Rous Water
REGIONAL WATER SUPPLY

4 of 4



Integrated Planning & Reporting

Operational Plan

2016-2017

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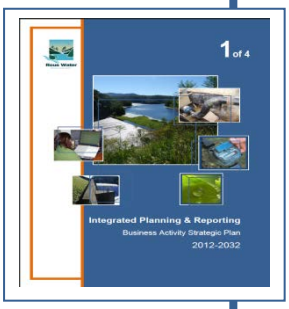
Version	Purpose and Description	Date adopted by Council	Resolution no.
1.0	Draft 2014/15 Operational Plan, seeking approval for public consultation.	16 April 2014	31/14
1.1	Adoption of updated Operational Plan (incorporating the 2014/15 Budget estimates and Revenue policy).	18 June 2014	58/14
2.0	Draft 2015/16 Operational Plan, seeking approval for public consultation.	15 April 2015	30/15
2.1	Adoption of updated Operational Plan (incorporating the 2015/16 Budget estimates and Revenue policy).	17 June 2015	55/15
3.0	Draft 2016/17 Operational Plan, seeking approval for pubic consultation.	Provided to Council at 18 May 2016 meeting, for public consultation	42/16
3.1	Adoption of updated Operational Plan (incorporating the 2016/17 Budget estimates and Revenue policy).	15 June 2016	52/16

Our integrated planning and reporting framework

1. Business Activity Strategic Plan

Description:

- Council's main business activity priorities.
- Strategic objectives and strategies for achieving those objectives.
- *Endorsed* by Council
- Covers a period of 20 years.



Review:
Every 4 years.

2. Resourcing Strategy

Description:

Part 1
Long Term Financial Plan

- Modelled on a 30 year timeframe; includes projected income and expenditure, balance sheet and cash flow statement; planning assumptions used to develop the Plan; sensitivity analysis; financial modelling for different scenarios; methods of monitoring financial performance.

Part 2
Workforce Management Plan

- Modelled on a min. 4 year timeframe; includes human resourcing requirements of the Delivery Program.

Part 3
Asset Management Strategy and Plan

- Modelled on 20 year timeframe; includes an Asset Management Policy; Strategy (identifies assets that are critical to Council operations and outline the risk management strategies for these assets; includes specific actions required to improve Council's asset management capability and projected resource requirements and timeframes); Plan (encompasses all the assets under Council's control; identifies asset service standards; contains long term projections of asset maintenance, rehabilitation and replacement costs).

Review:
Reviewed in detail every 4 years in conjunction with the Business Activity Strategic Plan.

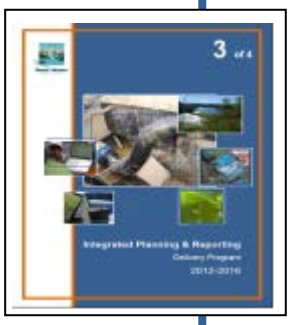
Updated annually when developing the Operational Plan.



3. Delivery Program

Description:

- Activities to be undertaken to implement the Business Activity Strategic Plan.
- *Adopted* by Council.
- Covers a period of 4 years.



Review:
Every 4 years.

4. Operational Plan

This is the document you are reading.

Description:

- Sub-plan of Delivery Program.
- *Adopted* by Council.
- Covers a period of 1 year.

Review:
Every year.

Our integrated planning and reporting framework

In 2009 the NSW State Government made changes to the *Local Government Act 1993* which resulted in a new planning and reporting framework for local councils. The framework was phased in over a three year period with all local councils required to comply by 30 June 2012.

The individual elements of the framework consist of a 20 year strategic business plan, a 4 year delivery program and a 12 month operational plan which are complemented and supported by a 4 year resourcing strategy that consists of a 30 year long term financial plan, 4 year workforce management strategy and a 20 year asset management strategy and plan. Together they form Council's Integrated Planning and Reporting framework and provide a range of information about our work and activities including key performance measures, performance targets and time lines for the completion of projects.

The highest level plan is the Business Activity Strategic Plan. It identifies Council's main business activity priorities covering a period of at least 10 years and establishes strategic objectives and key actions for achieving them. The strategic plans of State Government and Rous Water's constituent Councils have been used to inform the development of some of the strategic objectives in the Plan. Despite some of these objectives being deliberately aspirational and outside Council's capacity to deliver on its own, Council recognises that it can contribute to achieving them by acting as a change agent and partnering or cooperating with external stakeholders.

Supporting the objectives of the Business Activity Strategic Plan is the Delivery Program (including the Resourcing Strategy) and the Operational Plan. Together these documents support the delivery of the Business Activity Strategic Plan and ensure that Council has adeqautely and realisitically planned and made resources available to deliver on its desired achievements.

Council reviews its Delivery Program (including resourcing strategy) each year in conjunction with the creation of a new Operational Plan. This is an opportunity to reflect on the goals and achievements of the previous 12 months within the framework of the broader Business Activity Strategic Plan and verify the currency and relevance of Council's plans and where necessary make changes.



from the General Manager

The Integrated Planning and Reporting framework for local government is a relatively new initiative by the state government to achieve strength and sustainability through long-term strategic planning and resource management. The framework comprises of a 20 year Business Activity Strategic Plan, 4 year Delivery Program and a 12-month Operational Plan supported by workforce planning, financial and asset management strategies to achieve our strategic objectives.

This Operational Plan provides direction as to how our resources are managed by identifying key actions, performance indicators and output targets over a 12-month period to achieve the objectives of the Delivery Program and the three themes of the Business Activity Strategic Plan. These themes cover: supplying the region with potable water, fostering collaborative relationships, and importantly, organisational capability and resilience.

