio											
((Total Liabilities - Current Assets) / Total Operating Revenue)	(35.3)%	(37.4)%	(35.0)%	(33.4)%	(29.9)%	(26.1)%	(29.8)%	(32.5)%	(37.0)%	(39.8)%	(45.6)%
Target Ratio Upper Limit (%)	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%
Does Net Financial Asset / Liability Ratio fall below the upper limit?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Asset Sustainability Ratio											
(Capital Expenditure on the Replacement of Assets (renewals) / Depreciation Expense)	95.0%	121.3%	98.8%	86.7%	92.6%	95.4%	85.6%	80.5%	82.3%	72.0%	76.3%
Target Ratio Lower Limit (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Does Asset Sustainability Ratio fall above the lower limit?	No	Yes	Yes	No	Yes	Yes	No	No	No	No	No

Appendix L - Total Value of Changes in Rates & Utility Charges %

	Estimate	Budget		Variance							
	2019/20	2019/20	2020/21	Est vs 20/21	19/20 vs 20/21						
	\$'000	\$'000	\$'000	\$'000	\$'000						
General Rates	40,458	40,484	39,059	-3.46%	-3.52%						
Utilities and Charges	31,507	31,411	31,541	0.11%	0.41%						
Total Net Rates and Utility Charges excluding discount	71,966	71,896	70,601	-1.90%	-1.80%						
Less Discounts	(5,931)	(5,870)	(4,013)								
Total Net Rates and Utility Charges	66,034	66,026	66,588	0.84%	0.85%						

COMMUNITY FINANCIAL REPORT

BUDGET 2020/2021



7 July 2020

COMMUNITY FINANCIAL REPORT

This community financial report presents Council's financial performance and financial position in an informative and understandable way to enable easy evaluation by members of the community. Graphs are widely used for visual presentation of data and key financial statistics and ratios that can be useful indicators of Council's performance are included.

Council's annual budget comprises of two elements, the annual Operating Budget and the Capital Budget.

The annual operating budget takes into consideration the needs of the community and ensures that Council has adequate revenue to provide for those levels of service. Council maintains and manages infrastructure assets that are largely unique to the public sector, including the community's water, sewerage and waste infrastructure assets, a network of roads, bridges, drainage and marine assets, footpaths, parks, foreshores, camping grounds, sportsgrounds, showgrounds and community halls. It operates library and visitor information centers across the region, provides planning services and supports community, sport and cultural programs. Council provides for these extensive and diverse range of services primarily by utilising revenue from rates and grants. The 2020/2021 budget delivers a small operating surplus of \$9k.

The capital budget provides for investment in community infrastructure to service the region with a 10 year long term forecast designed to accommodate the needs of the community into the future. Community assets cover categories such as land, buildings, plant and equipment, road, water, sewerage and waste infrastructure. Continuing to invest in community assets, the 2020/2021 budget delivers a capital works program of \$36.6M.

In framing the budget, Council has focused on continuing to achieve efficiencies and reduce operating costs, whilst maintaining a level of service that meets community expectations. This has been achieved by undertaking an Organisational restructure and reducing the number of operational initiatives in the 2020/2021 financial year. By implementing these strategies, it has enabled Council to develop a Financial Relief Package to assist those areas of the community directly impacted by COVID-19 totaling approximately \$400k. This is in addition to the initiatives offered by Council as per the initial COVID-19 package adopted by Council in May 2020. This package includes discounting specific annual permits and licenses, provision of a financial hardship policy for ratepayers and owner-operator businesses and extending the discount period for the August rates run to 60 days to enable additional time to make payment whilst still accessing the prompt payment discount.

Taking these factors into consideration Council has determined a minimal increase to the level of rating with a general rate increase of 1.23% for the 2020/2021 financial year.

Annual Budget 2020/2021 At A Glance	
	\$'000s
Operating Revenue	\$82,125
Operating Expense	\$82,116
Operating Position	\$9
Capital Income	\$11,037
Capital Expenses	(\$1,962)
Net Result	\$13,008
Total Assets	\$1,194,958
Total Liabilities	\$16,974
Net Community Assets	\$1,177,984

Total Capital Works Expenditure

\$36,598

BACKGROUND

This community financial report provides an analysis of the Council's financial performance and position for the 2020/2021 financial year. This report has been designed utilising graphs and tables to provide a general overview.

The Budget Financial Statements have five key elements:

1. **Statement of Income and Expenditure** (Profit and Loss): measures how Council performed in relation to income and expenditure from operations to give a net result. Included is a range of capital revenue (grants and contributions) and expenses that recognise the movement in the value of provisions and asset valuations disclosed in the statement of financial position.
2. **Statement of Financial Position** (Balance Sheet): is a snapshot of what we own (our assets) and what we owe (our liabilities) as at the end of the financial year, with the difference (our equity) reflecting our net worth.
3. **Statement of Changes in Equity**: summarises changes in our net worth during the year including showing the movements in our retained earnings, reserves and asset revaluation surplus.
4. **Statement of Cash Flows**: shows cash movements that have occurred during the financial year. The closing balance reflects how much cash Council had at the end of the financial year.
5. **Financial Sustainability Ratios**: provide an indication of our relative sustainability based on the current year's performance and best estimates around future operational activities. The three sustainability indicators have been set up by the Department of Local Government, Racing and Multicultural Affairs to help monitor the long-term sustainability of all Councils across Queensland.

BUDGET ASSUMPTIONS AND PRINCIPLES

Under the requirements of the *Local Government Regulation 2012*, Council's budget must be prepared on an accrual basis and include financial statements for the year for which it was prepared and the next two financial years.

The results of this budget are linked to the Corporate Plan which provides the strategic direction of Council and the Operational Plan which outlines key objectives and deliverables for Council for the upcoming year. The budget forms the basis of Council's Long Term Financial Forecast and is aligned with Council's Asset Management Plan and Capital Works Program.

Council is committed to delivering balanced operating budgets and a capital works program that not only maintains existing assets but have a significant focus on renewals. Council aims to deliver on these objectives with rate rises at or around CPI.

During 2020/2021, Council will continue to drive costs down by ensuring that the organisation is operating efficiently and effectively through the financial year.

STATEMENT OF INCOME AND EXPENDITURE

The statement of comprehensive income is a summary of revenue (income) recognised during the year, offset against expenses from the cost of our operations. Council is budgeting a small operating surplus (recurrent revenue less recurrent expenses) of \$9k.



