

REAL OPTIONS CONSULTANCY SERVICE

# Social Impact Assessment Report

Roseview Estate, McLeans Ridges

2008

ABN: 54 632 612 082

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## **1. INTRODUCTION**

Social impact assessment (SIA) is a sub-field of the social sciences that is developing a knowledge base to provide a systematic appraisal in advance of the impacts on the day-to-day quality of life of persons and communities whose environment may be affected by a proposed project or development.

Social impacts refer to changes to individuals and communities due to a proposed action or development that has the potential to alter the day-to-day way in which people live, work, play, relate to one another, organize to meet their needs and generally cope as members of society.

SIA is done as part of the planning process to identify the likelihood of social impacts of particular development proposals. Like environmental or economic impact assessments, social impacts have to be identified and measured in order to be understood and communicated to decision-makers and other stakeholders including residents. Social impact assessment provides a realistic appraisal of possible social ramifications and suggestions for project alternatives and possible mitigation measures.

## **2. OUTLINE OF THE PROPOSED DEVELOPMENT**

In the late 1990's a development application was lodged with Lismore City Council for the rezoning and subdivision of a parcel of land, which was to be known as Roseview Estate. Approval was granted for the subdivision into fifteen lots plus a residual which was marked for future subdivision. This report has been commissioned by *LandPartners* and provides a social impact assessment in regard to the subdivision of the residual land to create a further twenty five lots

A further rezoning application has been submitted by *Newton Denny Chapelle Consulting Surveyors and Planners* for a larger rural residential development consisting of 57 vacant lots on an adjacent parcel of land and some consideration will be given to impact of the overall development.

### **3. UNDERSTANDING THE LOCAL COMMUNITY**

In order to appropriately assess the social impacts of a proposed action or development, a community profile is documented which describes the size, demographics and socio-economic characteristics of the existing population and uses this information to inform projections about the future population.

McLeans Ridges is situated 13 Kilometres from Lismore. This area is quite dispersed and was previously farming communities which were located in relatively close proximity to the commercial and business district of Lismore. Changes to the community occurred with the deregulation of the dairy industry in the 1960's which saw many farmers in the Northern Rivers moving out of the dairy industry. Further changes to the community have occurred throughout the 1980's as a result of a number of rural residential subdivisions being established in the areas surrounding Lismore. The area is now predominantly inhabited by a mix of people of retirement age and professionals (with and without children) who have taken advantage of enjoying a rural lifestyle while still remaining in close proximity to the larger urban area of Lismore for employment and leisure activities.

The majority of the current population of McLeans Ridges falls within the ABS Census Collection District (CD) of Richmond Hill, while a very small proportion sits within the Eltham and Wollongbar CDs. The Census Collection District (CD) is the smallest geographic area defined in the Australian Standard Geographical Classification (ASGC). The CDs are defined every 5 years for the Census of Population and Housing. At each Census the CD boundaries are redefined and realigned to the SLA, LGA and State/Territory boundaries.

The Lismore City Council in its *Community Profile 2004* has grouped together the Richmond Hill/McLeans Ridges area as one rural area for local area analysis, while Eltham has been linked to the rural areas of Clunes and Bexhill and classified as a village.<sup>1</sup>

As some of the proposed rural residential lots will fall within the Richmond Hill and Eltham CDs, consideration will be given to the community profile for both of these areas

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<sup>1</sup> Shantz, T. *Community Profile*, Lismore Local Government Area. Lismore City Council, 2004. P xxvii

### RICHMOND HILL CD

The Richmond Hill CD covers the majority of the McLeans Ridges community as well as the area known as Richmond Hill as outlined in the ABS map below.



### ELTHAM CD

Eltham is located 15 kms east of Lismore and has a more centralised hub with the provision of a pub, gallery, tennis courts and a public school. The Eltham CD covers the area as outlined below .



### 3.1 Demographic Information

In 2006, the recorded population of Richmond Hill (CD) on Census night was 1,198 people, while in Eltham (CD) the total population was 589. The combined population of the Eltham and Richmond Hill CDs is 1,787 people.

In Richmond Hill, the population increased by 92 people in the five years from 2001. This was an average annual growth rate of 1.66%. The population of Eltham increased at a slightly faster rate with an increase of 58 people in the five years to 2006, or an average annual increase of 2.18%.