As a regional water authority, Council prides itself on its capacity to provide the reliable delivery of good quality drinking water to the region that meets or exceeds Australian Drinking Water Guidelines.

This Operational Plan is Rous Water's 12 month blueprint to delivering good quality bulk water to a network servicing a population of around 100,000 within the constituency of Ballina, Byron, Lismore and Richmond Valley Councils.

Kyme Lavelle
General Manager

Our operational plan

The document you are reading is the Operational Plan. It details the actions for 2016/17 outlined in the Delivery Program, who is responsible for ensuring the actions are delivered, and how we will measure our performance against achievement of those actions. The actions reflect the activities funded under the 2016/17 Budget.

In developing this Plan careful consideration has been given to Council's Business Activity Strategic Plan and Delivery Program (including Council's resourcing strategy). The actions in the Plan generally derive from the Delivery Program and Business Activity Strategic Plan.

Progress toward achievement of the actions in the Operational Plan will be reported to the General Manager.

Main business activity	***Supply the region with potable water***
Strategic Objective 1	
Reliable delivery of good quality water from a secure source.	
1.1:	Supply high quality safe drinking water.
1.2:	Maintain water supply.
1.3:	Provide reliability in asset performance.
Strategic Objective 2	
Professional and timely customer services.	
2.1:	Provide reliable and responsive customer service.

Main business activity	***Fostering collaborative relationships***
Strategic Objective 3	
Develop and maintain strong linkages with stakeholders.	
3.1:	Support and participate in resource sharing opportunities.
3.2:	Continue to maintain strong communications with all constituent councils and other stakeholders.

Main business activity	*Organisational capability and resilience*

Strategic Objective 4

Long term financial security

4.1: Maintain long-term financial plans that will drive our financial sustainability.

4.2: Recover the full cost of servicing future growth from developers.

4.3: Undertake non-core business activities only where there is an acceptable level of risk and rate of return on investment.

4.4: Adequately resource organisation to meet agreed levels of service and financial requirements.

Strategic Objective 5

Safe, effective and efficient workforce

5.1: Workforce adequate in number and capabilities to meet agreed levels of service.

5.2: Proactively manage work health and safety.

Strategic Objective 6

Good corporate governance

6.1: Proactive approach to integrated risk management.

6.2: Build a culture that is based on values and personal accountability.

Strategic Objective 7

Environmental performance

7.1: Minimise the environmental impact of business operations.

7.2: Partner in the development of regional State of the Environment reports.

Our actions and targets for 2016/17

Key:

GM: General Manager
MCC: Manager Corporate and Commercial
MGHS: Manager Governance and Human Services
MPD: Manager Planning and Delivery
MO: Manager Operations

Business Activity Priority	**Supply the region with potable water**		
Objective 1	**Reliable delivery of good quality water from a secure source**		
Desired achievement	**1.1 Supply high quality safe drinking water**		
2016/17 Action	Performance indicator	Output target	Responsible officer
Complete 4-yearly full review of the Drinking Water Management System.	Achieved by 30 June 2017.	Complete full review of the Drinking Water Management System.	MO
Staged implementation of the Wilsons River Catchment Management Plan.	Achieved by 30 June 2017.	Riparian zone restoration partnerships implemented with property owners in Wilsons River tidal pool.	MPD
Areas of Rous Water buffer zones/catchment lands brought under 'active management' for water quality control purposes through regeneration.	Healthy buffer zones established and catchment lands actively managed for water quality improvement through regeneration.	Maintain 112 hectares under 'active management'.	
		Complete primary/follow-up works on a total of an additional five hectares buffer zones / catchment lands so as to achieve 'active management' status.	
Staged implementation of the Rocky Creek Catchment Management Plan.	Achieved by 30 June 2017.	Riparian zone restoration partnerships implemented with property owners in accordance with River Reach Plan.	
Staged implementation of the Rocky Creek Catchment Management Plan.	Achieved by 30 June 2017.	Rous Water-National Parks and Wildlife Service Memorandum of Understanding updated.	

Desired achievement	**1.2 Maintain water security**		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Implement Future Water Strategy.	Groundwater investigations.	Undertake investigations to identify groundwater sources for future urban supply.	MPD
Implement Y1 of enhanced Demand Management Plan.	Achieved by 30 June 2017.	Y1 actions of enhanced Demand Management Plan delivered.	
Compare demand projections with secure yield and commence augmentation if required.	Achieved by 30 June 2017.	Monitoring of activities undertaken and results reported.	

Desired achievement	1.3 Provide reliability in asset performance		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Complete an independent peer review of Council's Asset Management systems and practices.	Achieved by 30 June 2017.	Asset Management Improvement Plan delivered	MPD
Develop an intermediate / advanced Asset Management Plan based on the International Infrastructure Management Manual (IIMM).	Achieved by 30 June 2017.	Advanced Asset Management Plan delivered.	
Document Standard Operating Procedures.	Standard Operating Procedures documented.	Current and relevant Standard Operating Procedures available to staff on the wiki.	MPD MO

Objective 2	Professional and timely customer service		
Desired achievement	**2.1 Provide reliable and responsive customer service**		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Finance and administration Standard Operating Procedures documented and staff trained.	Achieved by 30 June 2017.	Standard Operating Procedures documented and staff training delivered.	MCC
Routine applications within 5 working days of receipt of application and correct payment.	Achieved within timeframe.	Timely processing of applications for section 603 and section 735A certificates.	
Urgent applications within 24hrs of receipt of application and correct payment.	Achieved within timeframe.	Timely processing of applications for section 603 and section 735A certificates.	
Respond to correspondence/complaints/website enquiries within 10 working days of receipt of correspondence/complaint/web site enquiry.	Achieved within timeframe.	Response provided within specified timeframe.	MO MPD MCC MGHS
Respond to Rous Water Administration Centre service issues within 24 hours of receipt of notification.	Achieved within timeframe.	Issue dealt with within specified timeframe.	MCC
Public access and associated facilities appropriately managed, maintained and renewed.	Continuity of public access to Rous Water administration building.	No disruption to public access.	MCC
		Asset renewal actioned through the building owner, as required.	
Review 2012/16 IT Strategic Plan and develop a new Plan.	Achieved by 30 June 2017.	Review completed and a new Plan developed.	

