

# Agenda

## Centroc Water Utilities Alliance

### 29 June 2017

<b>Mr Russell Deans*</b>	Bathurst Regional Council	<b>Mr Jon Francis</b>	Orange City Council
<b>Mr Charlie Harris</b>	Blayney Shire Council	<b>Mr Wayne Beatty*</b>	Orange City Council
<b>Mr Tim Long*</b>	Cowra Shire Council	<b>Mr Andrew Francis*</b>	Parkes Shire Council
<b>Ms Myrka Robichaud</b>	Hilltops Council	<b>Mr Tekohi Rivera</b>	Lachlan Shire Council
<b>Mr Mahendram Manoharan</b>	Hilltops Council	<b>Mr Gavin Rhodes</b>	Central Tablelands Water
<b>Mr Kazi Mahmud</b>	Hilltops Council	<b>Ms Leonie Freeth</b>	Central Tablelands Water
<b>Mr Tim Wark</b>	Cabonne Shire Council	<b>Mr Bill Twohill</b>	Weddin Shire Council
<b>Mr David Tinlin</b>	Forbes Shire Council	<b>Mr Luke Moloney*</b>	Upper Lachlan Shire Council
<b>Mr Rhys Brownlow</b>	Lithgow City Council	<b>Ms Meredith Macpherson</b>	CWUA Program Manager
<b>Mr Sam Golam</b>	Oberon Shire Council		
<b>Mr Chris Schumacher</b>	Oberon Shire Council	<b>For Information</b>	
<b>Mr Kerry Jones</b>	Lachlan Shire Council	<b>Mr Kent Boyd*</b>	Parkes Shire Council
		<b>Ms Jenny Bennett</b>	Centroc

\* Denotes CWUA Executive Members.

The next meeting of the Centroc Water Utilities Alliance is on [Thursday 29 June 2017](#) at Cowra Civic Theatre, Upstairs Theatre, entrance via 77 Darling Street, Cowra. The meeting will commence at 10am with refreshments on arrival from 9.30am.

The Agenda includes a Stakeholder Engagement Session from 10.00-10.30am followed by morning tea and the formal (closed) meeting from 10.45am-1.00pm. See Agenda attached over the page.

Your prompt arrival at 9.45am for a 10am start will be appreciated.

Please contact Meredith Macpherson with any queries on 0427 451 085.

**10.00am - 10.40am- Government Stakeholder Session**

10.00-10.20- Update from NSW Health- WNSWLHD – Mr Gerard van Yzendoorn (TBC)

10.20-11.40- Update from DPI Water- Mr Matt Parmeter (TBC )

**10.45-11.00 am- Morning Tea**

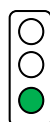
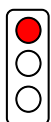
**11.00am – 1.00pm- CWUA Meeting**

**CWUA Meeting AGENDA**

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- 7. Cold call Surveys
- 8. Contract Performance
- 9. Advice to GMAC & the Board
- 10. Proposed Meeting Dates for 2017

**Please note to expedite discussion of key issues the papers for this meeting we will trial a revised format with matters for discussion including relevant attachments up front. A summary of recommendations from reports is provided in the front section of the business paper. Reports including progress towards actions will be provided as attachments.**

Red= Action      Amber=Attention      Green=In progress      Pink=for determination



### 3. Confirmation of the minutes of the CWUA meeting 27 April 2017, Cowra Shire Council

#### Attendance – members in bold

#### \*Executive Members

<b>Mr Russell Deans*</b>	Bathurst Regional Council	<b>Mr Jon Francis</b>	Orange City Council
<b>Mr Charlie Harris</b>	Blayney Shire Council	<b>Mr Wayne Beatty*</b>	Orange City Council
<b>Mr Tim Long*</b>	Cowra Shire Council	<b>Mr Andrew Francis*</b>	Parkes Shire Council
<b>Ms Myrka Robichaud</b>	Hilltops Council	<b>Mr Tekohi Rivera</b>	Lachlan Shire Council
<b>Mr Mahendram Manoharan</b>	Hilltops Council	<b>Mr Kazi Mahmud</b>	Hilltops Council
<b>Mr Trevor Sultana</b>	Cabonne Shire Council	<b>Ms Leonie Freeth</b>	Central Tablelands Water
<b>Mr Tom Baldwin</b>	Forbes Shire Council	<b>Mr Kerry Jones</b>	Lachlan Shire Council
<b>Mr Rhys Brownlow</b>	Lithgow City Council	<b>Ms Meredith Macpherson</b>	CWUA Program Manager
<b>Mr Sam Golam</b>	Oberon Shire Council	<b>Ms Jenny Bennett</b>	Centroc

**Meeting Chaired:** Mr Andrew Francis

**Meeting opened:** 10.10am -Adjourned for Government Stakeholder Session at 10:15am.

Mr Gerard van Yzendoorn, NSW Health entered the room 10:15am and spoke about the following:

- State wide issue where water samples are not arriving at FASS within the required timeframe due to perceived problems with couriers.
- Availability of assistance from NSW Health  
- Ref Circular 18- where it is up to the utility to demonstrate the need.
- Projects to look at specific sampling  
The Water Unit has the capacity to set up projects for additional analysis where there are particular issues – this is currently under-utilised. Only 10% take up rate.
- Update on NHMRC HBT proposal  
- NSW Health not happy with proposal. Made a significant submission. Watch this space.

**Action:** CWUA members to investigate regional arrangements with couriers to ensure timely delivery of water samples to the labs.

**Meeting reconvened:** 11:00am - Mr Van Yzendoorn left the room

**2. Apologies:** Mr C Schumacher, Mr D Tinlin

<b>Resolved</b>	<b>Mr R Brownlow /Mr T Long</b>
That the apologies be accepted for the above CWUA members for the meeting on 27 April 2017.	

### 3. Confirmation of the minutes of the CWUA Meeting 16 February 2017

<b>Resolved</b>	<b>Mr S Golam/Ms M Robichaud</b>
That the Minutes of the meeting of 16 February 2017 be adopted.	

## Minutes and Matters in Progress

**3a. Summary of Recommendations from GMAC and the Centroc Board**

<b>Resolved</b>	<b>Mr S Golam/Ms M Robichaud</b>
That the CWUA note the recommendations from GMAC and the Centroc Board.	

**4. Matters in Progress**

<b>Resolved</b>	<b>Mr R Brownlow/Mr K Jones</b>
That the CWUA:	
<ol style="list-style-type: none"> <li>Note the Matters in Progress and deletion of the following items as recommended ; 01-15-6g, 10-15-10, 11-15c, 12-16-6c, 12-16 #2 Contract Performance, 12-16 Other Business, 01-17-6d; and that</li> <li>Advice is sought in writing from NSW DPI Water confirming verbal advice that Strategic Business Plans are no longer required, only IWCM's every 8 years.</li> </ol>	

**5. Correspondence**

<b>Resolved</b>	<b>Mr R Brownlow/ Mr T Long</b>
That the CWUA note the incoming and outgoing correspondence.	

**Jenny Bennett entered the room at 12.30pm**

**6. Reports****6a. Cost Savings and Efficiencies**

<b>Resolved</b>	<b>Mr T Rivera/Ms M Robichaud</b>
That the CWUA note the report on objective 1B.3a Deliver Cost Savings and other efficiencies and;	
<ol style="list-style-type: none"> <li>Seek further advice from SmartWater regarding the timing and costs of a community service announcement;</li> <li>A reverse brief be sourced for a subsequent RFQ for a Smart Cities strategy with a focus on an integrated regional Automated Meter Reading project;</li> <li>Update the <i>Drinking Water Management System Status /Gap Analysis</i> Table as required ; and</li> <li>Review and update the Five Year Procurement Plan.</li> </ol>	

**6b Workforce Training & Skills**

<b>Resolved</b>	<b>Mr T Long/Mr W Beatty</b>
That the CWUA note the report on objective: 1b. 3b: grow staff skills and ensure workforce is adequately trained for compliance based service delivery; and	
<ol style="list-style-type: none"> <li>Agree that consideration be given to themes for future Centroc Operators Group meetings, such as Commissioning New Plants; Water Re-use; Trade-Waste Processes and that discussion of themes be included as an agenda item going forward;</li> <li>That the next COG meeting be held in June in Parkes with the theme "Commissioning new plants" and include a tour of the new plants and consideration be given to a concurrent COG/CWUA meeting.</li> </ol>	

**6c. Workforce Sustainability**

<b>Resolved</b>	<b>Mr T Long/Mr R Brownlow</b>
That the CWUA note the report on Objective: 1B. 3c: support members in assuring sustainable workforce.	

**6d. Local Government Management of LWU**

<b>Resolved</b>	<b>Mr T Long /Mr J Francis</b>
That the CWUA note the report on Objective: 1B. 3d: Promote Local Government as the agencies of choice delivering water utilities management in regional NSW and further afield.	

## Minutes and Matters in Progress

**6e. Water Utilities Management**

<b>Resolved</b>	<b>Mr W Beatty/Mr R Brownlow</b>
That the CWUA note the report on objective: 1b. 3e: Advise the Centroc Board regarding Water Utilities Management.	

**6f. Best Practice Compliance**

<b>Resolved</b>	<b>Mr R Brownlow/Mr T Long</b>
That the CWUA note the report on OBJECTIVE: 1B. 3F: Full compliance with Best Practice requirements and provide updates to status tables as required ; and	
1. Parkes, Cowra and Lachlan Councils participate in a joint project sharing the cost of a consultant to pilot a review of their Drinking Water Management Plans using the NSW Health Annual Review template.	

**6g. Regional Best Practice Strategies**

<b>Resolved</b>	<b>Mr W Beatty /Mr R Brownlow</b>
That the CWUA note the report on OBJECTIVE: 1B. 3F: Implement regional best practice strategies.	

**6h. Support for LWU Management**

<b>Resolved</b>	<b>Mr T Long/Mr R Brownlow</b>
That the CWUA note the report on OBJECTIVE: 1B. 3H: To support Councils as they manage their Local Water Utilities assets.	

**6i. Promotion of the CWUA**

<b>Resolved</b>	<b>Mr C Harris/Mr S Golam</b>
That the CWUA note the report on OBJECTIVE: 1B. 3I To promote the CWUA as an example of Councils working collaboratively.	

**7. Cold Call Surveys**

The CWUA *noted* the cold call surveys from National Pump and Energy.

**8. Contract Performance**

<b>Resolved</b>	<b>Mr R Brownlow/Mr T Long</b>
That the CWUA :	
1. Note the trial of on-line surveys to monitor and provide feedback from members on each of the regional contracts.	

9. **Advice to GMAC/Board-** No advice provided.

**10. General Business****Late Report- Review of the Drinking Water Management System Status Table**

<b>Resolved</b>	<b>Mr R Brownlow/Mr T Long</b>
That the CWUA:	
1. Adopt the changes proposed to the Drinking Water management System Status table with the addition of <i>Month of most recent Review of CCPs</i> under Operational Priorities and <i>Improvement Plan Captured in Budget – Y/N</i> ; and	
2. Agree to proceed with the regional procurement of consultants to undertake the Regional Good Practice Microbiological Improvement Program based on member commitment with the option for others to opt in at a later date (but asap);and	
3. Offer regulators who visit Council's Water Treatment Plants (and other sites) the opportunity to participate in Centroc WHS training.	

## Minutes and Matters in Progress

**11. Meeting Dates**

**Next meeting:** Thursday 22 June with an Executive WebEx proposed between meetings.

GMAC	BOARD	CWUA	COG	Other
4 May	25 May			OZ Water – Sydney 17-18 May
		22 June	June (date TBC)	
27 July				
	24 August	17 August		
				LG NSW Water – Dubbo 4-6 Sept
26 Oct		19 October		
	23 Nov			

\*\*Please note these dates may be subject to change.

**11. Presentation to the next meeting-**

Mr Chris Philpot- Smart Water Advice

Mr Adam Lovell/Dr Jaime Hicks – WSAA- Pending membership drive.

**Meeting Closed:** 1:50pm

**PAGE 4 IS THE LAST PAGE OF THE MINUTES OF THE MEETING ON 27 April 2017**

**3a. Minutes from GMAC and the Centroc Board for Water Infrastructure****Resolutions from GMAC**

Following are resolutions from previous GMAC Meetings relating to Water Infrastructure- earlier resolutions can be provided on request.