OPERATING POSITION

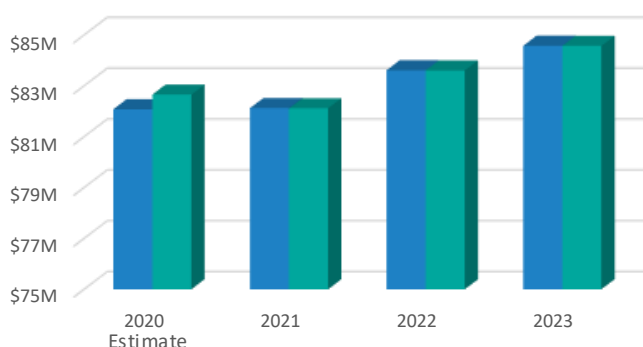
Council's operating position reflects the organisation's ability to meet its everyday running costs from operating revenue. The operating position is calculated by taking total operating expenses from total operating revenue and does not include revenue or expenditure amounts for capital projects. The result is either a surplus or a deficit.

Council has budgeted an operating surplus of \$9k for the 2020/2021 financial year and an operating surplus of \$7k and \$5k for the years 2021/2022 and 2022/2023 respectively.

A strong focus on efficiency and financial diligence has enabled Council to continue to delivery existing services along with new initiatives whilst also keeping this year's net general rates increase at 1.23%.

FINANCIAL SUMMARY - OPERATING

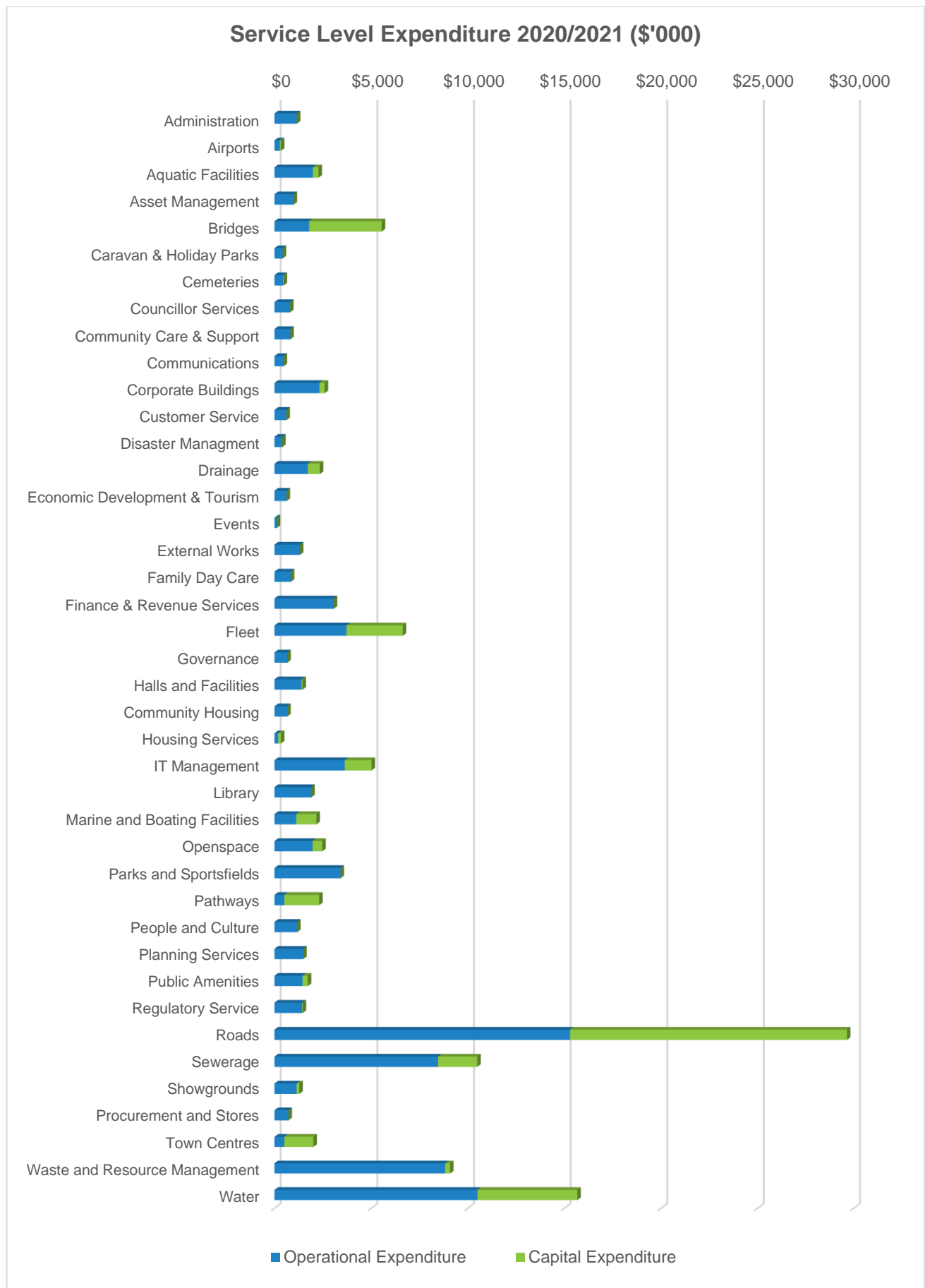
Financial Year	Operating Revenue \$'000	Operating Expenses \$'000
2020	\$82,079	\$82,658
2021	\$82,125	\$82,116
2022	\$83,613	\$83,606
2023	\$84,579	\$84,574



Operating activities do not include income or costs associated with construction, rehabilitation or renewal of community infrastructure. These elements are reflected in the Statement of Financial Position as additional assets owned by the community.

Implicit in Council's revenue assumptions is a minimal population growth rate of 0.10% and a rates increase of 1.23% in 2020/21 and then CPI in future years. Fees and charges have increased on average by 2%. Expenditure assumptions align mainly to CPI in future years.

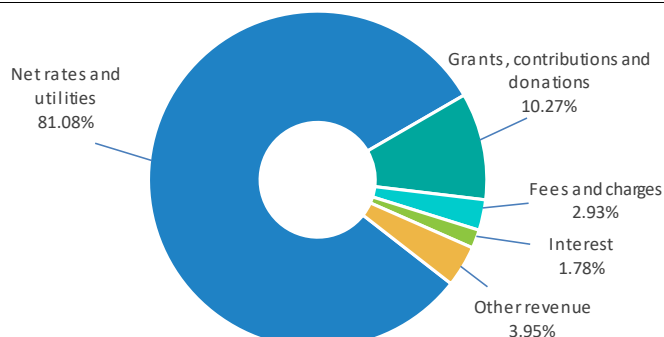
Council provides a range of services to the community. The total budgeted expenditure for 2020/2021 can be broken down into the following services as displayed on the graph on the following page:



OPERATING REVENUE

OPERATING REVENUE CATEGORIES 2020/21

Category	Budget \$'000
Net rates and utilities	\$66,588
Grants, contributions and donations	\$8,431
Fees and charges	\$2,407
Interest	\$1,459
Other revenue	\$3,240
Total Operating Revenue	\$82,125