Business Activity Priority	Fostering collaborative relationships		
Objective 3	**Develop and maintain strong linkages with stakeholders**		
Desired achievement	**3.1 Support and participate in resource-sharing opportunities**		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Work closely with the Northern Rivers Regional Organisation of Councils to promote Council's position on matters of common interest.	Achieved.	Matters of common interest are identified and Rous Water's position promoted.	GM

Desired achievement	**3.2 Continue to maintain strong communications with all constituent councils and other stakeholders**		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Engage with constituent councils on a regular basis.	Meeting of the Rous Water Regional Water Supply Agreement Liaison Committee.	Attendance at quarterly meetings.	GM
	Meeting of the finance managers and directors of constituent councils.	Attendance at annual meetings.	
Advertise all Council meetings and invite community members to attend.	Completed.	Advertisement placed in the newspaper in January for the forthcoming year.	MGHS
Upload business papers to website no later than 4.30pm on the Friday prior to the scheduled Council meeting.	Achieved within timeframe.	Business papers on website within specified timeframe.	
Upload minutes from Council meetings to website within 15 working days of a Council meeting.	Achieved within timeframe.	Minutes on website within specified timeframe.	
Review Council's Information Guide and ensure currency of open access information, contracts register and disclosure log.	Reviewed.	Information Guide current (including open access information, contracts register and disclosure log).	MGHS
	Items added to open access registers monthly.		
Monitor services listed in IT Disaster Recovery and Business Continuity Plan for availability.	Level of connectedness.	Maintain services listed in the IT Disaster Recovery and Business Continuity Plan as defined.	MCC

Business Activity Priority	Organisational capability and resilience		
Objective 4	**Long term financial security**		
Desired achievement	**4.1 Maintain long-term financial plans that will drive our financial sustainability**		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Review Long-Term Financial Plan.	Endorsed by Council.	Long Term Financial Plan integrated with Asset Management Plan and Future Water Strategy.	MCC

Desired achievement	4.2 Recover the full cost of servicing future growth from developers		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Comply with applicable Independent Pricing and Regulatory Tribunal determination.	Achieved by 30 June 2017.	Plan reviewed and adopted by Council.	MCC

Desired achievement	4.3 Undertake non-core business activities only where there is an acceptable level of risk and rate of return on investment		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Develop business case for any proposed non-core business activity to inform decision making on whether to proceed with the activity/project.	Business case developed for any proposed non-core business activity.	Business case used to inform whether to proceed with non-core activity /project.	MO MPD MCC MGHS
Independent Strategic Business Plan (incl. marketing strategy).	Independent review of RWL.	New strategic plan.	MCC
Review previous National Association of Testing Authorities (NATA) audit outcome and develop and implement schedule to take account of audit recommendations.	NATA audit complete.	NATA accreditation.	

Desired achievement	4.4 Adequately resource the organisation to meet agreed levels of service and financial requirements		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Participate and inform the development of the Integrated Planning and Reporting framework.	Framework adopted by 30 June 2017.	Framework for next 4 year period.	MGHS

Objective 5	Safe, effective and efficient workforce		
Desired achievement	**5.1 Workforce adequate in number and capabilities to meet agreed levels of service**		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Review recruitment methods.	Policy and procedures compliant with EEO Management Plan.	Continuous improvement approach established, including data collection.	MGHS
Training plans completed and submitted on time.	Training plan is developed in line with budget by 30 June 2017.	Commitment to staff training and development.	
Approved training plans implemented according to timetable.	Achieved within budget.	Establishment of training calendar and quarterly audit of training activities against training plan.	

Desired achievement	5.2 Proactively manage work health and safety		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Conduct root-cause analysis of all near misses and accidents to determine gaps/need for change and needs analysis for training/education.	Conduct interview / investigation with worker and their supervisor who submitted form.	Within one week of incident form being lodged.	MGHS
		Outcomes to be reported back to managers' meeting on a monthly basis.	
	Section manager to review work practices.	To be discussed at team toolbox meetings and reported back to WHSO.	MCC MGHS MO MPD
Assess currency/adequacy of officer qualifications based on individual positional requirements.	Conducted in conjunction with the performance appraisal process.	Required competencies identified.	
Ensure training plan reflects positional qualification requirements and are funded and implemented to achieve the same.	Achieved by 30 June 2017.	Staff competent to undertake positional requirements.	MGHS
Ensure training covers applicable Safe Work Method Statements (SWMS) and small plant competencies.	Achieved by 30 June 2017.	Staff competent to undertake positional requirements.	
Complete StateCover audit on time.	Complete audit within timeframe.	Within 6 months of completion of audit, review previous year's results and develop and implement a plan to achieve improvements in areas where scores are lower than the desired target.	