**6b Water Infrastructure – 9 February 2017**

<b>Resolved</b>	<b>Mr K Boyd/Mr G Rhodes</b>
That the GMAC note the Water Infrastructure report and commend to the Board:	
<ol style="list-style-type: none"> <li>1. That the Chair or his delegate be nominated as a place-holder representative for Centroc on the Lachlan Valley Water Security Project Community Reference Group with a view to it going to the Board for determination;</li> <li>2. That under the auspices of the Executive correspondence be sent to WaterNSW detailing the region's urban water security demands based on most recent studies;</li> <li>3. That the re-affirmed Communique between Centroc, Lachlan Valley Water and the Belubula Landholders Association be adopted; and</li> <li>4. Support in principle for using the National Asset Management Assessment Framework across the region with further scoping advice and financial implications to be provide in a follow-up report.</li> </ol>	

**6b Water Infrastructure**

<b>Resolved</b>	<b>Mr K Boyd/Mr P Devery</b>
That the GMAC note the Water Infrastructure report and commend to the Board that:	
<ol style="list-style-type: none"> <li>1. Correspondence is sent to Minister Blair seeking advice on the suggested approach to best practice requirements given the anticipated review of the Best Practice Framework, escalating costs and timing for the review of plans;</li> <li>2. It endorse a submission to the Independent Pricing and Regulatory Tribunal Review of the WaterNSW operating licenses; and</li> <li>3. Through the Executive a submission is made to the Productivity Commission Inquiry into the reform of Australia's water resources sector with particular reference to the urban water sector.</li> </ol>	

**Resolutions from the Centroc Board**

Following are resolutions from previous Board Meetings relating to Water Infrastructure- earlier resolutions can be provided on request.

**6b Water Infrastructure Report – 23 February 2017**

<b>Resolved</b>	<b>Mr K Boyd/Cr I Gosper</b>
That the Board note the Water Infrastructure report and:	
<ol style="list-style-type: none"> <li>1. The Chair or his delegate be nominated as a place-holder representative for Centroc on the Lachlan Valley Water Security Project Community Reference Group with a view to it going to the Board for determination;</li> <li>2. note there is a sense of urgency regarding responsiveness to securing improved water storage for the region;</li> <li>3. under the auspices of the Executive correspondence be sent to WaterNSW detailing the region's</li> </ol>	

## Minutes and Matters in Progress

- urban water security demands based on most recent studies;
4. the re-affirmed Communique between Centroc, Lachlan Valley Water and the Belubula Landholders Association be adopted; and
  5. Support in principle for using the National Asset Management Assessment Framework across the region with further scoping advice and financial implications to be provide in a follow-up report.

#### **9b Water Infrastructure Report – 25 May 2017 – Held at State Parliament**

##### **Resolved**

**Cr D Somervale/Mr G Styles**

That the Board note the Water Infrastructure report and commend to the Board that:

1. Correspondence is sent to Minister Blair seeking advice on the suggested approach to best practice requirements given the anticipated review of the Best Practice Framework, escalating costs and timing for the review of plans;
2. It endorse a submission to the Independent Pricing and Regulatory Tribunal Review of the WaterNSW operating licences;
3. Endorse a submission under the hand of the Acting Chair to the Productivity Commission Inquiry into the reform of Australia’s water resources sector with particular reference to the urban water sector; and
4. Approach the Hon Niall Blair in his capacity as Minister for Regional Water to seek his support to Pilot a project ground-truthing the proposed Health Based Targets for the Australian Drinking Water Guidelines.



## 4. Matters in Progress – As at 19 June 2017

Item	By	Progress
<p><b>03-14-10 - Collection of Additional demand Management &amp; WSUD Indicators</b></p> <ol style="list-style-type: none"> <li>1. Write to NSW Office of Water seeking advice on the purpose of the data collection.</li> <li>2. Provide a report to GMAC regarding the NSW Office of Water Performance Monitoring criteria for LWU Manager's to report outlining:               <ol style="list-style-type: none"> <li>i) The evolution of performance indicators over a significant number of years with ever increasing number of indicators required on an annual basis;</li> <li>ii) the breadth of data requiring greater involvement of other Council Departments including, Planning, Environment and Finance;</li> <li>iii) the direct relationship between the provision of this data and subsidies;</li> <li>iv) inclusion of this data in national benchmarking reports through the National Water Commission; and</li> <li>v) Seeking greater liaison across Council Departments in the collection of this data.</li> </ol> </li> </ol>	Ms M Macpherson	<p>1. Best Practice Framework review by DPI Water currently in progress. Centroc continues to advocate for input to the review process seeking greater alignment of data requirements.</p> <p>Advice will be provided to GMAC and the Board accordingly.</p> <p>Verbal advice from Mr Blackmore on 13 April is that the review process has now been put to the external marketplace.</p> <p>Verbal update can be provided.</p>
<p><b>05-14- 8b. Drinking Water Quality Management System Status Update</b></p> <ol style="list-style-type: none"> <li>1. The MOU be progressed with NSW Health through Mr Ingo Steppat as the contact nominated by NSW Health with a meeting to be convened asap and that the MOU not seek to change existing boundaries for Public Health Units.</li> <li>4. That matters arising item 01-14-7b- 1 be amended to <i>member Councils ensure that an annual review of water quality data is included in DWMS to identify any long-term trends in their systems and that where Councils may have issues that assistance be provided through the CWUA Program Manager.</i></li> </ol>	Ms M Macpherson DWMS Working Party	<p>1. <i>28 November 2013</i>- Board resolve that a MOU be developed to strategically guide collaboration between NSW Health and Centroc Local Water Utilities to progress best practice in drinking water quality.</p> <p><i>6 March 2014</i> – correspondence sent to NSW Health seeking nominated contact to progress.</p> <p><i>17 April 2014</i>- response from NSW Health nominating Mr Ingo Steppat, Senior Environmental Health Officer Western/Far Western NSW LHD.</p> <p>Subsequent correspondence and follow-up undertaken to prepare discussion draft.</p> <p><i>19 September 2014</i> –following</p>

	<p>numerous attempts a meeting is convened with Mr Steppat and it is agreed Centroc will develop a draft MoU based on advice from Mr Steppat.</p> <p><i>6 May 2015</i>- Despite repeated follow-ups and lengthy delays in obtaining advice from Health, a working draft is provided to Mr Steppat. Centroc is then unable to secure a meeting to progress.</p> <p><i>6 October 2015</i> - Follow-up undertaken by the Sponsoring General Manager and the Chair with Mr Scott McLachlan given the delays and potential of this activity to enable JOs.</p> <p>Mr McLachlan nominates Dr Therese Jones as the contact for MOU development.</p> <p><i>12 October 2015</i>- On advice from Mr McLachlan correspondence sent to Dr Jones seeking a meeting to progress.</p> <p><i>30 November 2015</i> -Centroc representatives meet with Dr Jones to progress.</p> <p><i>15 December 2015</i>- A revised discussion draft and supporting documentation is sent to Dr Jones for feedback.</p> <p><i>22 February 2016</i> - A follow-up meeting is held with Mr McLachlan and advice on progress sought numerous times from Dr Jones.</p> <p><i>14 June 2016</i> - a draft of MOU reviewed by NSW Health is returned to Centroc by Dr Jones.</p> <p><i>26 July 2016</i> - A meeting is held in Orange attended by Mr A Francis, Dr Jones, Ms M Macpherson and Ms J Bennett to progress.</p> <p><i>1 August 2016</i> – Meeting Minutes and actions are sent to attendees where</p>
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## Minutes and Matters in Progress

		<p>NSW Health commits to provide a revised version.</p> <p>16 August 2016- Follow up sought by phone and email.</p> <p>At the time of writing, no response has been received.</p> <p>8 May – Meeting in Parkes with Mr Ashley Aubrey, DPC attended by Mr K Boyd, Mr A Francis, Ms J Bennett and Ms M Macpherson. As a result plans to scope a risk based workshop with senior representatives from NSW Health and Centroc representatives is underway.</p> <p>4. On-going. An Annual Review Template has been developed by NSW Health to assist and is available at: <a href="http://www.health.nsw.gov.au/environment/water/Pages/water-utilities.aspx">http://www.health.nsw.gov.au/environment/water/Pages/water-utilities.aspx</a></p> <p>Refer Matters in Progress item 12-16-6a.5</p>
<p><b>11-14-6g. Advocacy</b></p> <p>1. Commend to GMAC that it recommend the Board include advocacy regarding advice from NOW that the Best Practice Framework will become mandatory and that penalties will be imposed for non-compliance in the review of the Local Government Act scheduled for 2016, particularly in light of current timeframes for the review of Plans by NOW.</p>	Ms M Macpherson	<p>Resolved by GMAC and the Board at Feb 2015 meetings.</p> <p>Advocacy on-going.</p> <p>Keep a watching brief as the DPI Water review process is delivered.</p>
<p><b>01-15-6a- Cost Savings and Efficiencies</b></p> <p>4. An audit of member's status regarding Asset Management Plans is undertaken.</p>	Ms M Macpherson	<p><i>Refer to 12-16- Matters in Progress</i></p> <p>A scoping paper on the NAMAFA has been circulated and will be put to the July GMAC Meeting.</p>
<p><b>01-15-6e- Water Utilities Management</b></p> <p>1. Undertake a desk top audit on information that members have on ground water sources including a review of the Drought Management Plans to be started by end of 2015.</p>	Ms M Macpherson	<p>This is subject to the WaterNSW Lachlan Valley Water Security Investigations currently in progress where all water sources in the Lachlan catchment are under investigation.</p>

## Minutes and Matters in Progress

<p><b>01-15-6h- Support for LWU Management</b></p> <p>1. Regarding item 2. Councillor training, this item is no longer required; remove from actions on review of the CWUA Business Plan.</p>	Ms M Macpherson	Refer 01-17-6a for advice regarding review of the CWUA Business Plan.
<p><b>05-15-6f. Best Practice Compliance</b></p> <p>Keep a watching brief of the roll-out of the trade waste management project being undertaken in Oberon.</p>	Ms M Macpherson	See 11.15.a
<p><b>07-15-6a. Cost Savings and Efficiencies</b></p> <p>2. On advice from the Western Area Local Health District EHO seek a report from the DWM Working Party that addresses the categories of incidents where LWUs are required to report to the PHU under category 6 of the Drinking Water Guidelines;</p> <p>3. Provide the DWMS Status Table to GMAC, regulators and the Operators Group to report and monitor progress towards achieving compliance;</p>	Ms M Macpherson	<p>2. Work commissioned by Orange City Council on behalf of the DWQM Working Party.</p> <p>Further work to be undertaken on risk categories as part of MOU development. Refer to 05-14- 8b.</p> <p>3. on-going.</p>
<p><b>10-15-6c. Workforce Sustainability</b></p> <p>1. Provide advice to Centroc regarding Council's willingness to engage in workforce mapping ensuring that the Centroc Training service has access to the Manager Water and Sewer and HR staff for a brief meeting to collect data with Lachlan and Young agreeing to participate.</p>	Ms M Macpherson	<p>On-going</p> <p>Meetings held in Lithgow, Mid Western and Boorowa to progress mapping in early 2016.No progress has been made since then.</p> <p>Chair and CWUA Program Manager presented to the regional HR Team meeting in Orange 21 February 2017</p> <p>Centroc staff met with Lachlan Shire HR and Utilities staff in May to identify training needs for 10 water operators. A training program is now being devised by Murray Thompson.</p> <p>Other Councils are urged to participate to maximise the opportunity for operators to be trained in the region by Murray Thomson.</p>
<p><b>11-15.a Round Table Discussion</b></p> <p>A Poll was taken of member's top 5 priorities for asset management contracts the results were:</p> <p>1. Asset Valuation</p> <p>2. Water main condition assessment</p> <p>3. Trade Waste</p> <p>4. Mains cleaning</p>	Ms M Macpherson	To be reviewed as part of the CWUA Business plan review underway.