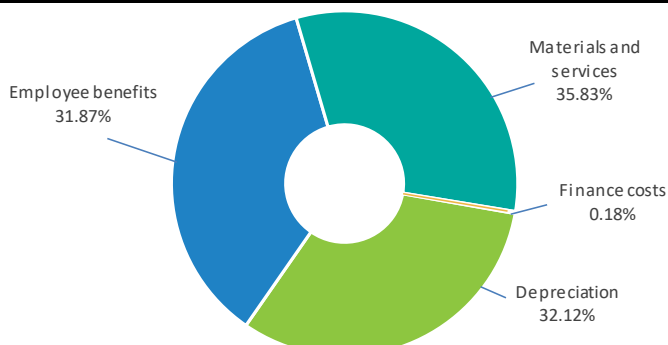


Rates and utility charges continue to be the major source of income for Council. Council endeavours to maximise revenue from sources other than rates by actively pursuing grants and subsidies from State and Federal Government, engaging in a range of external works projects and ensuring returns from assets and investment are adequate.

OPERATING EXPENSE

OPERATING EXPENSES CATEGORIES 2020/21

Category	Budget \$'000
Employee benefits	\$26,171
Materials and services	\$29,426
Depreciation	\$26,373
Finance costs	\$146
Total Operating Expenses	\$82,116



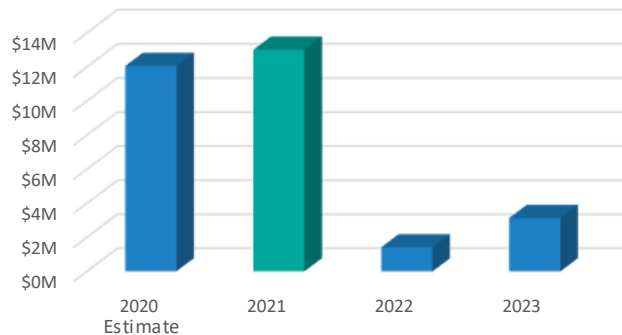
Materials and services together with employee benefits comprise 67.7% of Council's forecast total operating expenditure. Council is one of the region's largest employers and engages in business with a range of local suppliers and contractors.

Depreciation is another major component of Council's operating expense. It represents the estimate reduction in the value of an asset as it is used to provide a service to the community. It provides a guide as to what Council should spend on asset renewal and it is a component of the Asset Sustainability ratios. As such, Council's ability to reduce this figure is limited however Asset Management Plans are in place with asset rationalisation possibilities being considered further in 2020/2021. A savings target of \$400k has been factored in the budget.

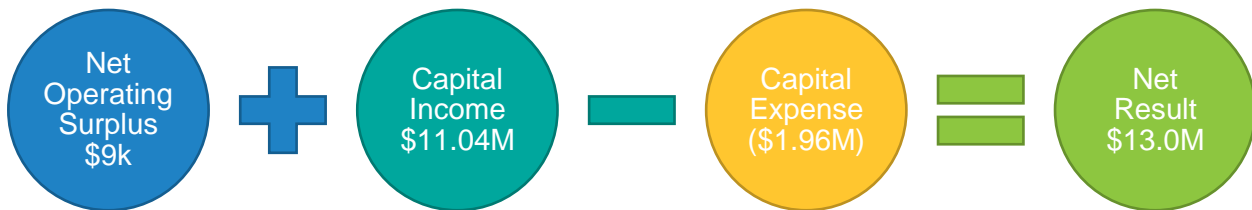
NET RESULT

FINANCIAL SUMMARY - NET RESULT

Financial Year	Net Result \$'000
2020	\$12,054
2021	\$13,008
2022	\$1,411
2023	\$3,129



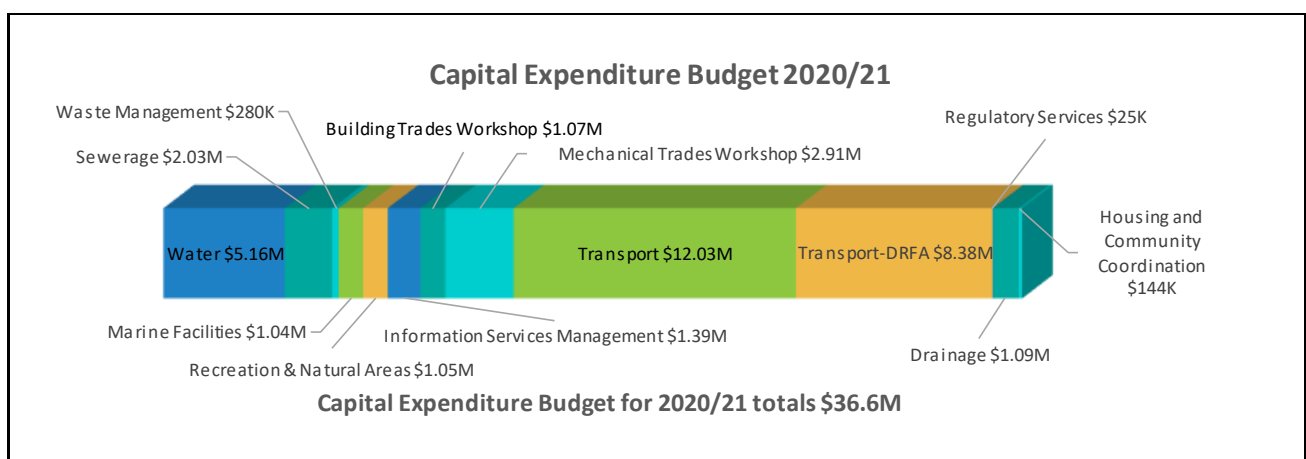
Council's projected net result reflects total revenue less total expenses including capital revenue.