Desired achievement	5.2 Proactively manage work health and safety		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Evaluate Work Health and Safety systems and processes to ensure they are current, relevant and understood by staff.	Assess WHS procedures are relevant and current with existing work practices.	Number of procedure revisions determined by action plan.	MGHS
	Assess number of SWMS with the likelihood of changing to SOP's.	- SWMS assessed to determine which ones are able to be converted into SOP's. - Each department will nominate which SWMS may be revised and a separate plan for year will be prepared for completion. - Each SWMS – SOP to be changed to be entered and monitored through the WHS Action Plan.	
Provide Work Health and Safety Action Plans for section managers.	Monthly actions to be set and included with monthly report.	Actions completed by the timeframe allocated in the Action Plan.	
Undertake external peer review of implementation of Work Health and Safety Management System.	Meet the requirements of AS/NZS 4804 Work Health and Safety Management Systems – general guidelines on principles, systems and supporting techniques.	Audit complete by 30 June 2017.	

Objective 6	Good corporate governance		
Desired achievement	**6.1 Proactive approach to integrated risk management**		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Risk and Audit Committee meeting timetable set and meetings held.	Meeting timetable.	Timetable approved by the Risk and Audit Committee.	MGHS
	Meetings held.	Number of meetings held is consistent with the meeting frequency set out in the Risk and Audit Committee Charter.	
Corrective action/s undertaken within established timeframe.	Corrective action/s taken.	Corrective actions completed according to approved timeframes specified in the management response to the internal audit report approved by the Risk and Audit Committee.	
		Progress against achievement of corrective actions reported to each Risk and Audit Committee meeting.	
Review policies.	Number of policies reviewed.	One per quarter.	
Statutory reporting register reviewed and current.	Statutory reporting complies with legislative timeframes.	Process in place to ensure that statutory reporting occurs on time.	

Desired achievement	6.2 Build a culture that is based on values and personal accountability		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Implement measures to promote Council's Values to staff.	Integration of Council Values as a requirement with Recruitment Process.	Limited occurrence of grievances and investigation of behavioural performance issues.	MGHS

Objective 7	Environmental performance		
Desired achievement	**7.1 Minimise the environmental impact of business operations**		
2016/17 Action	Performance indicator	Output target	Responsible Officer
Implement and report actions to mitigate risk of environmental harm from activities.	Achieved.	Risks that have potential for significant environmental impact mitigated.	MCC MGHS MO MPD
Report actions to mitigate risk of environmental harm from activities.	Achieved by 30 June 2017.	Annual reporting of the environmental action list to be provided to Council.	MPD
Report to Council energy efficiency measures.	Achieved by 31 March 2017.	Determination of report and provision made in the 2017/18 budget for actions as approved by Council.	

The purpose of the Revenue Policy is to establish Council's financial capacity to maintain adequate levels of service and to provide for major capital works to ensure security of supply and sustainable growth in the region. This requires a balance of funds from existing operations, established restricted cash assets, and new sources of revenue including loan funds from those assets generating the growth.

Income

Bulk Water

Bulk Water sales revenue is calculated on the gross dollar yield required from constituent councils to fund its bulk water supply activities. For 2015/16, the gross dollar yield is $16,461,400 which is an increase of $370,100 (2.3%).

Retail Consumers

In accordance with Independent Pricing and Regulatory Tribunal (IPART) and NSW State Government's "Best Practice Management of Water and Sewage Guidelines", Council applies the principle of two-part tariff with quarterly meter reading and billing.

To appropriately reflect the water load a water service connection has on the system, the fixed fee facility charge for water service connections greater than 20mm is increasing so that it is proportional to the square of the size of the water meter connection.

The fixed fee facility charge for a 20mm water service connection will be $146.00 per annum which is an increase of $3.26 per annum.

For 2016/17, the price per kilolitre will be set at $2.15, which represents an increase of 5%.

Developer Servicing Plan

Section 64 of the *Local Government Act 1993* allows Council to levy developers with a contribution charge to provide a source of funds devoted to the augmentation program resulting from increased demand.

Council considered a report at the April 2016 council meeting and resolved to place a draft Development Servicing Plan for Bulk Water Supply 2016 on public exhibition , in accordance with the 'best practice' guidelines as issued by the NSW Office of Water. Council will consider adopting the draft Development Servicing Plan for Bulk Water Supply 2016 at its June 2016 meeting, to be effective 1 July 2016.

Council's draft Development Servicing Plan for Bulk Water Supply 2016 can be accessed via Council's website www.rouswater.nsw.gov.au.

For 2016/17, the following levies apply:

Bulk Water Supply

1 July 2016 to 30 June 2017 ..... $8,256 per ET

** Adjustment for CPI movement in accordance with the plan.*

Fees and Charges
Appendix 1 contains Council's Fees and Charges for 2016/17.

Cancellation of section 603 applications
Requests for the reimbursement of an application fee for a cancelled section 603 certificate will be assessed on a case by case basis.

Write offs – rates, charges and debts to Council
The amount above which rates, charges and debts to Council may be written off only by resolution of the Council is fixed at $1,000.00 (ex-GST). The General Manager is delegated the power to write off rates, charges and debts equal to or below this threshold.

Expenditure

Borrowings
Council conducts its operations with an approved overdraft limit of $100,000 provided by the Commonwealth Bank of Australia. This facility is designed to cover short-term liquidity gaps.

Council does not propose to borrow loan funds in the 2016/17 period. All activities will be financed from water sales revenue, specific purpose restrictions and other income.