5. Manhole rehabilitation		
<b>11-15.b Round Table Discussion</b> Agreed that a Working Group be appointed for each Program/Activity with a CWUA member appointed as a team leader to work with the CWUA Program Manager and to report back to the Alliance on program progress and related issues:	Ms M Macpherson and Working Groups	On-going  See 12-16 Matters in Progress item 3. for updated Working Group membership
<b>02-16 -6a. - Cost Savings and Efficiencies</b> That the CWUA; 1. Give consideration to a regional solar and battery storage program at WTPs or pump stations;  2. Recommend that Councils needing an independent Fluoride audit write to NSW Health seeking an audit.	Ms M Macpherson	<b>Councils wanting to be included in a regional funding application need to provide input to Centroc as previously requested asap.</b>  To date advice received from Orange, Parkes, Dubbo, Bathurst, Blayney, Cabonne, Weddin, Cowra, Hilltops and Oberon.  2. On-going.
<b>02-16 – 6d.- Local Government Management of LWU</b> That the CWUA : 2. Co-ordinate a strategic engagement workshop with DPI Water on regional water planning.	Ms M Macpherson	<b>As a result of advocacy over the past 10 months Centroc has been invited to provide a delegate to the Lachlan Valley Stakeholder Advisory Panel (SAP) for Water Resource Planning. Cr David Somerville has been nominated.</b>  <b>Advice regarding representation by Local Government on the Macquarie – Castlereagh SAP is outstanding.</b>
<b>02-16. 9– Cold call surveys</b> That a presentation be sought from Pure Technologies, Mr Mark Trembath	Ms M Macpherson	Presentation will be sought at the next available opportunity
<b>06-16-6h. Support for LWU Management</b> 1. Leveraging the training agreement with North Coast TAFE that the CWUA work with Mr Murray Thompson to develop training for Water Loss Management to be roll-out across the region; and 2. Canvas potential support from the NSW Water Directorate for the development of training for the Water Loss Management Toolkit, with a view to training being trialled in the region and rolled out to other Councils across the State.	Ms M Macpherson	Yet to be progressed.
<b>09-16-6b- Workforce Training &amp; Skills</b> 1. Confirm that the offer for the CWUA to host WIOA training in Water Distribution Systems be accepted to be run separately to the COG meeting in	Ms M Macpherson	<b>This has been confirmed for Thursday 14 September to be held in Cowra. A copy of the flyer has been circulated.</b>

## Minutes and Matters in Progress

<p>early 2017.</p>		
<p><b>12-16-Matters in Progress</b></p> <p>1. Commend to GMAC that a regional procurement process be undertaken to engage a third party to run the National Asset Management Assessment Framework (NAMAF) across Centroc member Councils inclusive of all asset classes;</p> <p>2. Request the Asset Valuation Steering Committee discuss scoping for a regional procurement of consultants to progress the NAMAF across Centroc member Councils;</p> <p>3. Revise membership of the working groups to progress water main condition assessment to include Trevor Sultana (Cabonne), Tekohi Rivera (Lachlan), Andrew Francis (Parkes) and Wayne Beatty (Orange) and Trade Waste to include Juan Barbaro (Lachlan), Jon Francis (Orange), Charlie Harris (Blayney) and Chris Schumacher (Oberon);</p> <p>4. Commend to each Council that they work directly with the CSU School of Engineering with respect to Engineering student placements with Centroc to facilitate where needed.</p>	<p>Ms M Macpherson</p>	<p>1. Following resolution at the February GMAC a scoping report was circulated via email on 11 May and will be considered at the July GMAC meeting. A copy is available as an attachment.</p> <p>2. Pending resolution at GMAC</p> <p>3. With the Asset Valuation contract to be completed 30 June, advice is sought on timing to progress water main condition assessment.</p> <p>4. Progress to be monitored. Verbal update sought</p>
<p><b>12-16-Correspondence</b></p> <p>1. Request direction from GMAC and the Board on progressing the updating of the Centroc Water Security Study and the Priority Regional Water Security Infrastructure matrix.</p>	<p>Ms M Macpherson</p>	<p>The potential review of the Centroc Water Security Study is pending the outcome of modelling currently underway by Water NSW through the Lachlan Valley Water Security Investigations.</p> <p>Following the workshop on Regional Water Matrix on 27 April details of currently listed projects and a new input form was circulated via email on 28/4, 6/6 and 15/6.</p> <p>So far revised input forms have been received from:</p> <p>CTW Forbes Hilltops</p> <p>Please note Media Release announcing funding for regional water projects <a href="https://www.nsw.gov.au/your-government/the-premier/media-releases-from-the-premier/nsw-budget-1-billion-delivers-safe-and-secure-regional-water/">https://www.nsw.gov.au/your-government/the-premier/media-releases-from-the-premier/nsw-budget-1-billion-delivers-safe-and-secure-regional-water/</a></p>

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<p><b>12-16-6a- Cost Savings and Efficiencies</b>                  3. Seek a report from Wayne Beatty on Future Technology in telemetry/SCADA;                  4. Keep a watching brief of trials of automated meter reading underway in Parkes, Bathurst, Cowra and Orange and provide feedback to RDOCs; and                  5. The Drinking Water Quality Working Party including Jay Gordon, Andrew Francis, Jon Francis, Tekohi Rivera, Rhys Brownlow scope next steps in progressing a regional Good Practice Microbial Improvement program for Councils across the region building on work done by City Water Technology.</p>	<p>Ms M Macpherson</p>	<p>3. Verbal update.                   4. Verbal Update is sought. Refer to 04-17-6f                   5. Completed- contract in negotiation. See Supporting Documentation below this table. <b>Suggest deletion.</b></p>
<p><b>12-16-6f. Best Practice Compliance</b>                  Write to DPI Water advising that following advice provided to the session by DPI Water in Orange in December 2014 that Councils would receive advice on Best Practice Plans awaiting approval/comment by February 2015, there has been no change to the level of service delivery by DPI Water on management of compliance with the Best Practice Framework to date.</p>	<p>Ms M Macpherson</p>	<p>Advocacy on-going.                  Verbal update on latest advice from DPI Water can be provided.                   Following resolution at the May Board meeting correspondence is being drafted to Minister Blair seeking advice on the suggested approach to best practice.</p>
<p><b>12-16-6h Support for LWU Management</b>                  1. A sub-group comprising Mr Andrew Francis, Mr Wayne Beatty and Mr Rhys Brownlow give consideration to next steps in a regional roll-out of a Water Loss Management program utilising the Toolkit and including an audit of each Councils non-revenue water loss from the National Performance Reporting Audit underway through consultants Bowden Sloan.</p>	<p>Ms M Macpherson</p>	<p>1. To be progressed subject to completion of Performance Reporting Audit being undertaken by Bowden Sloan.                   Audits have now been completed for all participating Councils. Currently awaiting delivery of the final summary report. Andrew Sloan is overseas and will finalise this on his return at the end of July.</p>
<p><b>12-16-cold call</b>                  CWUA Program Manager investigates an accessible file of products and services for future reference by CWUA members.</p>	<p>Ms M Macpherson</p>	<p>Yet to be progressed.</p>
<p><b>12-16-contract performance</b>                  1. Note the trial of on-line surveys to monitor and provide feedback from members on each of the regional contracts;</p>	<p>Ms M Macpherson</p>	<p>1. On-going</p>

<p><b>01-17-Stakeholder Session Actions:</b></p> <ol style="list-style-type: none"> <li>1. Write to Inform NSW Health LHD PHU what the CWUA member utilities have done with respect to Annual Reviews and when it is planned to submit.</li> <li>2. Follow-up fluoride reporting with CWUA LWUs and provide update to PHU</li> <li>3. Forward advice to Mr van Yzendoorn regarding WIOA National Certification requirements with respect to Fluoride training seeking advice.</li> <li>4. Write to EPA seeking advice on the process for development of the Guidelines and how LG LWUs can engage to ensure DW catchment issues are addressed.</li> </ol>	Ms M Macpherson	<ol style="list-style-type: none"> <li>1. Updates are sought on progress from members where there are still a number of annual reviews outstanding. See Supporting Documentation below this table</li> <li>2. On-going. Members are reminded of their obligations. Advice circulated on 29/5 on 3 day Fluoride training course in Bowral from 11-13 July.</li> <li>3. This is subject to further advice from WIOA.</li> <li>4. Yet to be progressed.</li> </ol>
<p><b>01-17-4. Matters in Progress</b></p> <ol style="list-style-type: none"> <li>1. It is commended to GMAC that progress on the development of a MOU with NSW Health be pursued through the DPC Western Region co-ordinator, Mr Ashley Aubrey;</li> <li>2. Feedback is sought from members on the scope for a Good Practice Microbiological Improvement program and interest in participating;</li> <li>3. Prior to the April meeting advice is circulated regarding the WSAA Centroc regional membership proposal seeking formal acceptance of Council's willingness to pay an annual fee to be co-ordinated through Centroc on the basis of one in all in; and</li> <li>4. That WSAA be invited to present to the April CWUA meeting.</li> </ol>	Ms M Macpherson	<ol style="list-style-type: none"> <li>1. Meeting held on 8 May with work in progress in collaboration with DPC.</li> <li>2. Completed. <b>Suggest deletion.</b></li> <li>3. All with the exception of 1 (Weddin) have agreed to sign up to a regional membership. WSAA are holding to their policy of one-in-all-in</li> </ol> <p>Formal advice is requested on how members wish to proceed.</p> <ol style="list-style-type: none"> <li>4. Invitation issued. WSAA will attend once commitment is made by members.</li> </ol>
<p><b>01-17-6a Cost Savings &amp; Efficiencies</b></p> <ol style="list-style-type: none"> <li>1. Subject to the Board review of the Centroc Management Plan, the CWUA review its Business Plan and conduct a facilitated regional team building session;</li> <li>2. Seek a review of the <i>Drinking Water Management System Status /Gap Analysis</i> Table by the DWQM Working Party to drive continuous improvement.</li> </ol>	Ms M Macpherson	<ol style="list-style-type: none"> <li>1. See discussion draft for review provided as an attachment.</li> </ol> <p>Completed. <b>Suggest deletion.</b></p>
<p><b>01-17-6g. Regional Best Practice Strategies</b></p> <ol style="list-style-type: none"> <li>1. Invite Mr Chris Philpot, Smart Water advice to provide a demonstration of the resources developed for Centroc to the April meeting using Cowra Council's website to demonstrate the tools.</li> </ol>	Ms M Macpherson	<p>Invitation issued. Cowra's website has been updated. Mr Philpot is willing to provide a presentation to a future meeting if required.</p> <p><a href="https://www.smartwatermark.org/Centroc/">https://www.smartwatermark.org/Centroc/</a></p>

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<p><b>04-17- Stakeholder Session:</b> CWUA members to investigate regional arrangements with couriers to ensure timely delivery of water samples to the labs.</p>	<p>Members</p>	
<p><b>04-17- Matters in Progress</b> Advice is sought in writing from NSW DPI Water confirming verbal advice that Strategic Business Plans are no longer required, only IWCM’s every 8 years.</p>	<p>Ms M Macpherson</p>	<p>Advice sought from Mr Dilip Dutta, Manager Utility Planning. Response on 18 May is as follows:</p> <p><i>As you know IWCM and SBP are required to be prepared in an 8 years cycle on a rotational basis of four years for each. Confusing?</i></p> <p><i>If a Council is currently preparing an IWCM, it does not need to prepare a separate SBP now. It will prepare the SBP in 4 year's time.</i></p> <p><i>If a Council SBP is four years old or does not have a SBP at all, it should prepare an IWCM immediately. SBP will need to be prepared in four year's time.</i></p>
<p><b>04-17- 6a Cost Savings &amp; Efficiencies</b> 1. Seek further advice from SmartWater regarding the timing and costs of a community service announcement; 2. A reverse brief be sourced for a subsequent RFQ for a Smart Cities strategy with a focus on an integrated regional Automated Meter Reading project.</p>	<p>Ms M Macpherson</p>	<p>1. Advice regarding TVC is provided as an attachment. See Supporting Documentation below this table for cost breakdown.</p> <p>Advice is requested on member’s willingness to proceed and the basis of shared costs.</p> <p>2. Parkes Shire Council has procured a consultant to provide this advice and has offered to share this with the CWUA to inform future work.</p>
<p><b>04-17- 6b Workforce Training &amp; Skills</b> 1. Agree that consideration be given to themes for future Centroc Operators Group meetings, such as Commissioning New Plants; Water Re-use; Trade-Waste Processes and that discussion of themes be included as an agenda item going forward; 2. That the next COG meeting be held in June in Parkes with the theme “Commissioning new plants” and include a tour of the new plants and consideration be given to a concurrent COG/CWUA meeting.</p>	<p>Ms M Macpherson</p>	<p>1. Next COG meeting is scheduled for Tuesday 25 July in Parkes – theme will be Commissioning New Plants.</p> <p>Theme and host Council for next meeting is requested</p>

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<p><b>04-17- 6f Best Practice &amp; Compliance</b></p> <p>1. Parkes, Cowra and Lachlan Councils participate in a joint project sharing the cost of a consultant to pilot a review of their Drinking Water Management Plans using the NSW Health Annual Review template.</p>	Ms M Macpherson	<p>Yet to be progressed.</p> <p>Advice is sought on next steps to progress this</p>
<p><b>04-17- Late Report- Drinking Water Management</b></p> <p>1. Adopt the changes proposed to the Drinking Water management System Status table with the addition of Month of most recent Review of CCPs under Operational Priorities and Improvement Plan Captured in Budget –Y/N; and</p> <p>2. Agree to proceed with the regional procurement of consultants to undertake the Regional Good Practice Microbial Improvement Program based on member commitment with the option for others to opt in at a later date (but asap);and</p> <p>3. Offer regulators who visit Council’s Water Treatment Plants (and other sites) the opportunity to participate in Centroc WHS training.</p>	Ms M Macpherson	<p>1. See report attached.</p> <p>2. Completed. Suggest deletion</p> <p>3. Underway.</p>

## SUPPORTING ADVICE FOR MATTERS IN PROGRESS

### Reference: 05-14-8b. Drinking Water Quality Management

#### 1. Proposed Scope for an EOI for Consultant Services for Discussion with NSW Health

##### Summary

Central NSW Councils (Centroc) Water Utilities Alliance (CWUA) is seeking to work in collaboration with NSW Health and a suitably qualified consultant to run a workshop to be held in the Centroc region.