CAPITAL WORKS PROGRAM

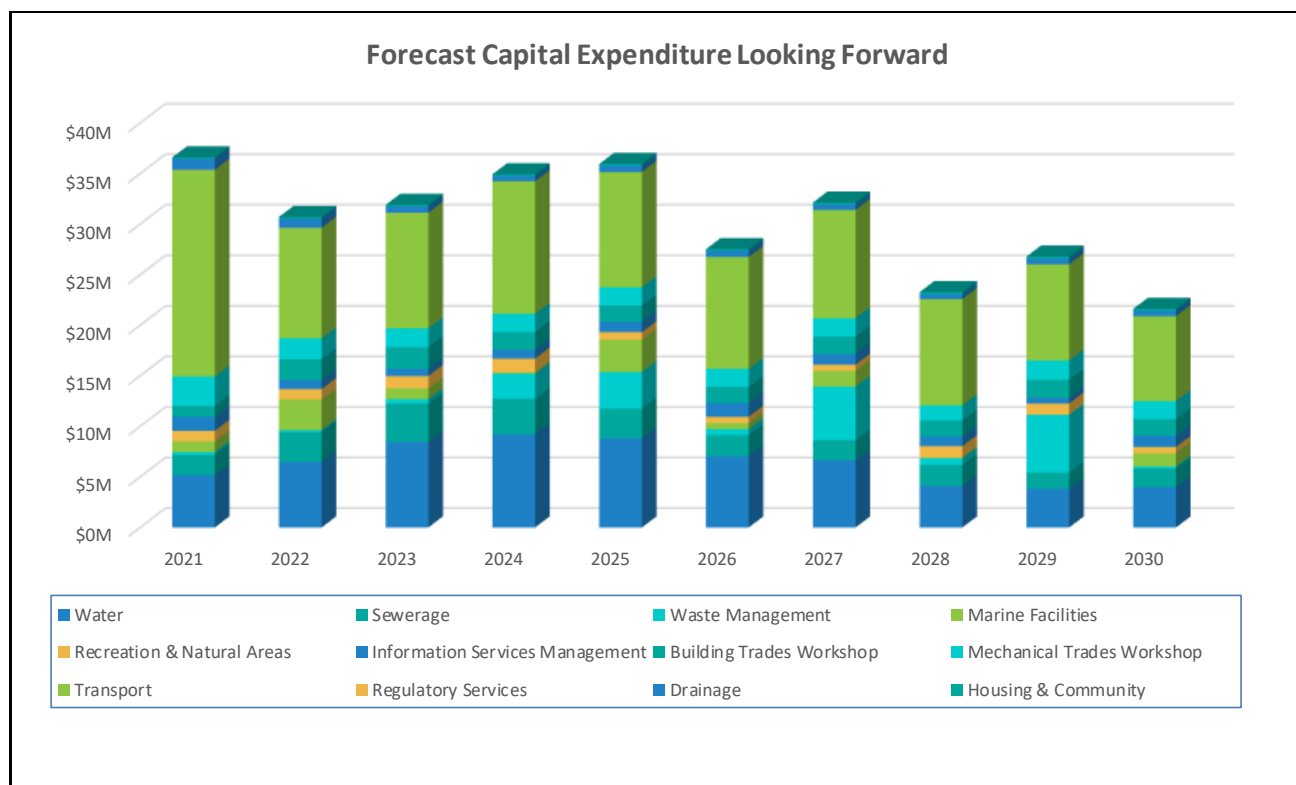
Council manages a very diverse range of infrastructure assets with a gross value in excess of \$1.7B. These assets cover land, buildings, plant and equipment and a network of road, bridge, marine, drainage, waste, water and sewerage assets. Council is responsible for the construction, upgrade and renewal of these assets through its capital works program. This is achieved by utilising a combination of revenue and capital contributions and grants.

Council's capital works program for 2020/2021 totals \$36.6M. Council will use a combination of revenue and capital grants to fund this program. The following graph provides a breakdown of the proposed capital works for the 2020/2021 financial year by asset class.



10 YEAR CAPITAL EXPENDITURE FORECAST

The 2020/2021 budget includes the adoption of a 10 year forecasted capital works program. This represents an investment of \$302M in community infrastructure assets, establishing a platform for regional growth and providing a sustained boost to local economic activity. The ten year capital program takes into account projected regional growth, better utilisation of assets, as well as the ageing of the assets and the need to renew.



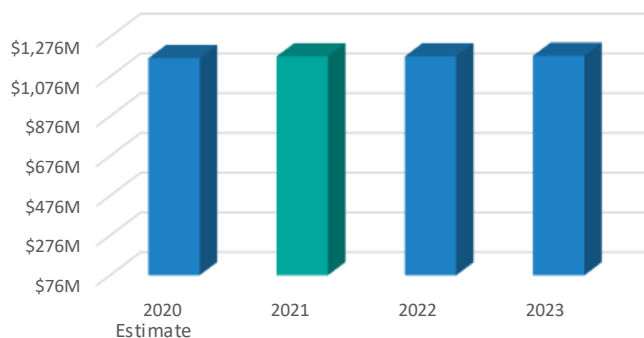
STATEMENT OF FINANCIAL POSITION

The statement of financial position is a snapshot of Council assets less liabilities. It presents what we own (assets) and what we owe (liabilities), with net community assets of Council being represented by the difference. The budgeted result is a \$1.17B value of net community assets that is managed by Council on behalf of the ratepayers and residents of the region.

Due to a decision made in 2017 to pay out existing loans, Council has maintained no outstanding debts as at 30 June 2020 and continues to source grants for capital expenditure. Net community assets is projected to increase over the next ten years, driven by Council's capital works program.

NET COMMUNITY ASSETS AS AT JUNE

Financial Year	Net Community Assets \$'000
2020	\$1,168,900
2021	\$1,177,984
2022	\$1,178,239
2023	\$1,181,368

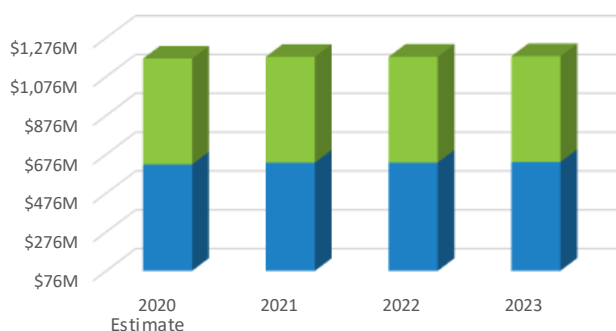


STATEMENT OF CHANGES IN EQUITY

The statement of Changes in Equity explains the change in the net wealth of Council during the financial year and Equity includes retained earnings from previous years, and any movement in asset values arising from annual revaluations of asset classes. As at the 30 June 2021, Council will have an estimated retained surplus of \$633.3M and an estimated Asset Revaluation surplus of \$544.7M.

EQUITY AS AT JUNE

Financial Year	Retained Surplus \$'000	Asset Revaluation Reserve \$'000
2020	\$624,245	\$544,655
2021	\$633,329	\$544,655
2022	\$633,336	\$544,903
2023	\$636,465	\$544,903



STATEMENT OF CASH FLOWS

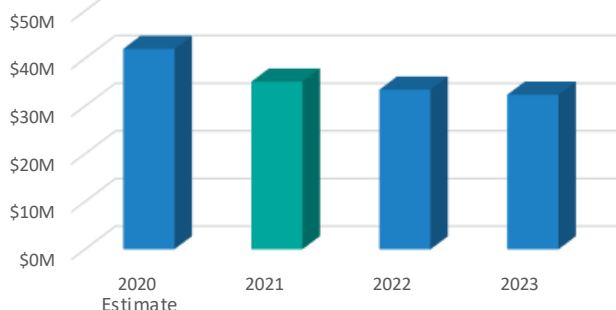
This statement identifies where actual cash was received and how that cash was spent throughout the financial year. Expenditure could be from normal operating activities, investment in community infrastructure, or the receipt or payment of loans. The final balance shows the total cash at the end of the financial year budgeted in 2020/2021 to be \$35.2M. The total cash is budgeted to decrease by \$6.9M in the 2020/2021 year.