Revenue categories		
Council has classified its Fees and Charges under the following categories:		
L	Regulatory	The price for this good/service is a statutory charge set by the government.
Z	Zero Cost Recovery	The price for this good/service is provided at no cost. The costs are met entirely from general-purpose income.
P	Partial Cost Recovery	The price for this good/service is set to make a considerable (between 50% and 75%) contribution towards the operating costs, both direct and indirect, of providing the good/service. The remainder of the costs are met from general-purpose income.
F	Full Cost Recovery	The price for this good/service is set to make a significant (between 75% and 100%) contribution towards the operating costs, both direct and indirect, of providing the good/service. The remainder of the costs are met from general-purpose income.

Factors taken into account in determining fees and charges include: the cost of providing the service or goods; legislative requirements; market conditions and prices; and whether or not there is a community service obligation.

In line with NSW Government Best Practice Pricing Principles, Best Practice Guidelines and IPART, pricing for water supply includes a per kilolitre usage charge together with a cost reflective access charge.

Goods and Services Tax (GST)

The following schedule of fees and charges has been prepared using the most current GST information. The impact of GST on fees and charges is subject to change by legislation. Fees and Charges are shown with GST included where appropriate at the time of writing.

T = Deemed to be taxable and fees/charges include GST
N = Deemed to be non-taxable and fees/charges exclude GST
E = Deemed to be exempt as the fee/charge is not a consideration

Corporate and commercial				
Code	Description	GST	2015/16 $	2016/17 $
L	**Property information**			
	Property information certificate (Section 603)	E	75.00	75.00
F	Property information certificate (Section 603) URGENCY fee ** # ** Subject to confirmation that service is available # This fee is in addition to applicable certificate fee		75.00	75.00
P	Cancellation/min. processing fee (S. 603)		35.00	36.00
F	**Photocopying and printing**			
	Photocopying A4 (black)	E	1.25 pp	1.30 pp
	Photocopying A3 (black)		1.30 pp	1.35 pp
	Photocopying A4 (colour)		1.30 pp	1.35 pp
	Photocopying A3 (colour)		1.35 pp	1.40 pp
F	**Dishonoured payments or direct debits**			
	The dishonour fee charged by financial institutions for dishonoured payments or direct debits may be passed on to the customer where payments have been rejected from the nominated financial institution.	N	N/A	As charged
F	**Conduct money**			
	Subpoena to produce	E	POA	POA
	Subpoena to attend to give evidence		POA	POA
	Generally, the cost of salary and any additional expenses associated with attendance		-	-
	Generally, the cost of salary and any additional expenses associated with attendance		-	-

POA: Price on Application
pp: per page

GOVERNMENT INFORMATION (Public Access) FEES AND CHARGES		Application fee	Other charges	Fee refund	Charge reduction	Fee and charge waiver, reduction or refund
Open access information		No.	Photocopying charges as per Fees and Charges schedule.	N/A	N/A	By written application to the General Manager, based on the circumstances of the case.
Information released proactively		No.	Photocopying charges as per Fees and Charges schedule.	N/A	N/A	
Information released informally upon request		No.	No.	N/A	N/A	
Formal access applications	**Personal information**	$30.00	First 20hrs free then $30.00/hr thereafter (s67).	- Application not dealt with in time (s63(1)). - Application invalid (s52(5).	50% discount on processing charges where: - Applicant can demonstrate financial hardship (by producing evidence that they hold a Pensioner Concession card, are a full-time student, or a non-profit organisation (including a person applying for or on behalf of a non-profit organisation))(s65 and clause 9). - The information applied for is of special benefit to the public generally (s66). Full waiver of charges will apply where the information is publicly released before or within 3 working days after being given to the applicant.	
	Other information	$30.00 (incl. first hour of processing) (s64(3)).	$30.00/hr (s64).			
Review	**Internal review**	$40.00 unless a review of a deemed refusal in which case there is no charge (s85).	No.	If review not decided within specified period (s86).	N/A	

Legislation references in this table are to: *Government Information (Public Access) Act 2009*.

Note: No fee is payable for an external review by the Information Commissioner. Information regarding the applicable fees for review by the NSW Civil and Administrative Tribunal can be obtained by visiting the Tribunal's website at: http://www.ncat.nsw.gov.au/ or contacting the Tribunal directly on 1300 006 228.

Corporate and commercial

General Purpose Revenues

Code	Description	GST	2015/16 $	2016/17 $
F	Rous Water's retail consumers are levied with a per kilolitre charge. (S. 399 *Local Government Act 1993*).	N	2.05	2.15
F	Annual facility charge 20mm water meter connection (S. 501 *Local Government Act 1993*)		142.74	149.65
	Annual facility charge 25mm water meter connection (S. 501 *Local Government Act 1993*).		219.60	226.30
	Annual facility charge 32mm water meter connection (S. 501 *Local Government Act 1993*).		362.34	372.30
	Annual facility charge 40mm water meter connection (S. 501 *Local Government Act 1993*).		570.96	584.00
	Annual facility charge 50mm water meter connection (S. 501 *Local Government Act 1993*).		889.38	912.50
	Annual facility charge 65mm water meter connection (S. 501 *Local Government Act 1993*).		1,504.26	1,540.30
	Annual facility charge 80mm water meter connection (S. 501 *Local Government Act 1993*).		2,283.84	2,336.00
	Annual facility charge 100mm water meter connection (S. 501 *Local Government Act 1993*).		3,568.50	3,650.00
L	Interest on overdue water charges (S. 566(3) *Local Government Act 1993*). *Note: The maximum rate of interest payable on overdue rates and charges determined by the Minister for Local Government will be charged.*		8.5%	8%
F	Restrictor devices – fee to disconnect any restriction device, which may have been installed due to non-payment of account.	E	277.00	285.00
L	Pensioner rebate in accordance with S. 575 of the *Local Government Act 1993.*	N	Refer to 'Description'	
Z	Dialysis machine concession of 200 kilolitres per annum without consumption charges. (S. 502 *Local Government Act 1993*).		Refer to 'Description'	
	Recognised community organisations charged equivalent of 50% of the facility charge applicable to occupied properties for premises eligible for a rebate of general rates through their respective constituent councils but with all consumption being charged at the standard rate. (S. 610A *Local Government Act 1993*)		Refer to 'Description'	