Both Richmond Hill (CD) and Eltham (CD) are relatively stable areas with approximately 64% and 62% respectively, living at the same address as they did five years ago. A further 9.7% of the Richmond Hill CD population and 3.2% of the Eltham CD Population had previously lived at a different address but within the same Statistical Local Area of Lismore.

17.9% of Richmond Hill’s population and 25% of Eltham’s population moved to the area from a different SLA within New South Wales. A further 5.6% of Eltham’s population came to the area from SLA’s outside of New South Wales, with the majority (4%) being from Queensland. Similarly in Richmond Hill (CD), 3.6% of the population previously resided in Queensland.

#### 3.1.1 Age Distribution

Both Richmond Hill (CD) and Eltham (CD) are characterised by a younger population than the national average. Both areas have lower proportions of people aged over 65 years and higher proportions of children under 15 years. The major difference between the two areas is that Eltham with 41 children aged under five years has a greater proportion of preschool children (7%) than Richmond Hill (4.2%) while Richmond Hill has a greater proportion of people in the early retirement ages of 55-64 years (16.6% compared to 12.7% in Eltham and 11% for Australia).

**Table 1: Age Composition**

Age	No. People Richmond Hill CD	No. People Eltham CD	% total persons Richmond Hill CD	% Total persons Eltham CD	% total persons Australia
0-4 years	50	41	4.2%	7%	6.3%
5-14 years	209	117	17.4%	19.9%	13.5%
15-24 years	126	50	10.5%	8.5%	13.6%
25-54 years	492	257	41.1%	43.6%	42.2%
55-64 years	199	75	16.6%	12.7%	11.0%
> 65 years	123	48	10.3%	8.1%	13.3%

In the five years since the last census the Richmond Hill (CD) population has aged with the median age recorded as being 40 years in 2001 and 42 years in 2006. This is much higher than the national average with the median age for Australia recorded at the 2006 census as being 37 years of age. While Eltham’s median age of 38 years in 2006 is slightly older than the median for Australia, it has decreased by one year since the previous census.

Trends for the last five years, show some differences in the population shifts for both areas. While Richmond Hill CD shows an ageing population that is consistent with the national trend, Eltham has a declining proportion of people over 60 years coupled with an increase in young families as the proportions of children under 15 years and adults aged 25-39 years have demonstrated steady growth.

**Table 2: Change in Age Composition 2001-2006**

Age	Change in % total pop Richmond Hill CD 2001-2006	Change in % total pop Eltham CD 2001-2006
<b>0-14 years</b>	-3.6%	+2.2%
<b>15-24 years</b>	+0.6%	-1.5%
<b>25-39</b>	-0.2%	+2.4%
<b>40-59</b>	-0.4%	-1.6%
<b>&gt;60 yrs</b>	+3.7%	-4.0%
<b>Change in Median Age</b>	+ 2yrs (42 yrs)	-1yr (38yrs)

### **3.1.2 Ethnicity/Indigenous Descent**

The Richmond Hill and Eltham CDs consist primarily of Australian born people with just 9.6% of the Richmond Hill population (116 people) and 9.7% of the Eltham Population being born overseas compared to a much higher distribution for Australia (22.2%). Of those people who were born overseas, the majority for both Richmond Hill CD and Eltham CD were born in English speaking countries such as England and New Zealand.

In the Richmond Hill CD just 19 people or 1.6% of the population identified as Indigenous persons compared to 2.3% Indigenous persons in Australia. In Eltham no persons identified as being indigenous persons in the 2006 Census.

Table 3: Country of Birth

Country of Birth	No. People Richmond Hill CD	No. people Eltham CD	% of total persons Richmond Hill CD	% Total persons Eltham CD	% of total persons Australia
Australia	1,064	522	88.8%	88.6%	70.9%
England	41	18	3.4%	3.1%	4.3%
New Zealand	19	7	1.6%	1.2%	2.0%
Italy	10	0	0.8%	0%	1.0%
Scotland	5	0	0.4%	0%	0.7%
Uganda	4	0	0.3%	0%	0.0%
Thailand	0	5	0%	0.8%	0.2%
Sri Lanka	0	4	0%	0.7%	0.3%
Ireland	0	4	0%	0.7%	0.3%

### 3.1.3 Household Type

The majority of households in both Richmond Hill (CD) and Eltham CD are family households, with only 36 dwellings in Richmond Hill and 21 dwellings in Eltham being occupied by lone persons. Similar only six properties in Richmond Hill and four properties in Eltham are group households.