As part of our role as a Pilot Joint Organisation responsible for intergovernmental collaboration, we see the potential of the advice developed in this project as being of use to the State and seek to have a component of the final report shared across NSW.

In consultation with representatives from the Centroc Water Utilities Alliance and NSW Health and taking into consideration the relevant legislative framework for the management of the supply of safe drinking water, the aim of the workshop is:

- *Applying a strategic risk based approach to develop a shared understanding and alignment of communication in the compliance framework. Specific considerations are incident management and boil water alerts. Advice from this risk based approach will inform a Memorandum of Understanding (MoU) between NSW Health Local Area Health District and Centroc.*

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The advice from this workshop will inform tools and protocols to facilitate a more effective and efficient collaboration between NSW Health and Centroc members LWUs in the Central NSW region.

It is to be noted that the development of the MoU has been undertaken in the context of the State Government's *Fit for the Future* where a collaborative approach aligning Local and State Government priorities and planning has the potential to enable future Joint Organisations to deliver better outcomes in Drinking Water Quality Management for Central NSW communities.

### **Description of Workshop Deliverables**

#### **1. Understanding & Aligning Communication in the Compliance Framework**

From Local Government's perspective, all levels of our organisations from the Mayor to Water Operators have an interest in managing reputational risk associated with drinking water quality in both the reticulated and non-reticulated systems.

Understanding the way in which the Department of Health manages its compliance for both the reticulated and on-reticulated systems role is critical to managing this risk.

We will therefore be requesting attendance at this Workshop by those responsible in the Department of Health for developing protocols, communication and other relevant advice that informs the corporate response regarding incident management including boiled water alerts and the regulatory framework for non-reticulated systems. The consultant may be able to assist in facilitating this and advice should be provided accordingly.

### **Scope**

The consultant will be required to do the following:

1. Prepare background material comprising a briefing paper to inform and guide discussion.
2. Ensure participation by relevant stakeholders
3. Deliver a workshop; and
4. Deliver a Work Plan recording the outcomes from the workshop.

The Background Paper and Workshop will give consideration to, amongst other things, the following:

- Priorities and challenges
- Consistency and shared regional approach to incident management
- Communication protocol informed by the Act, including for boil water alerts
- Reporting protocol informed by the Act
- The need for tools to support Councils in their response to incidents and boiled water alerts
- Regional support role for future Joint Organisations eg. regional collaborative role to address issues relating to the management of non-reticulated public drinking water supplies.

The Workshop and subsequent Work Plan will be informed by the following legislative framework:

- Public Health Act 2010 No 127
- Public Health Regulation 2012
- Framework for Management of Drinking Water Quality as set out in the Australian Drinking Water Guidelines published by the National Health and Medical Research Council.

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- Local Government Act 1993
- Water Management Act 2000

The consultant will need to demonstrate an understanding of risk management and will be required to deliver the Workshop using a risk management approach in line with the ISO 31000:2009-Risk Management Principles and Guidelines.

**Deliverables**

The deliverables will be:

- A background paper (issued a week prior to the workshop) to inform and guide the workshop discussion analysis identifying high level risks in line with the ISO Risk Management Framework.
- A workshop
- A Work Plan for a twelve month period based on the workshop outcomes
- A final report to stakeholders on the learnings from the project which includes a component to be shared across NSW.

**Reference : 12-16 Matters in Progress**  
**2. National Asset Management Assessment Framework**

**Scoping Document - Regional National Asset Management Assessment Framework Project  
 May 2017**

<b>Background</b>	<p>The Department of Local Government requires Councils to have an assets policy and asset management strategy to meet community expectations as identified in the Community Strategic Plan for improved efficiencies and minimised costs.</p> <p>The Centroc Water Utilities Alliance heard a presentation on the National Asset Management Assessment Framework (NAMAF) at their April 2016 meeting.</p> <p>Subsequently the CWUA resolved at their December 2016 meeting to:</p> <p><i>Commend to GMAC that regional procurement of a third party to run the National Asset Management Assessment Framework (NAMAF) across Centroc member Councils inclusive of all asset classes be considered.</i></p>
<b>Project Objectives</b>	<p>Developed for the Australian Centre of Excellence for Local Government, the NAMAF is an audit tool targeted to improve asset management. <a href="http://www.lgam.info/namaf">http://www.lgam.info/namaf</a></p> <p>The objectives of the NAMAF is to provide member Councils with:</p> <ul style="list-style-type: none"> <li>○ A sound strategic framework to manage assets</li> <li>○ Asset Management practices consistent with best practice</li> <li>○ Enable appropriate allocation of resources</li> <li>○ Strategies to improve financial and asset planning.</li> </ul>

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	<p>The NAMAf is widely utilised in Western Australia, Victoria and South Australia and has been used previously by Dubbo, Orange and Parkes Councils to assist in driving Asset Management Improvements.</p> <p>For advice regarding the Dubbo Council experience:  <a href="http://www.ipwea.org/HigherLogic/System/DownloadDocumentFile.ashx?DocumentFileKey=e12d9bc4-0443-44cd-8a87-ed220f655059">http://www.ipwea.org/HigherLogic/System/DownloadDocumentFile.ashx?DocumentFileKey=e12d9bc4-0443-44cd-8a87-ed220f655059</a></p> <p>Councils utilising this tool have reported reaching advanced levels of maturity consistent with the requirements of Special Schedule 7 audit requirements.</p> <p>NAMAf provides excellent frameworks to focus actions and is of greatest benefit when conducted across the full breadth of Council’s Asset classes.</p> <p>Parkes have reported that given Council’s core business is in the management of big ticket assets the Framework provides an audit of the 11 key elements fundamental to the operation of Council’s business. While driving improvements in asset management it also enables Council to demonstrate due diligence.</p>
<p><b>Project Deliverables</b></p>	<p>NAMAf is delivered through a facilitated workshop with staff from across Council involved in asset management. Using the Framework the audit comprises 11 elements with 76 objectives across the following areas of operation:</p> <ol style="list-style-type: none"> <li>1. Strategic Long Term Planning</li> <li>2. Annual Budget</li> <li>3. Annual Report</li> <li>4. Asset Management Policy</li> <li>5. Asset Management Strategy</li> <li>6. Asset Management Plans</li> <li>7. Governance and Management</li> <li>8. Levels of Service</li> <li>9. Data &amp; Systems</li> <li>10. Skills &amp; Processes</li> <li>11. Evaluation</li> </ol> <p>NAMAf Workshops deliver:</p> <ul style="list-style-type: none"> <li>○ A maturity audit that provides a snapshot of where Council is at</li> <li>○ Identification of weaknesses &amp; strengths</li> <li>○ An Action Plan to improve Asset Management at Council</li> <li>○ A resource kit of information which includes tools to assist Council’s journey including:             <ul style="list-style-type: none"> <li>- Draft Policy</li> <li>- Asset Strategy and Plan templates that are consistent with the NAMAf delivering readable, concise documents</li> <li>- Model Spreadsheets that will assist in development</li> <li>- Asset Management Manual</li> <li>- Condition Assessment Manual</li> </ul> </li> </ul>

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<p><b>Assumptions</b></p>	<p>To maximise the outcomes of the NAMAFA requires:</p> <ul style="list-style-type: none"> <li>○ Leadership- Support from GMs and Directors</li> <li>○ Motivated and capable staff to implement action plan</li> <li>○ Dedicated Project Manager within Council</li> <li>○ Contract delivery support from Centroc staff</li> <li>○ Whole of organisation approach</li> </ul>
<p><b>Risks</b></p>	<p>Risks to delivery of the project:</p> <ul style="list-style-type: none"> <li>● No money</li> <li>● Not much understanding or buy in in the region</li> <li>● Council unconvinced of the potential of such a project</li> <li>● Lack of committed champions with resource capacity</li> <li>● Data needed not provided by Council to contractors</li> <li>● Lack of money /resources /willingness to deliver Action Plan to improve Asset Management at Council.</li> </ul> <p>Risks to Councils of not managing assets:</p> <ul style="list-style-type: none"> <li>● Critical that Councils demonstrate best practice and due diligence in asset management to manage risks of PLI claims from failed assets.</li> </ul>
<p><b>Regional Collaboration to deliver agreed products and services</b></p>	<ol style="list-style-type: none"> <li>1. Procure a specialist contractor to facilitate workshops through a milk-run across the region achieving economies of scale on costs of delivery</li> <li>2. Co-ordinate a Project inception meeting to agree deliverables</li> <li>3. Establish Steering Committee of Asset Management practitioners from participating Councils – meeting fortnightly via webex to monitor project delivery</li> <li>4. Develop progress reports for relevant Centroc teams, including CWUA Roads Technical Committee and Directors of Corporate Services</li> <li>5. Reports on project delivery to GMAC and the Board</li> <li>6. Summary report of key findings across the Councils audited to inform future regional programming.</li> </ol> <p>The Lower Macquarie Water Utilities Alliance reported benefits associated with Asset Management practitioners working together across the region delivering improvements through a consistent approach.</p>
<p><b>Potential Cost</b></p>	<p>Estimated costs are up to \$25K per Council. This is based on 5 days of face-to-face with Council staff @ \$2k-\$3k per day inclusive of pre and post workshop work and the development of additional tools such as an Assets Reporting dashboard to assist with planning and implementation.</p>
<p><b>Timeframe</b></p>	<p>2017-2018 financial year.</p>
<p><b>Support for the project</b></p>	<p>The CWUA is very enthusiastic and see the NAMAFA as a great tool for improving Council’s performance in the key areas of Asset Management and Performance Reporting across the</p>

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breadth of Council's operations.
Advice was provided to a meeting of the Centroc Roads Technical Committee who have also provided support for this.

### Reference: 12-16-6a - Cost Savings and Efficiencies

### 3. Regional Microbial Best Practice Program

Following is an outline of the scope of works for this program proposed by City Water Technology. Contract negotiation is in progress. It is anticipated that this contract will commence from 1 July through to 30 October 2017. A copy of the full proposal from CWT is available on request.

#### Deliverables/Technical Specification

The Consultant is required to undertake a one-off project to optimise the operation of 13 of Central NSW Councils' (Centroc) member Council's water treatment plants (WTPs).

WTP's will be assessed against the Good Practice Guide to the Operation of Drinking Water Supply Systems for the Management of Microbial Risks to improve operations as well as lift operator and manager knowledge and give them the tools to be able to assess and improve other plants in the future.

The 13 WTPs to be assessed are:

- o Bathurst - Waterworks Lane Water Filtration Plant
- o Cabonne - Molong WTP
- o Cowra - Cowra, Wyangala, Darby's Falls (all pending current consultancy)
- o Forbes - Forbes WTP
- o Lachlan - Condobolin WTP, Lake Cargelligo WTP, Tottenham WTP
- o Lithgow - Lithgow WTP
- o Oberon - WTP Water Plant Lane
- o Orange - Icely Road WTP
- o Parkes - either new or existing plant depending on timing.

#### Methodology

The consultant will complete the following tasks:

##### 1. Template

Develop a template that can be adapted for each of the WTPs listed above. The template (agreed to by all parties before implementation) will:

- address each process unit and all aspects of the Good Practice Guide at each WTP; and
- ensure the site visit captures all necessary information and evidence to support compliance or non-compliance with measures.

The information from the assessment will be put into the template throughout the day and then automatically picked up by the summary page and populated. This summary would then serve as the basis for the reporting process.