Operations

Consumer services

Code	Description	GST	2015/16 $	2016/17 $
F	Outstanding Notices certificate (S. 735A).	E	43.00	44.00
	Outstanding Notices certificate (S. 735A) URGENCY fee (subject to confirmation that service is available).		43.00	44.00
	Backflow device re-registration non-compliance fee (Notice to Comply within 30 days).		93.00	95.00
	Testing of water meter.	N	365.00	365.00
	Special meter reading.	E	77.00	78.00
	Special meter reading – URGENCY fee.		77.00	78.00
	Consumer connection fee for a standard 20mm service.	N	1,083.00	1,109.00
	(S. 608 *Local Government Act 1993*).			
	Consumer activation fee for a standard 20mm service.		171.00	216.00
	(S. 608 Local Government Act 1993).			
	Consumer connection fee equal to the estimated actual cost + 10% to provide other than a standard 20mm service (S. 608 *Local Government Act 1993*).		POA	POA
	Disconnection fee (S. 608 *Local Government Act 1993*).		85.00	88.00
	Reconnection fee (S. 608 *Local Government Act 1993*).		POA	POA

Water filling stations

Code	Description	GST	2015/16 $	2016/17 $
P	Annual permit fee charged to bulk water carrier for potable water (S. 501 *Local Government Act 1993*). Fee may be pro-rata from approval date.	E	578.00	590.00
	Annual permit fee charged to bulk water carrier for non-potable water (S. 501 *Local Government Act 1993*). Minimum 3 month increments.	E	578.00	590.00
	Price of water/kilolitre (S. 610A *Local Government Act 1993*).	N	4.58	5.01

Temporary water supply

Code	Description	GST	2015/16 $	2016/17 $
P	Special Approved Connections – retail consumers with a temporary connection or, non-payment of capital headworks fee(s), are levied with a per kilolitre charge. (S. 399 *Local Government Act 1993).*	N	4.03	4.23

Operations

Contract works

Code	Description	GST	2015/16	2016/17 %
F	Administration charge % – where the GST exclusive value of the construction work undertaken on behalf of other parties or as part of a mains extension which requires a financial contribution by other parties is $20,000 or less.	Y	15%	15%
	Administration charge % – where the GST exclusive value of the construction work undertaken on behalf of other parties or as part of a mains extension which requires a financial contribution by other parties exceeds $20,000.	Y	10%	10%

Development servicing charges

Code	Description – section 64	GST	2015/16 $ per e.t	2016/17 $ per e.t
P	Bulk Developer Charge	E	9,246.00	8,256.00

Water service capital connection fees

Code	Description – section 608	GST	2015/16 $per e.t	2016/17 $per e.t
P	Bulk Headworks connection fee	E	9,246.00	8,256.00

Note: Water Service Capital Connection Fees will be reduced by any applicable contribution paid in relation to supply of water through a development approval process.

Note: ***e.t*** means equivalent tenement.

Permissible activities on operational land

Code	Description	GST	2015/16	2016/17
F	Permit processing fee. Charged in addition to a temporary permit fee (*)	E	154.00	160.00
	Ecotourism – temporary permit fee*	E	228.00	236.00
	Seed collection – temporary permit*fee		132.00	137.00
	Personal fitness training – temporary permit fee*		87.00	90.00
L	Commercial filming and photography fees will be charged in accordance with the Local Government Filming Protocol under the *Local Government Act 1993*.		N/A	POA
F	Weddings ceremony booking fee	T	154.00	159.00

Fees and Charges 2016/17

Richmond Water Laboratories

Richmond Water Laboratories (RWL) is a NATA accredited laboratory and conducts its tests in accordance with AS ISO/IEC 17025:2005. For details of the scope of Richmond Water Laboratories accreditation, please refer to the NATA website: www.nata.com.au

Suites	Cost
Tank Water Quality - pH, eC, TDS, Fe, Pb, Zn, Cu, Ca, HCO3, LSI	$74.00
Bore Water Quality - pH, eC, TDS, Hardness, Alkalinity, NO3, Turbidity, Al, As, Ca, Cd, Cr, Cu, Fe, Mg, Mn, Ni, Zn	$145.00
Nursery Irrigation Quality - pH, eC, Cl-, HCO3, Al, Fe, B, Mn, Cu, Na, Zn, Ca, Mg, hardness, NH3N, turbidity, SAR	$145.00
Annual Private Water Supply Quality - pH, TDS, hardness, turbidity, Sb, As, Cd, Ca, Cr, Cu, F-, Pb, Ni, NO3, NO2, Mg, Mn, SO4	$170.00

Subcontracting: *Subcontracted test charges may include a handling fee of 30%.*

Note: Richmond Water Laboratories reserves the right to offer discounts for routine analysis dependant on the range and volume of samples.