Of Richmond Hill’s 36 Lone Person Households, the majority (28) were occupied by persons aged over 45 yrs, with 16 of these properties occupied by people over 65 years. Similarly in Eltham 75% of Eltham’s Lone persons were aged over 45 years.

Table 4: Household Type- Occupied private Dwellings

Household Composition	Richmond Hill CD	Eltham CD	% total dwellings Richmond Hill CD	% total dwellings Eltham CD	% total dwellings Australia
Family Households	358	164	89.7%	82%	67.4%
Lone Person Household	36	21	9.0%	10.5%	22.9%
Group Household	6	4	1.5%	2%	3.7%



### 3.1.4 Family Composition

Of the family households in Richmond Hill (CD), just under half (47.9%) are couple families with children, while couple families without children make up a slightly smaller proportion of total families (43.5%) and a much greater proportion of the population than that recorded for Australia. In contrast, Eltham CD has a much greater proportion of Couple families with children than both Richmond Hill and Australia and a smaller proportion of Couple families without children. Both Richmond Hill and Eltham have lower proportions of one parent families than the national average.

**Table 5: Family Characteristics**

Family Characteristics	Richmond Hill CD	Eltham CD	% total Families Richmond Hill CD	% total Families Eltham CD	% total dwellings Australia
<b>Couple Families with children</b>	174	103	47.9%	60.9%	45.3%
<b>Couple families without children</b>	158	54	43.5%	32%	37.2%
<b>One parent families</b>	27	12	7.4%	7.1%	15.8%
<b>Other families</b>	4	0	1.1%	0	1.7%

### 3.1.5 Labour Force

Unemployment rates are very low in both Richmond Hill and Eltham compared to the national average. Of the 299 people in Richmond Hill not in the Labour force- 75 are aged 15-24 and enrolled in secondary and tertiary Education, while a further 191 are over retirement age.

In Eltham, 21 of those people not in the labour force are young people aged 15-19 years who are enrolled in education courses, while a further 66 were people over the age of retirement. A further 30 people in Eltham aged between 25 and 54 years (26 women and 4 men) who were recorded as being not in the labour force and not unemployed are likely to be looking after children full-time given the high numbers of young families in this area

Both Richmond Hill and Eltham have higher proportions of people engaged in part-time work than for Australia. Of those people employed part-time in Eltham, 76% were women and just under 60% were women aged between 25 to 54 years. This is consistent with a national trend of many women re-entering the workforce on a part-time basis while continuing to be the primary carer for children.

Table 6: Labour Force

	No. persons in labour force Richmond Hill CD	No. persons in labour force Eltham CD	% persons in labour force Richmond Hill CD	% persons in labour force Eltham CD	% persons in the labour force Australia
<b>Total Labour Force</b>	629	299			
<b>Employed full-time</b>	386	164	61.4%	54.8%	60.7%
<b>Employed Part-time</b>	196	104	31.2%	34.8%	27.9%
<b>Employed away from work</b>	16	12	2.5%	4%	3.5%
<b>Unemployed</b>	20	13	3.2%	4.3%	5.2%
<b>Not stated</b>	11	6	1.7%	2.0%	2.6%
<b>Not in the labour force</b>	299	123			

### 3.1.6 Occupation and Industry of Employment

In Both Richmond Hill (CD) and Eltham (CD), the highest proportion of people are employed in the professional and managerial fields which accounts for the high incomes recorded for residents in these collection districts. Both of these areas recorded a much higher percentage of managers and professionals than that for Australia

The significant difference between the two areas is that Eltham has a higher proportion of managers and community and personal service workers, while Richmond Hill has a higher proportion of people employed as Sales Workers, Labourers and as Technicians and Trades Workers.