A large portion of the cash balance is restricted for future capital investment into community infrastructure. The decrease in cash is partly due to the extent of capital projects budgeted to be completed within the 2020/2021 financial year.

Council invests surplus funds throughout the year in low risk, short term investments in accordance with Council's investment policy and regulatory guidelines.

CLOSING CASH BALANCE HELD AS AT JUNE

Financial Year	Cash Balance \$'000
2020	\$42,036
2021	\$35,166
2022	\$33,461
2023	\$32,407

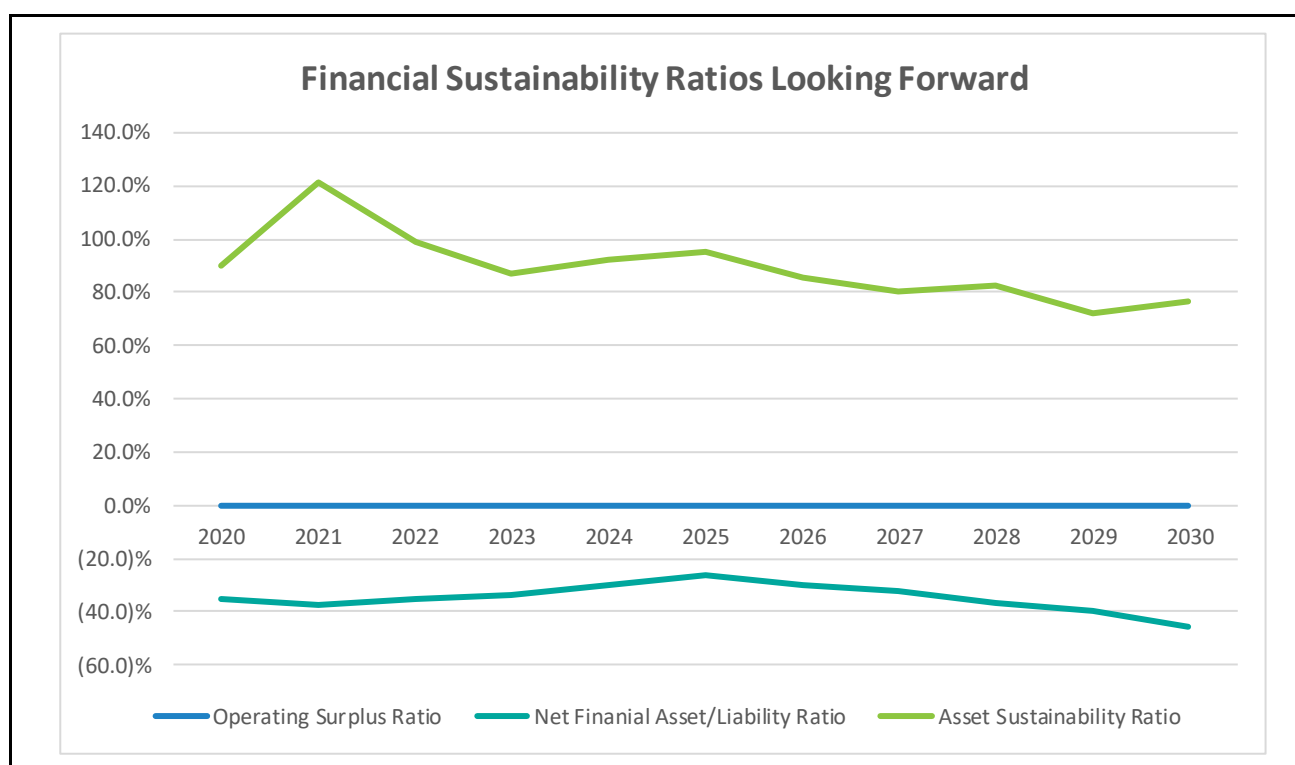


FINANCIAL SUSTAINABILITY RATIOS

During any period, whether it be growth, steady or decline, responsible financial management is crucial for Council to ensure it is financially sustainable for the short, medium and long term. There are three measures of financial sustainability used to demonstrate that Council is operating in a prudent financial manner whilst maintaining its financial management objectives.

The target range for the financial ratio graphs are in accordance with the Department of Local Government, Community Recovery and Resilience Financial management (Sustainability) Guidelines 2013. There are circumstances specific to Council where actual results may vary from target range.

Financial Ratios	Target Range
Operating Surplus Ratio	Between 0 and 10%
Net Financial Liabilities Ratio	Not greater than 60%
Asset Sustainability Ratio	Greater than 90%



The Operating Surplus Ratio for Council of 0% indicates that Council has budgeted to achieve a balanced operating result with recurrent operating revenue equal to recurrent operating expenses. Council is committed to achieving a positive operating surplus ratio into the future to ensure long-term financial sustainability. This strengthens our financial position, placing less reliance on borrowings with reduced debt levels and associated interest expense.

The Net Financial Liabilities Ratio is an indicator of the extent to which our liabilities can be serviced by our operating revenues. A ratio of less than zero (negative) indicates that the current assets (cash and receivables) exceed total liabilities (payables and provisions). This trend indicates that Council remains in a strong financial position and has the capacity to increase its loan borrowings if required in the future.