Following are tests and limits of reporting provided by RWL. For further details please contact RWL by phoning (02) 6623 3888; email waterlab@waterlab.com.au; or website www.waterlab.com.au

Test description	Limit of reporting
Alkalinity - CO_3^2, HCO_3, OH & total	0/20/0/20 mg/L
Alkalinity - total as $CaCO_3$	20 mg/L
Al, Fe, Mn suite	0.005 mg/L
Biological Oxygen Demand (BOD)	2 mg/L
Blue green algae - potentially toxic genera#	cells/mL
Ca, Mg & hardness	0.1/0.1/1 mg/L
Ca, Mg, Na, K suite	0.1/0.1/0.15/0.1 mg/L
Chemical oxygen demand (COD)	25 mg/L
Chemical oxygen demand (COD) - dissolved	25 mg/L
Chloride	2 mg/L
Chlorine - free	0.05 mg/L
Chlorine - total	0.05 mg/L
Chlorophyll 'a'	2 mg/L
Chromium (VI)#	0.05 mg/L
Colour - apparent	2 Pt-Co units
Colour - true	2 Pt-Co units
Cu, Pb, Zn suite	0.005 mg/L

Test description	Limit of reporting
Data management	per hour
Dissolved oxygen	0.2 mg/L or 1%
E. coli and total coliforms	1 MPN/100mL
E. coli	1 MPN/100mL
Electrical conductivity	1 µS/cm
Electrical conductivity + TDS by calculation	1 µS/cm & 2 mg/L
Faecal coliforms	1 MPN/100mL
Fluoride	0.05 mg/L
Freight for subcontracting#	N/A
Freight for return esky#	N/A
Hardness	1 mg/L
Hardness (with Ca, Mg)	1 mg/L
Heterotrophic Plate Count (HPC)	2 MPN/mL
Langelier Saturation Index#	calculation
Langelier Saturation Index# (with pH, TDS, Ca, HCO_3)	calculation
Metals in water	0.005-0.01 mg/L
Metals in water digest (total metals)	per sample
Metals in water filter (dissolved metals)	per sample
Metals in soil	1-7 mg/kg
Metals in soil digest	N/A
Microscopic examination#	P/A
Nitrogen - ammonia	0.01 mg/L
Nitrogen - nitrate	0.05 mg/L
Nitrogen - nitrite	0.01 mg/L
Nitrogen - oxidised	0.05 mg/L
Nitrogen - total	0.1 mg/L
Nitrogen - total Kjeldahl	0.1 mg/L
Nitrogen - total Kjeldahl (with TN & NO_3)	0.1 mg/L
Oil & grease	2 mg/L
pH	pH units
Phosphorus - orthophosphate (reactive PO^4)	0.03 mg/L
Phosphorus - total	0.05 mg/L
Redox#	mV
Sampling (includes field tests except chlorine)	per hour
Sodium Absorption Ratio# (with Na, Ca, Mg)	calculation
Solids – total dissolved by calculation (TDS)	1 mg/L
Solids – total dissolved by calculation (TDS) (with eC)	1 mg/L
Solids – total dissolved gravimetric (TDS)	5 mg/L

Test description	Limit of reporting
Solids – total suspended (TSS or NFR)	1 mg/L
Solids - volatile suspended (VSS)	1%
Sulphate#	1 mg/L
Turbidity	0.1 NTU
Urgent analysis#	50% of test cost
UV Absorbance @254nm and Transmissivity	0.01 abs & 1 %

ROUS COUNTY COUNCIL				
Budget Forecast Summary 2016/17 to 2019/20				
Capital Budget				
Capital Funding	**YE 30 June 2017**	**YE 30 June 2018**	**YE 30 June 2019**	**YE 30 June 2020**
Capital Grants & contributions	0	0	0	0
Internal Restrictions - Renewal	7,331,000	4,059,000	2,840,000	2,705,000
Internal Restrictions - New Assets	0	0	0	0
External Restrictions - Subsidies	0	0	0	0
Loans	0	0	0	0
Proceeds from sale - Plant & Equipment	0	0	0	0
Operating revenue	3,527,200	7,283,100	6,128,600	6,031,300
	10,858,200	**11,342,100**	**8,968,600**	**8,736,300**
Capital Expenditure				
New Assets	1,399,000	4,993,000	3,688,000	3,433,000
Renewal - Infrastructure	6,716,000	3,544,000	2,355,000	2,220,000
Renewal - Plant & Equipment	565,000	525,000	525,000	525,000
Renewal - Land & Building	80,000	40,000	10,000	10,000
Loan Repayments - Principal	2,098,200	2,240,100	2,390,600	2,548,300
	10,858,200	**11,342,100**	**8,968,600**	**8,736,300**

ROUS COUNTY COUNCIL				
Budget Forecast Summary 2016/17 to 2019/20				
Income statement				
Income from continuing operations	**YE 30 June 2017**	**YE 30 June 2018**	**YE 30 June 2019**	**YE 30 June 2020**
User fees & charges	17,919,000	18,416,000	18,963,700	19,527,800
Interest & Investment Revenue	300,000	391,600	276,700	417,500
Other Revenue	1,365,700	1,404,500	1,445,500	1,487,800
Grants & contributions - Operating	11,000	11,000	11,000	11,000
Grants & contributions - Capital	1,500,000	1,600,000	1,750,000	1,802,500
Net gain from disposal of assets	2,000	2,000	2,000	2,000
	21,097,700	**21,825,100**	**22,448,900**	**23,248,600**
Expenses from continuing operations				
Employee costs	6,348,700	6,346,800	6,469,300	6,595,700
Borrowing costs	1,981,000	1,839,100	1,688,600	1,530,900
Materials & contracts	5,977,300	6,033,100	6,089,900	6,147,900
Depreciation	6,633,100	6,831,000	7,035,000	7,244,900
Other costs	628,900	633,000	644,200	661,000
Net loss from the disposal of assets	0	0	0	0
	21,569,000	**21,683,000**	**21,927,000**	**22,180,400**
Net operating result from continuing operations	**(471,300)**	**142,100**	**521,900**	**1,068,200**
Net operating result before capital items	**(1,971,300)**	**(1,457,900)**	**(1,228,100)**	**(734,300)**
Reconciliation of cash position				
	YE 30 June 2017	**YE 30 June 2018**	**YE 30 June 2019**	**YE 30 June 2020**
Change in net assets from continuing operations	(471,300)	142,100	521,900	1,068,200
Addback Expenses not involving a flow of cash				
Depreciation	6,633,100	6,831,000	7,035,000	7,244,900
Add Non-operating Funds Employed				
Loan Funds Used	0	1,500,000	5,000,000	5,000,000
Subtract Funds Deployed for Non-operating Purposes				
Acquisition of Assets	(8,760,000)	(9,102,000)	(6,578,000)	(6,188,000)
Repayment of loan principal	(2,098,200)	(2,240,100)	(2,390,600)	(2,548,300)
Cash Surplus / (Deficit)	**(4,696,400)**	**(2,869,000)**	**3,588,300**	**4,576,800**
Equity Movements				
Reserve Funds - Increase / (Decrease)	(4,721,000)	(2,874,800)	3,521,600	4,485,400
Budget Balance - Increase / (Decrease)	24,600	5,800	66,700	91,400
	(4,696,400)	**(2,869,000)**	**3,588,300**	**4,576,800**