Table 7: Occupation

	No. and % Employed Persons Richmond Hill CD	No. and % Employed Persons Eltham CD	% employed Persons Australia
<b>Professionals</b>	160 (26.3%)	75 (26.2%)	19.8%
<b>Managers</b>	97 (15.9%)	69 (24.19%)	13.2
<b>Clerical and Administrative Workers</b>	93 (15.3%)	35 (12.2%)	15.0
<b>Technicians and Trades Workers</b>	84 (13.8%)	29 (10%)	14.4%
<b>Sales Workers</b>	60 (9.9%)	14 (4.9%)	9.8%
<b>Labourers</b>	59 (9.7%)	18 (6.3%)	10.5%
<b>Community and Personal Service Workers</b>	29 (4.8%)	26 (9.1%)	8.8%
<b>Machinery Operators and Drivers</b>	20 (4.8%)	16 (5.6%)	6.6%

The majority of employed persons in Richmond Hill (CD) are engaged in the Education (School and tertiary) and the medical fields (Hospitals and medical sciences). This is likely to be due to major hospitals such as the Lismore Base and St Vincent’s Hospital being located in nearby Lismore as are a number of private and state schools and the Southern Cross University.

Similarly, in Eltham (CD) the highest proportion of people are employed in the School Education system (31 or 10.8%), followed by the Fruit and Nut Tree Growing Industry (22 or 7.7%) and the Hospital (22 or 7.7%) and medical services (15 or 5.2%) fields.

### 3.1.7 Income

The income levels of people resident in both Richmond Hill (CD) and Eltham CD are higher than the national average for all categories including median individual, household and family incomes. This is likely to be due to the fact that the majority of residents in the workforce for both areas are employed in the professional and managerial fields. In comparing both areas, Richmond Hill (CD) records higher income levels for all three categories.

**Table 8: Income**

Income ( Population aged 15 yrs and over)	\$ Richmond Hill CD	\$ Eltham CD	\$ Australia
Median Individual income (\$ weekly)	542	497	466
Median Household Income (\$weekly)	1,310	1,096	1,027
Median Family Income (\$ weekly)	1,367	1,138	1,171

### 3.1.8 Method of Travel to Work

Those people engaged in the labour force in both Richmond Hill (CD) and Eltham (CD) predominantly travelled to work by car. A total of 424 people in Richmond Hill (CD) and 177 people in Eltham CD were drivers of the motor vehicle in which they were travelling and 39 in Richmond and 9 in Eltham were passengers. A further 19 people from Richmond travelled in a Truck and 4 by motorbiker/scooter. Similarly 12 people from Eltham travelled in a Truck and 3 people travelled by motorbiker/scooter. In the Richmond Hill (CD) , three people travelled by bicycle and 18 walked to work, while seven of Eltham’s employed workforce walked to work.

A total of 39 people in Eltham (CD) and 34 people in Richmond Hill (CD) indicated that they worked from home.

Given the previous stated Industries of employment it is likely that a number of people from Eltham and Richmond Hill (CD) travel into Lismore by motor vehicle and/or truck to their place of work.

Consistent with this data is the fact that both Eltham (CD) and Richmond Hill (CD) have high levels of motor vehicle ownership. There were no households in Eltham on the night of the 2006 Census who did not have a motor vehicle and just five in Richmond Hill who did not have a vehicle. 22.3% of households in Eltham (CD) who responded to this question had at least one motor vehicle while 77.7% had two or more vehicles. Similarly, in Richmond Hill CD just under 20% had one motor vehicle, while 78.9% had two or more vehicles.

## **3.2 Housing Information**

### **3.2.1 Dwelling characteristics and Dwelling tenure**

All of the Richmond Hill (CD) residents live in separate houses, with no flats/units or townhouses in the local area. Similarly almost all of Eltham’s housing stock is separate dwellings with just 4 dwellings being classified as “other dwellings”

Both areas are characterised by high levels of home ownership with the Richmond Hill (CD) having the highest level of homes that are fully owned. There are few rental properties and of those rental properties available none are state or territory Housing Authority properties. In the Richmond Hill (CD) just eight properties are rented through a real estate agent with the remainder (23) being rented through private arrangements. Similarly in Eltham nine of the rental properties are rented through a Real Estate Agent while a further 30 are rented through other landlord arrangements.