##### 2. Site Visits

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- o Prior to visiting each site, prepare by familiarising themselves with each plant's process and prefilling details in the check sheet and report where possible.
- o Gather recent data (water quality and operational) from each plant depending on each plant's process.
- o Liaise with Centroc and staff at each plant to develop a visit schedule to fit in with site staff and cause the least interference, while maximising their efficiency.
- o Visit each WTP for a full day, with extra time if required to discuss the project background and site details with operators and managers.
- o Carry out an inspection of the plant with operators and managers to assess each process' measures and enter details into the checklist template, making additional notes where relevant.
- o Facilitate Council staff participation throughout the assessment with the aim of up - skilling managers and operators to be able to perform similar assessments in the future.
- o At the end of each site visit debrief with site staff to present the key observations, and any additional plant issues can be raised by site staff.

Following is a breakdown of a possible itinerary (subject to change per council request):

**Trip 1: Bruce Murray**

- o Day 1: Forbes WTP (Forbes)
- o Day 2: Lake Cargelligo WTP (Lachlan)
- o Day 2-3: Condobolin WTP (Lachlan)
- o Day 3: Tottenham WTP (Lachlan)
- o Day 4: Parkes WTP (Parkes)

**Trip 3: Bruce Murray**

- o Day 1: Waterworks Lane Water Filtration Plant (Bathurst)
- o Day 2: Water Plant Lane WTP (Oberon)
- o Day 3: Lithgow WTP (Lithgow)

**Trip 2: Peter Mosse**

- o Day 1: Cowra WTP (Cowra)
- o Day 1-2: Wyangala WTP (Cowra)
- o Day 2: Darby's Falls (Cowra)
- o Day 3: Molong WTP (Cabonne)
- o Day 4: Icely Rd WTP (Orange)

**3. Data Requirements**

Details of the data required will be provided to participating councils on commencement of the contract and these councils will make the effort to provide this data prior to site visits. This will include:

- o Water quality data from each site depending on process- specifics to be provided after project inception;
- o Details of each WTPs process.

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#### **4. Reporting**

For each site, compile the findings from the site visits and analyse the provided water quality data and input it into a concise report. The report will go through each process step to indicate areas of compliance and non-compliance, also highlighting the significance of each measure within each process. High-level recommendations will be provided to show possible process improvements.

##### **4.1 Tabulated Report**

Once all individual reports have been completed, provide Centroc with a summary report including statistics combining all sites. This report will detail compliance with each measure for all sites combined; highlighting any measures where there are areas for improvement.

Recommend any capital or operational works or tasks required in order to provide significant performance improvement.

#### **5. Value –add Assessment Results Workshop**

A one day workshop to run through the Tabulated Report with any Councils that wish to be included. This workshop will include running through the results of the combined assessments (with de-identified information) and advice on how to fix/improve non-conformances identified and common strategies for process optimisation.

Councils will also be welcome to ask any site-specific questions they have around issues identified and any recommendations made.

Where some participants may not wish for the results of the assessments to be openly displayed or discussed with all participants, the workshop participants are welcome to contact CWT with questions following the workshop.

This workshop will be facilitated by Bruce Murray as well as a CWT process engineer to help facilitate and document the workshop.

#### **6. Key Personnel**

The following personnel will be working on the project:

- Bruce Murray – Managing Director and Project lead
- Peter Mosse – Co-author, Best Practice Guide
- Kirsten Hulse – Principal Engineer

#### **7. Communication**

Councils will nominate a Council representative who will be responsible for liaison with the consultant for service delivery. It is imperative that the Centroc Project Manager is involved throughout the project to ensure management of the contract.

The consultant will nominate a senior executive as the primary point of contact with councils and who will be responsible for contract management as a whole and for liaison with Centroc's Project Manager

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Communication between the consultant, Centroc and member councils will be maintained in the following ways:

1. Project inception meeting
2. Face to face meeting with Council representatives
3. Fortnightly teleconferences between the consultant, Centroc and member councils. Centroc will co-ordinate the teleconferences, however, the consultant will provide the agenda and the minutes
4. Draft and final reports provided to Councils and Centroc.

#### **8. Contract Management**

Centroc shall supply the following contract management services:

- collate all documentation from member Councils and provide to Consultant as required by the contract
- liaise with the Consultant on behalf of member Councils where appropriate
- liaise with members councils on behalf of the Consultant where appropriate
- report progress of the Contract to the Centroc Water Utilities Alliance
- report progress of the Contract to the General Managers Advisory Committee

**Reference: 01-17- Stakeholders Session  
Status of Annual Reviews**

LWU	Annual Review 2015 completed	Date Annual Review 2015 Lodged with NSW Health?	Annual Review 2016 completed	Date Annual Review 2016 Lodged with NSW Health?	NSW Health – District that your LWU reports to.	Comments
Bathurst	Yes	Yes - 8 Jan 16  * submitted following a risk assessment workshop in Nov 2015	Yes	Yes- 21 Feb-17	Western Area LHD	Advice provided to PHU 20/12/16 that report for 2015/2016 was in the process of being completed.
Hilltops -Boorowa - Young - Harden	No	NA	No	NA	Murrumbidgee & Southern NSW Local Health Districts Public Health Unit - Goulburn	PHU (Tabitha) contacted and advised that annual reviews have not been lodged due to merger of Boorowa, Young and Harden Councils. MSNSW LHD PHU has offered help to complete combined DWMP's Annual reviews will not be completed until combined DWMP is completed.
	No	NA	No	NA		
	No	NA	No	NA		
Cabonne	No	NA	Yes	Yes- 24 Feb-17	Western Area LHD	2015 review not completed due to staff turnover
Cowra	No	NA	No	NA	Western Area LHD	Have taken up the offer of assistance from NSW Health. Advice from DoH is that City Water Technology has been engaged to complete review. Awaiting advice on timing.
Forbes	No	No	Yes	12 Oct-16	Western Area LHD	
Lachlan					Western Area LHD	
Lithgow					Please confirm	
Oberon	No	NA	No	NA	Western Area LHD	* updated by MM – based on advice from Sam Golam 8/3/17
Orange	Yes Dec-2015	Yes Dec-2015	Yes-Feb 2017	Yes Mar-2017	Western Area LHD	Reporting period is Sept to Aug
Parkes	Yes Mar 15-	yes April 2016	In progress	Due Apr 2017	Western Area LHD	* reporting period April 2015-March 2016

## Minutes and Matters in Progress

	April 16					
Upper Lachlan	No	No	No	No	Murrumbidgee & Southern NSW Local Health Districts Public Health Unit - Goulburn	*scheduled to do so by late July 2017 to coincide with the commissioning of a new water treatment plant in Crookwell.
CTW	May-2015 DWMS	Yes- Aug-2015	Yes- Sept 2016	Yes- Sept - 2016	Western Area LHD	

**Reference: 04-17-6a Cost Savings and Efficiencies  
Advice from SmartWater on Proposed Community Service TV Promotion**

The advice below was provided to the April CWUA meeting for member's consideration. Subsequently it was resolved to seek further advice from Smart Water regarding the timing and costs associated. Response from Mr Chris Philpot is provided below.

***Smart Water Advice Community Service Announcement - proposal***

***Background***

*In the past, Centroc member councils and the Lower Macquarie Water Utility member councils have commissioned The Savewater Alliance to produce television and radio commercials achieving economies of scale.*

***Proposal***

*This proposal outlines the development of a television and radio commercial. Both commercials will highlight the need to save water and deliver three easy water saving tips in the outdoor space. This is a good fit with Smart Approved WaterMark too which certifies predominantly outdoor water saving products.*

*The feel of the commercial will be positive and happy and allow the viewer to feel empowered into making easy changes to their behaviour in order to save water.*

***Placement***

*As Smart WaterMark is a not for profit it is able to place the commercials as Community Service Announcements (the channel plays the CSA when it has vacant advertising spots). Times shown will be monitored in order to gain an idea of how effective CSA placement has been. Members may wish to pay for additional 'prime time' advertising space.*

*The commercials will also be placed on the Smart Water Advice You-Tube channel and promoted through Smart WaterMark's communication channels.*

***Timeframe***

*The TVC will be screened in Spring 2017 and so will focus on outdoor water saving messages.*

## Minutes and Matters in Progress

**Rough budget**

*(To be confirmed with production agency) \$40K - \$50K to be shared across Centroc/LMWUA members.*

**Action**

*If the above brief is agreed by both Centroc and LMWUA members, Smart WaterMark will begin production. The first stage of this will be to prepare a script which will be sent to members for consultation. Feedback is sought on this brief by the end of April 2017 in order to meet the Spring deadline.*

**Response from SmartWater to request for a more detailed breakdown of costs**

*As discussed please find attached a breakdown of the quote for the development of a TVC (cost to be shared with LMWUA) and screened in November this year as you requested.*

*As you know LMWUA are keen to progress this TVC, but as your operational areas border/overlap, especially in regards to broadcast regions, I was wondering if you would consider sharing the cost? I understand you have a meeting next Thursday so please could you add this as an agenda item and let me know the outcome.*

**Note:**

Currently the following 7 Councils are members of Smart Water: Bathurst, Cabonne, Cowra, Forbes, Hilltops, Orange and Parkes.

On the basis of the costing provided on page 30, if these 7 members and Centroc share the cost of the promotion the cost will be -\$ 1763 per Council.

It is to be noted, however, that given the broadcast area all members will benefit.



Smart Water Advice member – Lower Macquarie Water Utilities Alliance and Centroc  
 Deliverable: 1 x 30" television commercial  
 Application: Placement as a community service announcement across local broadcast channels.

**Quote breakdown television commercial:**

Script writing (includes 2 round approval process)  
 \$1,600 (2 days @ \$800/day)

Production (includes director, camera assist and equipment hire)  
 \$6,800

Editing (includes 2 round approval process)  
 \$11,200 (14 days @ \$800/day)

Placement (liaison with broadcasters)  
 \$2,400 (3 days @ \$800/day)

Other expenses (actors, travel, makeup)  
 \$5,200

**TOTAL \$27,200 + GST**

Approved by (Lower Macquarie Water Utilities Alliance)

NAME: \_\_\_\_\_  
 (Print full name)

POSITION: \_\_\_\_\_

SIGNED BY: \_\_\_\_\_

Approved by (Centroc)

NAME: \_\_\_\_\_  
 (Print full name)

POSITION: \_\_\_\_\_

SIGNED BY: \_\_\_\_\_

**Reference: 04-17- Late Report Drinking Water Management**

In line with resolution at the April CWUA Meeting, please see a revised version of the Drinking Water Management System Status Table. A copy has been circulated separately by email for updates.

## Minutes and Matters in Progress

		HILLTOPS COUNCIL														Comments	
Action		Bathurst	Cabonne	Cowra	Forbes	Harden	Boorowa	Young	Lachlan	Lithgow	Oberon	Orange	Parkes	Upper Lachlan	CTW		
<b>Incident Management</b>																	
1	No. of incidents reported to Health since Sept 14?	0	0	1	0		2	1	0		0	4	0	0	0		
2	No. of Health directed boil water alerts since Sep 14?	0	0	1	0		0	0	0		0	0	0	0	0		
3	No. of incidents reported to Health since Sept 14?	NA	NA	Dec-14	NA		NA	NA	NA		NA	NA	NA	NA	NA		
<b>Governance</b>																	
1	Month most recent DWMS lodged with Health?	Aug-14	Nov-14	Sep-14	Jun-13		May-16	Oct-15	Jan-14		Sep-14	Jan-16	Aug-16	Nov-14	Sep-15		
2	No. of DWMS versions submitted?	1	1	1	1		2	1	1		1	3	3	1	2		
3	Next Risk Assessment review planned for?	Nov-15	May-15	Aug-15	Sep-16		Mar-17	Mar-17	Nov-15		Jun-16	Jun-19	Nov-17	Jun-16	Sep-16	Note -Dates to be in the future with review due every 3 years	
4	Month most recent annual review of DWM Plan ?	1-Feb-17	1-Feb-17	TBA^	Oct-16	TBA*	Jan 2015*	TBA*	TBA	TBA	TBA	Mar-17	Apr-17	Scheduled Late July 17+	Sep-16	*Annual review will not be done until combined DWMP for merged Councils is completed.^Health have provided Consultants to complete review - awaiting advice on timing.+ new plant being commissioned.	
5	Internal DWMS audit conducted?																
6	Month Improvement Plan/Action list last updated?	Sep-15	Feb-15	Feb-15	Oct-15		May-16	Oct-15				Feb-17	Aug-16	Nov-15	Sep-15		
7	Month Microbial Risk Good practice Review conducted?																
8	DW catchment defined in LEP?							NA								Lachlan- to be done through IWCM underway	
<b>Operational Priorities</b>																	
<b>Systems implemented as per Circular 18?</b>																	
1	Backflow prevention system in place?																Lachlan=implemented but devices need testing
2	Mains cleaning program in place?																Lachlan- Mains cleaning underway.
3	Most recent operator reservoir inspection?	Sep-15	Mar-15	Jun-15	Mar-16		Feb-17	Mar-16	Jul-15		Feb-17	Jan-17	Aug-16	Nov-15	Sep-15		
4	Most recent contractor reservoir inspection?	Sep-15	May-14	Nov-14	Sep-14		May-14	NA	May-16		Feb-17	Jan-16	Nov-16	Jan-15	NA		
5	Independent Fluoride audit conducted						NA	NA			NA						
6	Fluoride audit actions implemented						NA	NA									
7	Water sampling staff trained?																
8	Month of last site verification meeting with Health ?										Apr-15	Jul-15					