ROUS COUNTY COUNCIL						
Budget Forecast By Department 2016/17						
	GM	**PD**	**GH**	**CC**	**OPS**	**YE 30 June 2017**
Capital Budget						
Capital Funding						**YE 30 June 2017**
Capital Grants & contributions	0	0	0	0	0	**0**
Internal Restrictions - Renewal	0	6,671,000	0	615,000	45,000	**7,331,000**
Internal Restrictions - New Assets	0	0	0	0	0	**0**
External Restrictions - Subsidies	0	0	0	0	0	**0**
Loans	0	0	0	0	0	**0**
Proceeds from sale - Plant & Equipment	0	0	0	0	0	**0**
Operating revenue	0	986,000	0	(1,755,000)	4,296,200	**3,527,200**
	0	**7,657,000**	**0**	**(1,140,000)**	**4,341,200**	**10,858,200**
Capital Expenditure						
New Assets	0	986,000	0	195,000	218,000	**1,399,000**
Renewal - Infrastructure	0	6,671,000	0	0	45,000	**6,716,000**
Renewal - Plant & Equipment	0	0	0	565,000	0	**565,000**
Renewal - Land & Building	0	0	0	80,000	0	**80,000**
Loan Repayments - Principal	0	0	0	(1,980,000)	4,078,200	**2,098,200**
	0	**7,657,000**	**0**	**(1,140,000)**	**4,341,200**	**10,858,200**

ROUS COUNTY COUNCIL						
Budget Forecast By Department 2016/17						
	GM	**PD**	**GH**	**CC**	**OPS**	**YE 30 June 2017**
Income statement						
Income from continuing operations						
User fees & charges	17,919,000	0	0	0	0	**17,919,000**
Interest & Investment Revenue	300,000	0	0	0	0	**300,000**
Other Revenue	311,000	0	0	1,054,700	0	**1,365,700**
Grants & contributions - Operating	11,000	0	0	0	0	**11,000**
Grants & contributions - Capital	1,500,000	0	0	0	0	**1,500,000**
Net gain from disposal of assets	0	0	0	2,000	0	**2,000**
	20,041,000	**0**	**0**	**1,056,700**	**0**	**21,097,700**
Expenses from continuing operations						
Employee costs	1,141,800	752,200	885,600	1,651,800	1,917,300	**6,348,700**
Borrowing costs	0	0	0	1,981,000	0	**1,981,000**
Materials & contracts	38,000	348,000	156,400	1,316,700	4,118,200	**5,977,300**
Depreciation	0	0	0	656,300	5,976,800	**6,633,100**
Other costs	0	5,000	396,900	215,200	11,800	**628,900**
Net loss from the disposal of assets	0	0	0	0	0	**0**
	1,179,800	**1,105,200**	**1,438,900**	**5,821,000**	**12,024,100**	**21,569,000**
Net operating result from continuing operations	**18,861,200**	**(1,105,200)**	**(1,438,900)**	**(4,764,300)**	**(12,024,100)**	**(471,300)**
Net operating result before capital items	**17,361,200**	**(1,105,200)**	**(1,438,900)**	**(4,764,300)**	**(12,024,100)**	**(1,971,300)**
Reconciliation of cash position						
Change in net assets from continuing operations	18,861,200	(1,105,200)	(1,438,900)	(4,764,300)	(12,024,100)	**(471,300)**
Addback Expenses not involving a flow of cash						
Depreciation	0	0	0	656,300	5,976,800	**6,633,100**
Add Non-operating Funds Employed						
Loan Funds Used	0	0	0	0	0	**0**
Subtract Funds Deployed for Non-operating Purposes						
Acquisition of Assets	0	(7,657,000)	0	(840,000)	(263,000)	**(8,760,000)**
Repayment of loan principal	0	0	0	1,980,000	(4,078,200)	**(2,098,200)**
Cash Surplus / (Deficit)	**18,861,200**	**(8,762,200)**	**(1,438,900)**	**(2,968,000)**	**(10,388,500)**	**(4,696,400)**
Equity Movements						
Reserve Funds - Increase / (Decrease)	676,200	(5,261,300)	(30,000)	(102,000)	(3,900)	**(4,721,000)**
Budget Balance - Increase / (Decrease)	18,185,000	(3,500,900)	(1,408,900)	(2,866,000)	(10,384,600)	**24,600**