**Table 9: Tenure Type**

	<b>No. and % Occupied Private Dwellings</b>	<b>% Total Occupied Private dwellings</b>	<b>% Total Occupied Private dwellings</b>
	<b>Richmond Hill CD</b>	<b>Eltham CD</b>	<b>Australia</b>
<b>Fully Owned</b>	186 (46.6%)	69 (34.5%)	32.6%
<b>Being Purchased</b>	175 (43.9%)	93 (46.5%)	32.2%
<b>Rented</b>	31 (7.8%)	30 (15%)	27.2%

### 3.2.3 Dwelling Characteristics

There are very few rental properties in Richmond Hill (CD). However, for those that do rent the median weekly rent is higher than the national average. This is likely to be due to the fact that there are only houses for rent and no apartments or town houses, thereby skewing the median rents as apartments and townhouses generally command lower rental returns. In Eltham (CD) the median rent is lower than Richmond Hill (CD) and equivalent to that for Australia.

Housing loan repayments for properties in both Eltham (CD) and Richmond Hill (CD) are equivalent to the national average.

Again due to the existence of larger properties in Eltham and Richmond Hill CDs (99% of occupied dwellings are separate houses) and the high number of family households, the average household sizes are larger than the national average. Despite the larger household sizes, the average number of persons per bedroom in both Collection Districts are equivalent to the national average. This is likely to be due to the larger property sizes including larger numbers of bedrooms per dwelling.

**Table 10: Dwelling Characteristics of Occupied private dwellings**

	Richmond Hill CD	Eltham CD	Australia
<b>Median Rent</b>	\$200	\$190	\$190
<b>Median housing loan repayment (\$ monthly)</b>	\$1,300	\$1,300	\$1,300
<b>Average household size</b>	2.9	3.0	2.6
<b>Average No. persons/bedroom</b>	1.1	1.1	1.1

## 4 MAPPING OF SERVICES AND FACILITIES

McLeans Ridges is situated just 10 to 15 minutes drive from the Lismore CBD and a shorter distance from Goonellabah. It is also situated a similar distance from Wollongbar in Ballina Shire as it is to Lismore. Residents will therefore travel to these areas to access most commercial services and major facilities such as hospitals and emergency services.

### 4.1 Educational and Child Care Facilities

Available services in the surrounding areas include a small preschool (Richmond Hill Community Preschool) which operates from the Richmond Hill Hall two days a week. Other accessible preschools in surrounding areas are the Clunes Community Preschool, East Lismore Community preschool, Goonellabah preschool, Jarjum Aboriginal Preschool, Parish Centre Preschool, Lismore preschool and the Wollongbar Community preschool.

There are no child care facilities directly located in McLeans Ridges or Richmond Hill. Parents are able to access facilities in Goonellabah six kms to the west or in Lismore or Wollongbar which are both approximately 13 kms away. There are currently three Long Day care Services in Goonellabah (ABC Learning Centre, Care-Ring Children’s Centre, Koala Child Care Centre) as well as six long day care facilities, an occasional child care centre and a family day care service in Lismore and a further child care centre in Wollongbar.

Given that the predominant areas of employment are education and hospital and medical sciences, it is likely that a large proportion of the Richmond Hill (CD) and Eltham CD workforce who require child care are currently travelling to Lismore and Goonellabah for employment and likely to access child care in these areas if needed.

A total of 127 children from Eltham CD and Richmond Hill CD attend State run primary schools. It is likely that a large proportion of the children attend the Eltham State School which has an enrolment of 78 children as well as the other local state schools including Pearces Creek State School which has a declining enrolment of just 24 students in 2007. A further 89 children attend non-government state schools in the Lismore area.

A total of 87 high school students from the two areas attend State High Schools and almost as many (80) attend private high schools, all of which are located in the Lismore area.

**Table 11: Type of Educational Institution Attended**

	Richmond Hill CD	Eltham CD
Preschool	24	22
Primary- Govt	68	59
Primary Non-Govt	68	21
Secondary - Govt	47	40
Secondary – Non Govt	62	18
<b>TOTAL</b>	<b>269</b>	<b>160</b>

The decreasing enrolments at the Pearces Creek State School and the lower enrolments at Eltham compared to other nearby public schools (111 in BexHill and 115 at Clunes Public schools) as well as the high proportion of parents who chose to send their children to private primary and High Schools would suggest that the existing education services are able to respond to any increased enrolments as result of the proposed development.