No
Yes
In-Progress

## Minutes and Matters in Progress

**Five Year Procurement Plan- 1 July 2013 – 30 June 2018**

Program / Activity	1 July 2013-30 June 2014	1 July 2014-30 June 2015	1 July 2015-30 June 2016	1 July 2016-30 June 2017	1 July 2017-30 June 2018	FUTURE
<b>Drought</b>	Review Regional Drought Plan recommendations Develop implementation plan. Reviewed for Management Plan 2014-2016	Scope review				<b>Deliver review</b>  *Subject to regional water planning as part of DPI functional review; and review of CWUA Management Plan delayed due to LG reform
<b>Demand</b>	Review Regional Demand Plan recommendations. Develop implementation plan. Reviewed for Management Plan 2014-2016	Scope review *Regional Plan including individual councils as appendices				<b>Deliver review →</b> * see above
<b>IWCM</b>	Reviewed scope and delivery of IWCM strategy development for members at March 2014 meeting. Agreed not to proceed.					
<b>Strategic Business Planning</b>	Deliver SBPs including Regional Plan.	Contract completed March 2015 with delivery of Regional SBP		Scope review	Deliver review	
<b>Developer Servicing Plans</b>		Tender completed – Feb 2015. Contract commenced 1 May 2015- 18 months with options for two x 6 month extensions	Deliver DSPs			
<b>Drinking Water Management Plan Implementation</b>	Plans developed	Lodged Sept 2014 Monitoring & reporting on implementation progress developed and actioned.		<b>Regional improvement plan implemented →</b> * Subject to		

**Minutes and Matters in Progress**



				Workshop & Data analysis project-underway		
<b>Asset Valuations</b>			Tender for regional methodology and valuation of complex assets let June 2016	Contract to commence 1 September	Delivery by March 2017 For 30 June 2017 audit.	
<b>CCTV</b>	Deliver Year 2 of 3 year contract	Commence contract review October. Deliver Year 3 (up to April).RFT/RFQ up March 2015.	New Contract commences 1 July. Year 1 delivery of 3 year contract	Year 2 delivery of 3 year contract. Commence contract review October. Implement new contract (from May)	Deliver year 1 of 3 year contract	
<b>Smoke testing</b>	Deliver Year 2 of 3 year contract	Commence contract review October. Deliver Year 3 (up to April).RFT/RFQ up March 2015	New Contracts commence 1 July. Year 1 delivery of 3 year contract	Year 2 delivery of 3 year contract Commence contract review October. Implement new contract (from May)	Deliver year 1 of 2 year contract	
<b>Pipe relining</b>	Contract commenced 1 July	Deliver year 1 (to July 2015)	Deliver year 2 (to July 2016) *Deeds of Assignment signed with 8 Councils	Tender for new contract?		
<b>Smart Water Advice!- Demand management Program</b>				Members sign up to Smart Water Advice from 1 February 2017		
<b>Dam surveillance</b>	State Water Contract commenced -1 March 2014 for 5 years.	Deliver	Deliver	Deliver	Deliver –through to April 2019	
<b>Water Loss Management</b>	Scope regional plan (2013-early 2014). Pilot as part of CEEP2 with Parkes & Lithgow with a view to regional roll-out	WLM Toolkit completed and regional workshop held in March 2015.			<b>Scope regional roll-out→</b>	

## Minutes and Matters in Progress

Trade Waste Management Implementation/monitoring				Scope project 1. Engage consultant to develop policies/templates. 2. Resource for inspections & reporting (shared?)	implement	
Backflow Prevention Management						
Regional Panel Contract						
Manhole Rehabilitation				Develop specs for contract to commence 1 October 2017.		
Mains Cleaning – pipe scouring/flushing		* referred to DWMWP to determine priority				
Water main Condition assessment					Scope → *Subject to asset val	
Hydrant Valve Maintenance * purchase of a trailer						
One-Off Performance Audit			Tender let-June 2016	Contract to commence 1 September 2016		

## Minutes and Matters in Progress

## Workforce Training and Skills Update

### Report by Meredith Macpherson and Carolyn Griffin-22 June 2017

#### Background

As reported previously, the AWA Certification Pilot for the National Certification Framework (NCF) has now concluded with a total of 12 operators being deemed “certified” under the program. The industry is now transitioning across from the AWA scheme to the WIOA (Water Industry Operators Association of Australia) scheme who are certifying operators nationally.

WIOA has advised (22 June) that there are now 29 Water Operators in NSW certified under the WIOA NCF. To date none of the Centroc operators who went through the AWA pilot have been certified.

#### Current Status

All Councils (with the exception of Parkes) who participated in the Centroc/AWA Pilot have worked with WIOA to determine additional training needed to meet WIOA’s requirements.

Centroc staff met with Murray Thompson from TAFE North Coast in late March 2017 and Murray has indicated his interest in working collaboratively with the Centroc member councils to deliver the training gaps identified as the industry transitions from the AWA scheme across to the WIOA scheme.

Work commenced with Lachlan Shire Council in May 2017 to map their water operators to determine which units of competency from the water operations training package they would need to complete and what units will be appropriate for each individual Council’s water treatment plant.

Centroc staff will follow up with Councils regarding the completion of the current NCF project to ensure all of WIOA’s additional Units are completed within the next 18 months.

Centroc staff will shortly commence a second round of NCF for Water Treatment Plant Operators within the Centroc region and this will include mapping of existing qualifications against individual WTP processes for each Council and then identify any gap training requirements.

LGNSW have advised that the funding they are expecting to be announced will be available to be applied for when the gap training requirements have been identified across the region.

Centroc staff are in regular contact with TAFE Western and other RTOs to keep up to date with any funding opportunities.

During the wait for the anticipated funding opportunity, Jennifer James from LGNSW has encouraged councils to consider the following:

- The training needs of councils’ existing workers that can be met through VET qualifications and skill sets because when the funding is announced, LGNSW will need to collate training needs and appoint RTOs to deliver the training;
- Councils’ capacity to be involved with pre-apprenticeship and pre-traineeship programs of 6 weeks, particularly if councils are looking to employ new apprentices and trainees in the first 6 months of 2017;

## Minutes and Matters in Progress

- Councils' capacity to recruit new trainees and apprentices in 2017, 2018 and 2019 and the vocations in which they are needed.

If the funding does not become available the Department has indicated it will work to honour council requests in the central west and other pilot regions.

Centroc staff used to participate in the Water Training Advisory Network (WTAN) meetings held quarterly in Sydney however this group has scaled back and Centroc are unaware of any meetings held since February 2016. Recent advice from WIOA is that the position previously held by Jenny James with WTAN has been re-established. Further advice is awaited.

WIOA has also advised that at the next WIST meeting (22 June) a draft National Certification Framework for Waste Water will be discussed with Queensland water making great inroads on this front.

### **National Water Training Package**

Following the submission and approval of the Business Case for the Review and Development of the NWP National Water Training Package, the Australian Industry and Skills Committee (AISC) has commissioned the following project.

The Water Industry Reference Committee (IRC) will have oversight of this project which will be facilitated by Australian Industry Standards in consultation with industry stakeholders. The project covers the review and development of the NWP50715 Diploma Water Industry Operations qualification including 25 associated units of competency.

To support this project, a Technical Advisory Committee (TAC) will be established.

For more details including the Business Case follow the link:

<http://www.australianindustrystandards.org.au/projects/nwp-national-water-training-package-project/>

**5. Correspondence****5a. Incoming Correspondence GREEN**

<b>No</b>	<b>Date</b>	<b>Who</b>	<b>Subject</b>
1	22 May 2017	Dr Christobel Ferguson , A/Group Director Planning & Policy DPI Water	Seeking Centroc Representation on the Strategic Advisory Panel
2	25 May 2017	Portfolio Committee 5	Post Hearing Responses for Inquiry into augmentation of water supply in rural and regional NSW

**5b. Outgoing Correspondence BLUE**

<b>No</b>	<b>Date</b>	<b>Who</b>	<b>Subject</b>
1	9 May 2017	Productivity Commission	Productivity Commission Inquiry into the reform of Australia's water resources sector
2	22 May 2017	Mr Sascha Moege, LGNSW	Presentations by CWUA to the LGNSW Water Management Conference 4-6 September
3	5 June 2017	DPI Water	Representation on the Strategic Advisory Panel
4	13 June 2017	Minister Niall Blair Minister for Primary Industries, Regional Water, Trade and Industry	Thank you and further follow up.
5	22 June 2017	Parliament of NSW Upper House Committees	Post Hearing Response to the GPSC No. 5 inquiry into augmentation of water supply

6. APPENDIX – Progress Reports YELLOW- CWUA Management Plan

SUMMARY OF RECOMMENDATIONS

6a Cost Savings & Efficiencies

Recommendation/s
That the CWUA note the report on objective 1B.3a Deliver Cost Savings and other efficiencies; and <b>1. Update the <i>Drinking Water Management System Status /Gap Analysis</i> Table as required;</b> <b>2. Review and update the Five Year Procurement Plan.</b>

6b Workforce Training & Skills

Recommendation/s
That the CWUA note the report on objective: 1b. 3b: grow staff skills and ensure workforce is adequately trained for compliance based service delivery.

6c Workforce Sustainability

Recommendation/s
That the CWUA note the report on Objective: 1B. 3c: support members in assuring sustainable workforce.

6d. Local Government Management of LWU

Recommendation/s
That the CWUA note the report on Objective: 1B. 3d: Promote Local Government as the agencies of choice delivering water utilities management in regional NSW and further afield.

6e. Water Utilities Management

Recommendation/s
That the CWUA note the report on objective: 1b. 3e: Advise the Centroc Board regarding Water Utilities Management.

6f. Best Practice Compliance

Recommendation/s
That the CWUA note the report on OBJECTIVE: 1B. 3F: Full compliance with Best Practice requirements and provide updates to status tables as required.

6g. Regional Best Practice Strategies

Recommendation/s
That the CWUA note the report on OBJECTIVE: 1B. 3F: Implement regional best practice strategies.

6h. Support for LWU Management

Recommendation/s
That the CWUA note the report on OBJECTIVE: 1B. 3H: To support Councils as they manage their Local Water Utilities assets.

6i. Promotion of the CWUA

Recommendation/s
That the CWUA note the report on OBJECTIVE: 1B. 3I To promote the CWUA as an example of Councils working collaboratively.