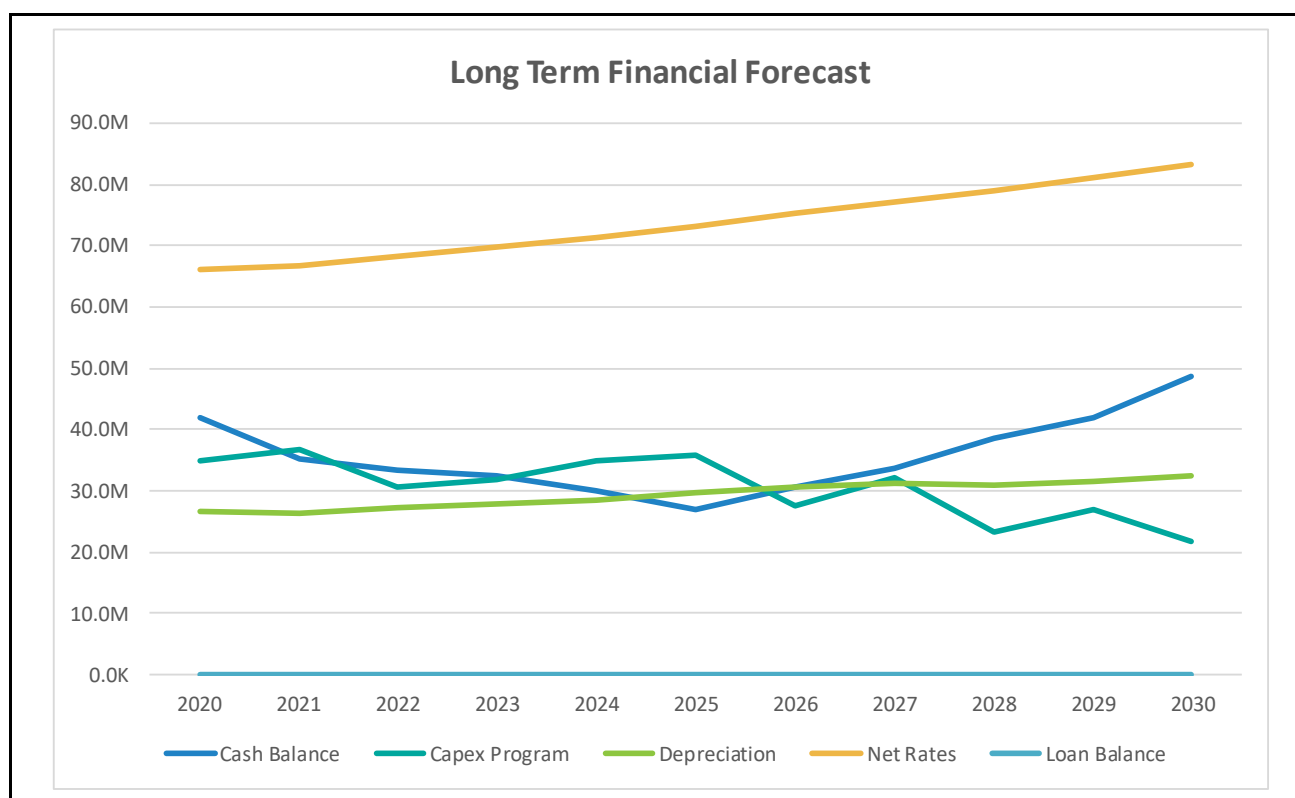
The Asset Sustainability Ratio is an approximation of the extent to which the property, plant and community infrastructure is being managed by Council and being replaced or renewed as it reaches the end of its useful lives. The ratio uses actual expenditure on the renewal and rehabilitation of assets as a percentage of the annual depreciation expense (which measures the rate at which assets are being used each year). This ratio indicates whether Council is renewing or replacing existing non-financial assets at the same rate that it is wearing out. Natural disaster relief and recovery activities can have a significant impact on this ratio.

LONG TERM FINANCIAL FORECAST

Council has developed, and maintains, a robust long term financial forecast in order to ensure Council continues to be sustainable in the long term. The forecast covers a period of 10 years and contains forecasts for operational and capital revenue and expenditure, asset, liabilities and equity. The long term financial forecast is key to the strategic direction of Council and is consistent with Council's Corporate Plan and Asset Management Plans.

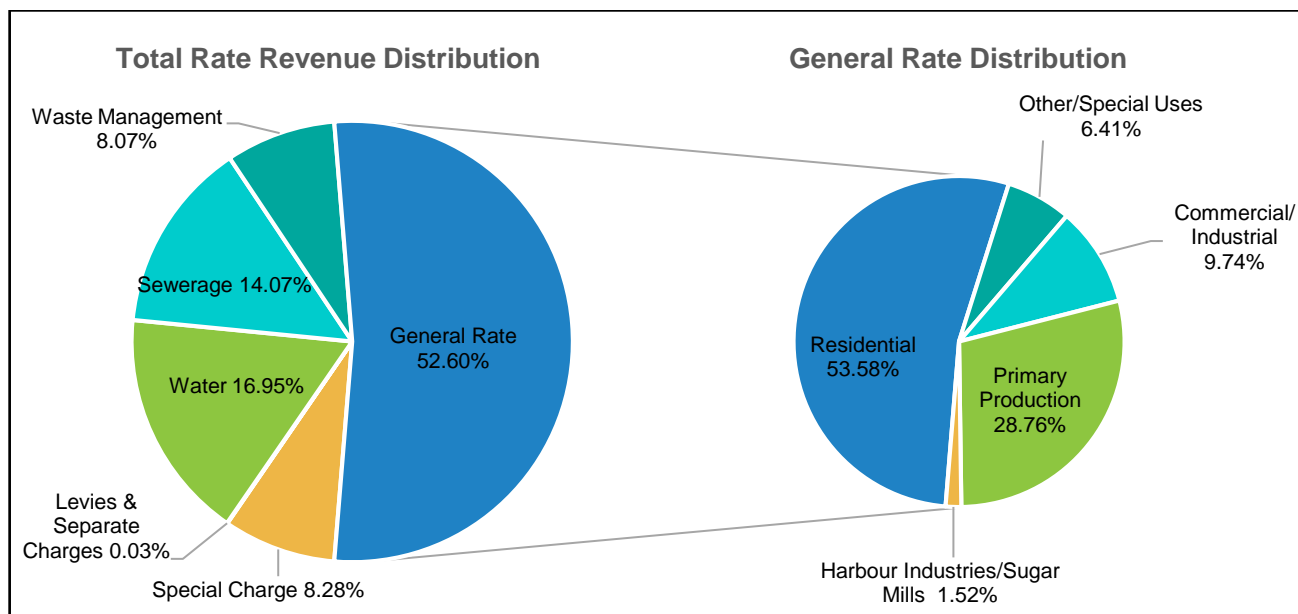
Council's 2020/2021 long term financial plan continues to indicate that Council will remain sustainable and has the ability to maintain outstanding levels of services, continued investment in infrastructure with an annual capital works program averaging \$30.6M per annum while maintaining an average rates rise within CPI expectations over the 10 year period.

Key outputs from the long term financial forecast as outlined below and are underpinned by reasonable annual increases in rates.