6a. Cost Savings & Efficiencies

Report by Meredith Macpherson dated 22/06/17








<b>Section 1</b>	<b>Regional Sustainability</b>
<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>OBJECTIVE 1B.3a) Deliver cost savings and other efficiencies</b>		
<b>Action</b>	<b>Comment</b>	<b>status</b>
1. Resource sharing plan implemented	Plan was reviewed in a workshop with MWH on 21 August 2015. A summary of updated actions was endorsed by the CWUA 8 October 2015.  A review of the Resource Sharing Plan will completed as part of the CWUA Business Plan review.	
2. Resource sharing plan reviewed	See above.	
3. Investigate the feasibility of procuring products in procurement plan	Ongoing. See 5 year Procurement Plan reviewed and updated at CWUA meetings.  Refer Matters in Progress <b>11.15</b> Roundtable discussion.	
4. Procure Best Practice Strategic Work collectively	See action 3 above.	
5. Develop regional response to drinking water management plans	A DWM Working Party acts in an advisory capacity monitoring progress to achieving regional compliance and meeting via WebEx as requested by the CWUA.  The <i>Drinking Water Management System Status Table</i> for monitoring progress on DWMS Plan implementation and regional response to issues is circulated to members for update prior to meetings. An updated version will be tabled at the meeting.  <b>See revised version of table provided to this meeting.</b>	
6. Support members in assuring trade waste policies are current	Refer to Matters in Progress <b>11.15</b> Roundtable discussion and Five Year Procurement Plan for scoping of Trade Waste Management implementation /monitoring	



<p>7. Audit member status regarding asset management plans</p>	<p>Refer to Matters in progress 01-15-6a. 4</p>	
<p>8. Regional Business Plan delivered</p>	<p>The Regional Strategic Business Plan was delivered by NSW Public Works on 12 March 2015 and adopted by the Centroc Board at its meeting on 28 May 2015.</p> <p>Recommended actions from this will be assessed as part of the CWUA Business Plan review.</p>	
<p>9. Regional Workforce Development Plan – five Councils (Jenny James Project)</p>	<p>The pilot project has been completed with units of competency required by each Council’s candidates for Certification confirmed and training undertaken.</p> <p>This project has now entered stage 2</p> <p>See report on Workforce Development Project in Agenda item 6b Workforce Training &amp; Skills.</p>	
<p>10. Collective procurement of training</p>	<p>Delivered on an on-going basis.</p> <p>See report on Workforce Development Project in Agenda item 6b Workforce Training &amp; Skills.</p>	
<p>11. Procure membership of the Save Water Alliance collectively.</p>	<p>The Savewater Alliance ceased operation in March 2015.</p> <p>The following members have now entered into agreements with Smart Water Advice! for delivery of a range of water efficiency resources developed specifically for use by water utilities and Councils:</p> <p>Parkes, Bathurst, Cabonne, Forbes, Orange, Cowra, Hilltops.</p> <p>A unique Centroc member council landing page has been set up. This page contains a description and links to resources for saving water in the home, garden and business. It also contains the logos of all supporting Centroc member councils.</p> <p><b>See report from Mr Chris Philpot seeking commitment for participation in a community service announcement.</b></p>	
<p>12. Identify collective procurement of strategic work required for dam safety</p>	<p>5 year Contract with Water NSW for Dam Surveillance commenced in July 2014. Refer to 5 Year Procurement Plan.</p> <p><b>See links to on-line survey for contract performance monitoring.</b></p>	
<p>13. Reduce energy costs to members for water and sewer function – CEEP 2</p>	<p>The Final report for the <i>Centroc Nexus between Water &amp; Energy Program</i>, was accepted by the Department of Industry in July 2015 and adopted by Centroc Board August 2015.</p> <p>A report on the Program outcomes identifying potential actions will be considered as part of the CWUA Business Plan review.</p>	

	<p>Further work is underway to scope a battery/storage project for pump stations. See Matters in Progress</p>	
14. Roll out of CCTV	<p>3 year regional contract expired on 30 April 2015 and was retendered. A contract has been entered into by individual Councils with Sewer Services (CCTV).</p> <p>See links to on-line survey for contract performance monitoring.</p>	
15. Regional review of meter reading – is there potential for a regional contract?	<p>A presentation was provided to the July 2015 meeting by Taggle systems.</p> <p>See Matters in Progress 12-16-6a- where it was resolved at the December CWUA meeting to keep a watching brief of trials of automated meter reading underway in Parkes, Bathurst, Cowra and Orange and provide feedback to RDOC.</p> <p>See advice in Matters in Progress on a report commissioned by Parkes Shire Council.</p>	
16. Regional Panel – Pipe Relining	<p>Advice circulated 2 August on an LGP panel for Pipes, Pipe Relining, Pumps, Water Meters, Pre-cast Concrete Products and Associated Fittings, Products and Services.</p> <p>On return of the Centroc procurement officer from maternity leave a report will be prepared comparing costs of the LCP contracts vs the Centroc Pipe Relining contracts.</p>	
17. Regional roll out of smoke testing program	<p>3 Year regional contract expired on 30 April 2015 and was retendered. Two separate contracts have been entered into by individual councils with All About Pipes and ADS Environmental Services for smoke testing.</p> <p>See links to on-line survey for contract performance monitoring.</p> <p><i>Reminder – as these contracts are with individual Councils, members are reminded to check that the contractors and their staff have completed the necessary Centroc and site WHS inductions.</i></p>	

<b>Recommendation/s</b>
<p>That the CWUA note the report on objective 1B.3a Deliver Cost Savings and other efficiencies; and</p> <ol style="list-style-type: none"> <li>1. Update the <i>Drinking Water Management System Status /Gap Analysis Table</i> as required;</li> <li>2. Review and update the Five Year Procurement Plan.</li> </ol>

6b. Workforce Training & Skills

Report by Meredith Macpherson dated 22/06/17

Section 1


Regional Sustainability

<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>OBJECTIVE: 1B. 3B: To grow staff skills and ensure workforce are adequately trained for compliance based service delivery</b>		
<b>Action</b>	<b>Comment</b>	<b>Status</b>
1. Develop an operators group who share advice and experience regarding on ground service delivery and receive advice from agencies regarding service delivery	See Matters in Progress where an Operators Meeting is proposed for Tuesday 25 July to be hosted by Parkes with the theme- Commissioning New Plants	
2. Regional Workforce Development Plan – five Councils (Jenny James Project)	Project completed.	
3. Regional mentoring plan (both formal and informal) roll out	A formal and informal trial of the regional mentoring plan was done through the CEEP2 – Water Loss Management project. Other opportunities for a formal trial are sought.  A copy has been provided to the NSW Water Directorate for wider distribution.	
4. Regional mentoring plan (both formal and informal) stage 2 implemented	Subject to completion of Action 3 above.	
5. Develop a regional apprenticeship “grow our own” program -subcommittee to scope a program to support a workforce in water utilities from HR and CWUA	As part of the ‘grow your own’ trainee program, a database has been developed, showing each Council’s trainee/cadet details with a view to utilising existing trained staff in member councils where the Council who had the trainee could not offer them a permanent job on completion of their traineeship. This database is a work in progress with information received from Bathurst, Cabonne, Lachlan, Lithgow, Mid-Western, Oberon, Orange and Upper Lachlan. The database is available on request by members of the HR Group.  See Matters in Progress for advice about on-going work on Workforce mapping and training.	

<p>6. Deliver compliance based training to Centroc members</p>	<p>Delivered on an on-going basis.</p> <p>As reported previously, the AWA Certification Pilot for the National Framework has concluded with 12 operators being deemed “certified” under the program. These are now being transitioned into the WIOA program.</p> <p>WIOA has completed a review of the data from the AWA pilot for each Operator “certified” and identified additional training to meet their certification program.</p> <p>Gaps identified include the following units:</p> <ul style="list-style-type: none"> <li>○ NWP355/TRT43- Membranes</li> <li>○ NWP268 and NWP277 - Work safely with Chlorine gas</li> <li>○ TRT01- Iron and Manganese Removal processes</li> <li>○ TRT012 (NWP276A) for Fluoride Plant Operators + endorsement from NSW Health.</li> </ul> <p>A meeting was held with Murray Thompson from TAFE North Coast on 28 March with a schedule of proposed training to be delivered over the next 18 months in the region in negotiation.</p> <p>While the intention is to pick up on the gaps for WIOA certification of the 12 operators- this training will also be open to operators from all Councils. We will also open training up to other regions to ensure we get the numbers needed.</p> <p><b>PLEASE SUPPORT THIS – it is a brilliant opportunity for operators to be trained in the region by one of the best trainers in the business!</b></p> <p><b>Update from LGNSW</b> Jennifer James from LGNSW attended the HR Team meeting in February where she indicated there may be funding opportunities within the Department of Industry (Smart &amp; Skilled) which will available to Central NSW Councils in 2017 to support training for water operators. <b>No further advice has been received.</b></p> <p>See Report in Matters in Progress.</p>	
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<p><b>Recommendation/s</b></p> <p><b>That the CWUA note the report on objective: 1b. 3b: grow staff skills and ensure workforce is adequately trained for compliance based service delivery.</b></p>
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6c. Workforce Sustainability

Report by Meredith Macpherson dated 22/06/17

**Section 1 Regional Sustainability**

<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>Objective: 1B. 3c: To support members in assuring sustainable workforce</b>		
<b>Action</b>	<b>Comment</b>	<b>status</b>
1. Regional Workforce Plan delivered	The development and delivery of a regional Workforce Plan is contingent on the completion of the workforce mapping. <b>Progress is slow. See report in Matters in Progress.</b>  Refer Agenda item <i>6b Workforce Training &amp; Skills</i> for report on stage 2 of the Workforce Development Project.	
2. Regional Workforce Plan implemented.	Refer action 1.	
3. Individual workforce plans for member Councils collated and reviewed for regional opportunities	Refer action 1.	
4. Opportunities from regional review of Individual workforce plans for member Councils implemented	Refer action 3.	
5. Develop a regional apprenticeship “grow our own” program	Refer agenda item 6b. <i>Workforce Training &amp; Skills</i>	
6. Develop training courses appropriate to LWU in regional NSW	<i>See agenda item 6b. Workforce Training &amp; Skills for an update on training being sourced for LWUs.</i>	

**Recommendation/s**

**That the CWUA note the report on Objective: 1B. 3c: support members in assuring sustainable workforce.**

6d. Local Government Management of LWU





Report by Meredith Macpherson dated 22/06/17



**Section 1 Regional Sustainability**

<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>Objective: 1B. 3d: Promote Local Government as the agencies of choice delivering water utilities management in regional NSW and further afield</b>		
<b>Action</b>	<b>Comment</b>	<b>Status</b>
1. Key messages developed	An Advocacy Plan for Water adopted at the February 2016 Board meeting is currently under review.	
2. Media releases for member use	On an as needed basis. <i>See recent Media Release in Outgoing Correspondence.</i>	
3. Submissions developed as requested from State and Federal agencies Attendance at hearings Journal articles and presentations or papers at conferences	On an as needed basis.  <i><u>Recent submissions:</u></i>  <i>Centroc Submission to Productivity Commission Inquiry into the reform of Australia’s water resources sector. See attachments.</i>  <i>Post-Hearing response to Parliamentary Standing Committee 5 inquiry into augmentation of water storages in rural and regional NSW.</i>  <i><u>Papers:</u></i> <i>See two Presentations to be delivered by the CWUA at the LGNSW Water Management Conference:</i> <i>1. Governance and structural models for non-metropolitan water utilities - Andrew Francis</i>  <i>2. Benchmarking drinking water quality management in the Centroc region- Jon Francis</i> <i>See outgoing correspondence and attachments.</i>	
4. Advice provided to the Board for advocacy purposes	Refer to Action 1. Advice provided on an on-going basis to the Centroc Board in line with the Centroc Management Plan priorities of Advocacy, Inter-governmental collaboration and Regional Strategic Planning. <i>See attachments for report to the May Board Meeting.</i>	

<p>5. Advertising campaign through Save Water Alliance program</p>	<p>Save Water Alliance ceased operations as at 31 March.  Refer to report from Smart Water in Matters in Progress.</p>	
<p>6. Advocacy by Centroc Executive</p>	<p>Advice provided to the Centroc Executive on an on-going basis –see 4 above.</p>	

<p><b>Recommendation/s</b>  That the CWUA note the report on Objective: 1B. 3d: Promote Local Government as the agencies of choice delivering water utilities management in regional NSW and further afield.</p>
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**Attachments:**

1. Submission to Productivity Commission Inquiry into the reform of Australia’s water resources sector
2. Post-Hearing response to Parliamentary Standing Committee 5
3. Outgoing correspondence re: Presentations to the LGNSW Water Management Conference
4. Report to the May Board Meeting

6e. Water Utilities Management

Report by Meredith Macpherson dated 22/06/17

<b>Section 1</b>	<b>Regional Sustainability</b>
<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>OBJECTIVE: 1B. 3E: Advise the Centroc Board regarding Water Utilities Management</b>		
<b>Action</b>	<b>Comment</b>	<b>Status</b>
1. Technical Committee to provide advice as requested from the Board and at each meeting as an agenda item.	Advice provided on an on-going basis.	
2. Desk top review of “what’s out there” regarding groundwater sources, their quality and security.	Subject to the <i>Lachlan Valley Water Security Project investigation.</i>	
3. Review of water allocations with a view to advocacy support for the area.	As above. <i>Conduct a desktop review of who holds what water allocations across the region using Drought Management Plans as a guide. Confirmed at CWUA meeting January 2015 as not a high priority.</i>  <i>See incoming and outgoing correspondence where Centroc has successfully advocated for LG representation on DPI Water’s Strategic Advisory Panels for Water Resource Planning in the Lachlan Catchment.</i>	

<b>Recommendation/s</b>
<b>That the CWUA note the report on objective: 1b. 3e: Advise the Centroc Board regarding Water Utilities Management.</b>



6f. Best Practice Compliance

Report by Meredith Macpherson dated 22/06/17

Section 1

Regional Sustainability







<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

**OBJECTIVE: 1B. 3F: Full compliance with Best Practice requirements**

Action	Comment	Status
1. Regional IWCM, Demand Management and Drought Management ongoing review	Regional Plans reviewed as part of two yearly review of CWUA Business Plan -October 2013. To be reviewed in line with the next scheduled CWUA Business Plan review.	
2. All members have drinking water management plans	Refer to matters in progress for revised DWQM Gap/Analysis Status table and updates on Annual Reviews by members  A joint project sharing the cost of a consultant to pilot a review of their Drinking Water Management Plans using the NSW Health Annual Review template has been proposed including Parkes, Cowra and Lachlan Councils.  Advice is sought on next steps to progress a	
3. All members are compliant with trade waste	Refer to Five Year Procurement Plan with further scoping of a regional trade waste project to be undertaken. Refer to Matters in Progress item 11.15 a & b.	
4. All members are compliant with NOW pricing policy (Note – Centroc policy is to change the 75:25 best Practice Pricing Guidelines)	Refer to Advocacy Plan where this is included as an issue for advocacy with DPI Water and the State Government.  Further advice provided in the Regional Strategic Business Plan which makes recommendations regarding 75:25 rule.	
5. Performance reporting is on time, quality and standardised across the region – review progress.	Refer to Matters in Progress item 0-16-6f and item 11 below.	