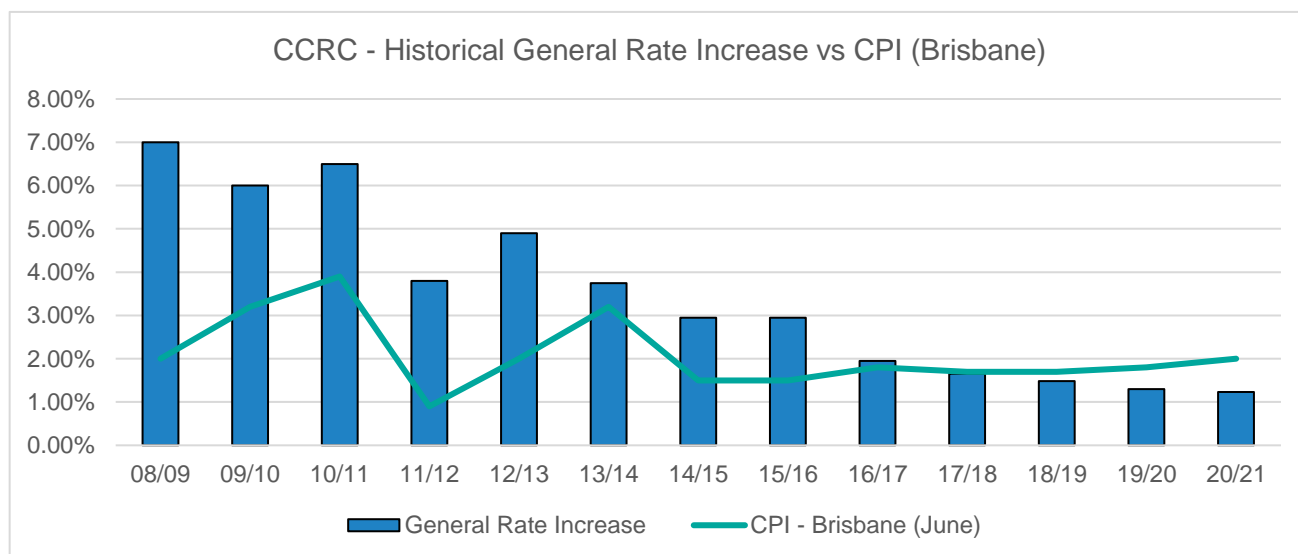
RATES REVENUE

Rates revenue continues to be the major source of income for Council at a budgeted 81.08% of total operational revenue for 2020/2021. This revenue is derived from various categories as detailed below:



The following table breaks down the forecast rate increases for general rates implicit in the long term forecast. Council is targeting rate rises at or around CPI over the long term.

	FY21	FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29	FY30
Growth	0.00%	0.10%	0.10%	0.25%	0.25%	0.25%	0.25%	0.25%	0.25%	0.25%
Price	1.23%	2.10%	2.10%	2.20%	2.40%	2.40%	2.40%	2.50%	2.50%	2.50%
Total	1.23%	2.20%	2.20%	2.45%	2.65%	2.65%	2.65%	2.75%	2.75%	2.75%



RATES AND CHARGES COMPARATIVE

2019/2020 - 2020/2021 COMPARISON BETWEEN LAST YEAR & CURRENT YEAR RATES & CHARGES (Residential)

	<\$75,000 LY	<\$70,000 CY		\$75,000-\$119,999 LY	\$70,000-\$119,999 CY
INNISFAIL			INNISFAIL		
GENERAL RATES	1194.00	1148.00	GENERAL RATES	1639.00	1591.00
WATER	464.00	473.00	WATER	464.00	473.00
WATER CONSUMPTION (assumed 300kl)	273.00	285.00	WATER CONSUMPTION (assumed 300kl)	273.00	285.00
SEWERAGE	999.00	999.00	SEWERAGE	999.00	999.00
GARBAGE	341.00	347.00	GARBAGE	341.00	347.00
TRANSPORT INFRASTRUCTURE	136.00	138.00	TRANSPORT INFRASTRUCTURE	136.00	138.00
ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00	ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00
FIRE LEVY (Estimate - 20/21 FY)	176.40	179.40	FIRE LEVY (Estimate - 20/21 FY)	176.40	179.40
GROSS AMOUNT	3789.40	3779.40	GROSS AMOUNT	4234.40	4222.40
DISCOUNT	179.10	114.80	DISCOUNT	245.85	159.10
NET AMOUNT	3610.30	3664.60	NET AMOUNT	3988.55	4063.30
		1.50%			1.87%
CARDWELL			CARDWELL		
GENERAL RATES	1194.00	1148.00	GENERAL RATES	1639.00	1591.00
WATER	464.00	473.00	WATER	464.00	473.00
WATER CONSUMPTION (assumed 300kl)	249.00	285.00	WATER CONSUMPTION (assumed 300kl)	249.00	285.00
SEWERAGE			SEWERAGE		
GARBAGE	341.00	347.00	GARBAGE	341.00	347.00
TRANSPORT INFRASTRUCTURE	136.00	138.00	TRANSPORT INFRASTRUCTURE	136.00	138.00
ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00	ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00
FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60	FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60
GROSS AMOUNT	2698.80	2711.60	GROSS AMOUNT	3143.80	3154.60
DISCOUNT	179.10	114.80	DISCOUNT	245.85	159.10
NET AMOUNT	2519.70	2596.80	NET AMOUNT	2897.95	2995.50
		3.06%			3.37%
EL ARISH			EL ARISH		
GENERAL RATES	1194.00	1148.00	GENERAL RATES	1639.00	1591.00
WATER	464.00	473.00	WATER	464.00	473.00
WATER CONSUMPTION (assumed 300kl)	273.00	285.00	WATER CONSUMPTION (assumed 300kl)	273.00	285.00
SEWERAGE			SEWERAGE		
GARBAGE	341.00	347.00	GARBAGE	341.00	347.00
TRANSPORT INFRASTRUCTURE	136.00	138.00	TRANSPORT INFRASTRUCTURE	136.00	138.00
ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00	ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00
FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60	FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60
GROSS AMOUNT	2722.80	2711.60	GROSS AMOUNT	3167.80	3154.60
DISCOUNT	179.10	114.80	DISCOUNT	245.85	159.10
NET AMOUNT	2543.70	2596.80	NET AMOUNT	2921.95	2995.50
		2.09%			2.52%
MISSION BEACH (WB & SM)			MISSION BEACH (WB & SM)		
GENERAL RATES	1194.00	1148.00	GENERAL RATES	1639.00	1591.00
WATER	464.00	473.00	WATER	464.00	473.00
WATER CONSUMPTION (assumed 300kl)	249.00	285.00	WATER CONSUMPTION (assumed 300kl)	249.00	285.00
SEWERAGE	940.00	940.00	SEWERAGE	940.00	940.00
GARBAGE	341.00	347.00	GARBAGE	341.00	347.00
TRANSPORT INFRASTRUCTURE	136.00	138.00	TRANSPORT INFRASTRUCTURE	136.00	138.00
ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00	ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00
FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60	FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60
GROSS AMOUNT	3638.80	3651.60	GROSS AMOUNT	4083.80	4094.60
DISCOUNT	179.10	114.80	DISCOUNT	245.85	159.10
NET AMOUNT	3459.70	3536.80	NET AMOUNT	3837.95	3935.50
		2.23%			2.54%

RATES AND CHARGES COMPARATIVE (CONTINUED)

MISSION BEACH NTH (MB & BB)	<\$75,000 LY	<\$70,000 CY	MISSION BEACH (MB & BB)	\$75,000-\$119,999 LY	\$70,000-\$119,999 CY
GENERAL RATES	1194.00	1148.00	GENERAL RATES	1639.00	1591.00
WATER	464.00	473.00	WATER	464.00	473.00
WATER CONSUMPTION (assumed 300kl)	273.00	285.00	WATER CONSUMPTION (assumed 300kl)	273.00	285.00
SEWERAGE	940.00	940.00	SEWERAGE	940.00	940.00
GARBAGE	341.00	347.00	GARBAGE	341.00	347.00
TRANSPORT INFRASTRUCTURE	136.00	138.00	TRANSPORT INFRASTRUCTURE	136.00	138.00
ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00	ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00
FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60	FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60
GROSS AMOUNT	3662.80	3651.60	GROSS AMOUNT	4107.80	4094.60
DISCOUNT	179.10	114.80	DISCOUNT	245.85	159.10
NET AMOUNT	3483.70	3536.80	NET AMOUNT	3861.95	3935.50
		1.52%			1.90%
TULLY	<\$75,000 LY	<\$70,000 CY	TULLY	\$75,000-\$119,999 LY	\$70,000-\$119,999 CY
GENERAL RATES	1194.00	1148.00	GENERAL RATES	1639.00	1591.00
WATER	464.00	473.00	WATER	464.00	473.00
WATER CONSUMPTION (assumed 300kl)	249.00	285.00	WATER CONSUMPTION (assumed 300kl)	249.00	285.00
SEWERAGE	940.00	940.00	SEWERAGE	940.00	940.00
GARBAGE	341.00	347.00	GARBAGE	341.00	347.00
TRANSPORT INFRASTRUCTURE	136.00	138.00	TRANSPORT INFRASTRUCTURE	136.00	138.00
ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00	ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00
FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60	FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60
GROSS AMOUNT	3638.80	3651.60	GROSS AMOUNT	4083.80	4094.60
DISCOUNT	179.10	114.80	DISCOUNT	245.85	159.10
NET AMOUNT	3459.70	3536.80	NET AMOUNT	3837.95	3935.50
		2.23%			2.54%
KURRIMINE BEACH	<\$75,000 LY	<\$70,000 CY	KURRIMINE BEACH	\$75,000-\$119,999 LY	\$70,000-\$119,999 CY
GENERAL RATES	1194.00	1148.00	GENERAL RATES	1639.00	1591.00
WATER	464.00	473.00	WATER	464.00	473.00
WATER CONSUMPTION (assumed 300kl)	273.00	285.00	WATER CONSUMPTION (assumed 300kl)	273.00	285.00
SEWERAGE			SEWERAGE		
GARBAGE	341.00	347.00	GARBAGE	341.00	347.00
TRANSPORT INFRASTRUCTURE	136.00	138.00	TRANSPORT INFRASTRUCTURE	136.00	138.00
ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00	ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00
FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60	FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60
GROSS AMOUNT	2722.80	2711.60	GROSS AMOUNT	3167.80	3154.60
DISCOUNT	179.10	114.80	DISCOUNT	245.85	159.10
NET AMOUNT	2543.70	2596.80	NET AMOUNT	2921.95	2995.50
		2.09%			2.52%
INNISFAIL	\$120,000-\$174,999 LY	\$120,000-\$159,999 CY	KURRIMINE BEACH	\$120,000-\$174,999 LY	\$120,000-\$159,999 CY
GENERAL RATES	1968.00	1909.00	GENERAL RATES	1968.00	1909.00
WATER	464.00	473.00	WATER	464.00	473.00
WATER CONSUMPTION (assumed 300kl)	273.00	285.00	WATER CONSUMPTION (assumed 300kl)	273.00	285.00
SEWERAGE	999.00	999.00	SEWERAGE		
GARBAGE	341.00	347.00	GARBAGE	341.00	347.00
TRANSPORT INFRASTRUCTURE	136.00	138.00	TRANSPORT INFRASTRUCTURE	136.00	138.00
ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00	ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00
FIRE LEVY (Estimate - 20/21 FY)	176.40	179.40	FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60
GROSS AMOUNT	4563.40	4540.40	GROSS AMOUNT	3496.80	3472.60
DISCOUNT	295.20	190.90	DISCOUNT	295.20	190.90
NET AMOUNT	4268.20	4349.50	NET AMOUNT	3201.60	3281.70
		1.90%			2.50%

RATES AND CHARGES COMPARATIVE (CONTINUED)

MISSION BEACH (MB & BB)	\$120,000-\$174,999 LY	\$120,000-\$159,999 CY	MISSION BEACH (WB & SM)	\$120,000-\$174,999 LY	\$120,000-\$159,999 CY
GENERAL RATES	1968.00	1909.00	GENERAL RATES	1968.00	1909.00
WATER	464.00	473.00	WATER	464.00	473.00
WATER CONSUMPTION (assumed 300kl)	273.00	285.00	WATER CONSUMPTION (assumed 300kl)	249.00	285.00
SEWERAGE	940.00	940.00	SEWERAGE	940.00	940.00
GARBAGE	341.00	347.00	GARBAGE	341.00	347.00
TRANSPORT INFRASTRUCTURE	136.00	138.00	TRANSPORT INFRASTRUCTURE	136.00	138.00
ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00	ENVIRONMENTAL MANAGEMENT LEVY	206.00	210.00
FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60	FIRE LEVY (Estimate - 20/21 FY)	108.80	110.60
GROSS AMOUNT	4436.80	4412.60	GROSS AMOUNT	4412.80	4412.60
DISCOUNT	295.20	190.90	DISCOUNT	295.20	190.90
NET AMOUNT	4141.60	4221.70	NET AMOUNT	4117.60	4221.70
		1.93%			2.53%

The tables above demonstrate the impact of changes made to rates and utility charges to the residential category and how Council has tried to minimise the impact on the ratepayers by changing the banding for the residential rating categories. The notable items that has impacted rates and utilities for the next financial year are as follows:

- Land valuation movements
- Implementation of the Rating Reference Groups recommendation which includes the reduction in discounts from 15 to 10%
- Single water pricing for all schemes (Council has heavily investment in water related capital infrastructure over the last three years and this includes three new reservoirs)
- No change to Sewerage prices
- Modest increase to Environmental (\$4) and Transport Levies (\$2)
- Modest increase to Trade Waste and Waste Management Charges using Council Cost Index (1.88%) as a guide.
- Impact of COVID-19 on Council's operational budget and the relief package of around \$400k which is designed to assist the most impacted ratepayers.

The impact of the items highlighted above will vary between the rating categories and Council has factored in the budget a savings target of \$400k for asset rationalisation and \$275k for business efficiencies to minimise the impact on the ratepayers. The net change to rates and utility for Council overall is an increase of 0.85% when compared with the previous year's figures.