<p>6. Regional Business Plans developed</p>	<p>Strategic Business Plans have been completed for all 13 Councils engaged in the NSW Public Works contract. The Regional Strategic Business Plan was adopted by the Centroc Board at its May 2015.</p> <p>See Matters in Progress for advice regarding the timeframe for review of SBPs and correspondence to be drafted to the Minister seeking advice about the best approach to take to the Best Practice Framework.</p>	
<p>7. Stage 2 IWCM scoped</p>	<p>Member’s interest in regional procurement of stage 2 IWCMs has been canvassed at past CWUA meetings.</p> <p>Following further discussion of the approach to take on IWCM Plan development in the current climate at the December 2016 CWUA meeting it was resolved to keep a watching brief while individual members navigate the development of IWCMs as needed.</p> <p>See comments in 6. Above.</p>	
<p>8. Regional DSP program including councillors</p>	<p>Slow progress is being made on the completion of DSPs under a contract with Water Oz.</p> <ul style="list-style-type: none"> <li>○ Oberon – Exhibition draft issued</li> <li>○ Lithgow – Progressing- entering into a variation.</li> <li>○ Forbes – workshop to progress data gathering held on 12 April- awaiting draft for the consultant</li> <li>○ Lachlan- have withdrawn from the contract</li> </ul> <p>Centroc attempted to procure the services of an independent auditor required under the recently issued DPI Water Guidelines for DSPs but given the varying status of Plan development members will have to contract auditors separately.</p>	
<p>9. Supporting Councils with Section 60 Approvals</p>	<p>Support provided by Centroc as required.</p>	
<p>10. Regional review of customer categories and alignment with NOW direction/versus Council systems</p>	<p>See item 5 above.</p>	
<p>11. Independent Audits of NOW Performance Indicators for all CWUA member Councils</p>	<p>See item 5 above.</p> <p>Bowden Sloan &amp; Associates have completed an independent audit of performance monitoring data for 11 member Councils including Orange, Bathurst, Cabonne, Parkes, Forbes, Cowra, Lachlan, Upper Lachlan, Weddin and Lithgow.</p> <p>Andrew Sloan will provide a summary report of key findings across the 11 Councils audited to inform future work due at the end of July.</p> <p>This project is part of a broader strategy to ensure availability and integrity of data.</p>	

**Best Practice Compliance**

**Status Table**

The table below is provided in order to capture CWUA member’s work towards achieving compliance with the NSW Government’s Best-Practice Management of Water Supply and Sewerage Framework.

The Framework was introduced in 2004 and updated in 2007, 2011 and 2014. Over this time LWUs have attempted to keep up with various amendments to the framework to ensure they are meeting best practice. Changes in July 2014 made the 30 year IWCM Strategy and Financial Plan and 30 year Strategic Business Plan a LWUs peak planning documents.

Under the current Framework the IWCM Strategy and SBP are required every 8 years, on a rotation of every 4 years.

Updates from members have been sought.

Key:

Approved
DPI Water needs to act
Council needs to act
Consultants needs to act
Lodged with DPI

Council	Demand	Drought	IWCM	SBP	DSP
Bathurst	Oct 2014	Oct 2014	Feb 2009 strategy	Feb 2010	July 2010
Blayney	See CTW	See CTW	See CTW	2013 Sewerage	
Cabonne	See CTW	See CTW	See CTW	2013	
Cowra	2012	2012	March 2014	2015	2015
CTW	Date?	Date?	2011-Joint IWCM		
Forbes	2010	2012	2010-strategy	2014	In progress
Hilltops					
- Boorowa	2011	2012	2012 strategy * EOI released for developmen full IWCM	2014	2015
- Young	2012	2012	2012 strategy	2013	
- Harden					
Lachlan	2012	2012	Update please	2013	In progress
Lithgow	2012	2011	Update please	2015	In progress
Oberon		Date?	2012-strategy*	2014	In progress
Orange	2012	2012	2012	2014	
Parkes	Date?	2012	Date?	2014	2015
Upper Lachlan	2012	2012	2012-strategy		
Weddin	See CTW	See CTW	See CTW		

**Recommendation/s**

**That the CWUA note the report on OBJECTIVE: 1B. 3F: Full compliance with Best Practice requirements and provide updates to status tables as required.**

6g. Regional Best Practice Strategies


Report by Meredith Macpherson dated 22/06/17

**Section 1 Regional Sustainability**

<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>OBJECTIVE: 1B. 3F: Implement regional best practice strategies</b>		
<b>Action</b>	<b>Comment</b>	<b>Status</b>
1. As per direction from regional plans	Refer Agenda item 6f. Best Practice Compliance.  Regional Plans were reviewed as part of the two yearly review of the CWUA Business Plan in October 2013 and priorities from these for the next three years identified and incorporated in the Business Plan.  <i>Review of the CWUA Business Plan underway.</i>	
2. Implementation of Demand Management across the CWUA region	Refer to Agenda item 6a Cost Savings & Efficiencies- action 11.  <i>See report elsewhere on Smart Water program.</i>  <i>Please note the response to the GPSC No. 5 Committee where feedback was sought on the region's demand management efforts.</i>	

<b>Recommendation/s</b>
<b>That the CWUA note the report on OBJECTIVE: 1B. 3F: Implement regional best practice strategies.</b>

6h. Support for LWU Management

Report by Meredith Macpherson dated 22/06/17


**Section 1 Regional Sustainability**

<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

**OBJECTIVE: 1B. 3H: To support Councils as they manage their Local Water Utilities assets**

Action	Comment	Status																					
1. Asset valuation process developing a regional in-house methodology with support from the auditor and Directors of Corporate Services	<p>Under a regional contract with Australis Asset Valuations Services, asset valuation for complex assets, specifically Sewerage Treatment Plants, Water Filtration Plants and Dams has been completed at all participating Councils including Orange, Bathurst, Lithgow, Oberon, Mid Western, Blayney, Cabonne, Lachlan, Weddin, Cowra, Parkes and Forbes. All Councils have received Draft Asset Valuation Reports for review by finance and assets staff prior to final reports being issued.</p> <p>A regional methodology and guidance for in-house asset valuation for water and sewer assets has been finalised with approval from auditor, John O’Malley who also sought advice from the Auditor General’s office. A copy has been issued to CWUA members.</p> <p>The following status report has been provided by Australis as at 22 June:</p> <table border="1"> <thead> <tr> <th>Council</th> <th>Status</th> <th>Comment</th> </tr> </thead> <tbody> <tr> <td>Lachlan</td> <td>Draft issued</td> <td>Working through additional information</td> </tr> <tr> <td>Blayney</td> <td>Final issued</td> <td>Feedback provided/response provided by Australis/ awaiting advice from Council to proceed to final</td> </tr> <tr> <td>Forbes</td> <td>Final issued</td> <td>Feedback provided for finalisation</td> </tr> <tr> <td>Bathurst</td> <td>Final issued</td> <td>Feedback provided and followed up</td> </tr> <tr> <td>Parkes</td> <td>Final issued</td> <td>Feedback provided and followed up</td> </tr> <tr> <td>Cowra</td> <td>Draft issued</td> <td>Waiting final feedback</td> </tr> </tbody> </table>	Council	Status	Comment	Lachlan	Draft issued	Working through additional information	Blayney	Final issued	Feedback provided/response provided by Australis/ awaiting advice from Council to proceed to final	Forbes	Final issued	Feedback provided for finalisation	Bathurst	Final issued	Feedback provided and followed up	Parkes	Final issued	Feedback provided and followed up	Cowra	Draft issued	Waiting final feedback	
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Lithgow	Final Issued	Feedback provided for finalisation																		
Orange	Final Issued	Feedback provided/response provided by Australis. Final approval provided from council																		
2. Councillor training - regional benchmarking	See matters in progress 01-15-6h 1. This item is no longer required.																			
3. Ensuring data integrity Gap analysis/audit of records	Refer to Matters in Progress 01-15-6f- Best Practice Compliance- item, 1.																			
4. Water Loss Management	Graphically designed and printed versions of the WLM Toolkit were sent to members through the NSW Water Directorate who provided funding assistance to enable the Toolkit to be distributed to its members across NSW.  Consideration is being given to next steps for a regional roll-out including the potential for training and other support material.																			
5. Backflow Prevention	Refer to Five Year Procurement Plan Training in Backflow Prevention was held in December 16.																			

<b>Recommendation/s</b>
<b>That the CWUA note the report on OBJECTIVE: 1B. 3H: To support Councils as they manage their Local Water Utilities assets.</b>

6i. Promotion of the CWUA



Report by Meredith Macpherson dated 22/06/17

**Section 1 Regional Sustainability**

<b>Objective 1B</b>	<b>Upgrade and ensure sustainability of transport and water infrastructure</b>
<b>Subject</b>	<b>Water Infrastructure Update</b>
<b>Sponsoring General Manager</b>	<b>Mr Kent Boyd</b>

Management Action Plan 2014/2016

Deliver the CWUA Plan for 2014-2016 where its objectives are:

<b>OBJECTIVE: 1B. 3I To promote the CWUA as an example of Councils working collaboratively</b>		
<b>Action</b>	<b>Comment</b>	<b>Status</b>
Develop a communication strategy	Currently being undertaken on an ad hoc basis.  An Advocacy Plan for Water adopted at the February 2016 Board meeting is currently under review in consultation with the Centroc Water Portfolio Chair, Cr David Somerville and sponsoring GM, Kent Boyd.	
Implement the communication strategy	As above.	

**Recommendation/s**

That the CWUA note the report on **OBJECTIVE: 1B. 3I To promote the CWUA as an example of Councils working collaboratively.**

## 7. Cold Call Surveys

There are no cold call surveys

## 8. Contract Performance

As you would be aware, we normally seek feedback from members on each of the regional contracts at the quarterly meetings of the CWUA. This can be quite a tedious process at meetings and may not fully reflect the feedback of each Council, but more so the group as a whole. Centroc has now come up with an alternate way to capture the feedback on a quarterly basis, which we will trial over the coming months. Please follow the links to complete the survey. It shouldn't take more than 60 seconds to complete each one.

<https://www.surveymonkey.com/r/allaboutpipes>

<https://www.surveymonkey.com/r/ADSEnvironmental>

<https://www.surveymonkey.com/r/sewerservices>

<https://www.surveymonkey.com/r/damsurveillancewatersw>

<https://www.surveymonkey.com/r/auditingofperformancereporting>

<https://www.surveymonkey.com/r/DSPcontract>

## 9. Advice to GMAC & the Board

Please consider any advice from this meeting for referral to GMAC and the Board

## 10. Proposed Meeting Dates for 2017

Tentative Dates for CWUA Meetings for the remainder of 2017

GMAC	BOARD	CWUA	COG	Other
			25 July	
27 July				
	10 August Federal Parliament	17 August		
				LG NSW Water – Dubbo 4-6 Sept 14 September – Distribution Systems W'shop- WIOA – Cowra (TBC)
26 Oct		19 October		* Potential WIOA Interest Day
	23 Nov			

\*\*Please note these dates may be subject to change.

\* Please note that these may be subject to change.