## **4.2 Community Services**

The Maclean Ridges Hall was established in 1902 and was originally a focal point for local farmers. It is currently available for bookings by local community groups. The Hall is located on Cowlong Rd (within the Ballina LGA) on a parcel of land that has been donated to the residents and is not under the control of the council or the Crown. It is managed by a local Hall Committee and is primarily used for a range of activities including martial arts, quilting, bowling, parties and wedding hire and is operational three days per week. A small fee is charged for hall hire and this contributes to the maintenance and running costs of the hall. In addition the Ballina Shire Council provides a small annual contribution towards maintenance and upgrading of the facility. The Hall is located on a corner block and has limited space for parking. As a result visitors often park inside the Hall grounds, therefore further reducing the limited available yard for outdoor activities. The timber hall, due to its age requires considerable maintenance. It is currently in need of external painting.

Other accessible community services include a Community Centre at Goonellabah which houses the library and a range of services for older people, while the Lismore area has a wide range of community services including HACC services, a community centre , youth services and Child health services.

It is proposed to enhance the McLeans Ridges hall either by providing developer contributions to the centre for maintenance and upgrades to the facility or by relocating it to the community lot within the Cameron Rd site. It is anticipated that the hall could support an enhanced population base with additional days of opening and an enhanced outdoor area.

## **4.3 Recreational facilities**

The nearest recreational facilities are located in Goonellabah and include a major sporting field (soccer, cricket, football) tennis courts and indoor squash courts. Kadina Park at Goonellabah is a large integrated sport and recreational reserve proposed to include a basketball/netball court, sports field, shared walking/cycle paths, picnic and BBQ facilities and a number of playgrounds to cater for different age groups. It is also planned to construct a multipurpose recreational facility at Goonellabah that will include a dedicated youth space.

There is also a tennis court at Richmond Hill that is privately owned but available for hire by the local public and a tennis court at Eltham.

#### **4.4 Commercial services and facilities**

Residents in McLeans Ridges access commercial services and facilities in Goonellabah and Lismore for their grocery shopping and personal needs. It is understood that the Old School building located on Cowlong Road, opposite the McLeans Ridges Hall previously operated in a commercial capacity as a fruit and vegetable shop, however, it was unable to be economically sustained as a viable commercial operation.

Most recently, two large shopping centre developments have been established at Goonellabah, both with supermarkets (IGA and Coles) and offering a range of variety and food outlets.



## **5. ASSESSMENT OF THE SOCIAL IMPACTS**

### **5.1 Summary of the existing and future Community**

Both Richmond Hill CD and Eltham CD are characterised by high proportions of family households, with Eltham featuring a greater proportion of younger families with pre-school age children .

Over a quarter of Richmond Hill’s population and over 20% of Eltham’s population are people aged over 55 years who are retired and enjoying the lifestyle of rural living while being in close proximity to amenities and services in nearby Goonellabah and Lismore. However, the trend in Richmond Hill (CD) is for a population ageing insitu while in Eltham the population of people over 65 years is decreasing, which is likely due to older people moving to smaller properties with less yard maintenance demands as they age.

Over 50% of the Richmond Hill CD and Eltham CD populations are people aged between 25-54 years , many of whom are professionals who work in the education and health ( hospital and medical sciences) sectors in Lismore. In accordance with the high proportions of couple families with children, there is a larger proportion of the female labour force in Richmond Hill and Eltham CD’s who work part-time. Both areas enjoy higher than the national median incomes for individuals, households and families and both areas have a high level of home ownership with median housing loan repayments being equivalent to those for Australia.

The proposed lots within Roseview Estate vary from 4,330m<sup>2</sup> to 72,500m<sup>2</sup>, thereby providing sites that would appeal to older, retired people who do not want large sites that require significant amounts of yard maintenance as well as larger blocks more suited to families who are seeking large outdoor areas. It is also likely given the expected sale price for the vacant lots that it will continue to attract professionals and managers on higher incomes as well as some recently retired people, who wish to enjoy a more rural lifestyle.

The current average household sizes for Richmond Hill and Eltham CDs are 2.9 and 3.0 respectively. Based on these figures it is likely that this new development will result in a population increase of approximately 72-75 people.

### **5.2 Rural Residential Development**

Lismore City Council has developed the *Lismore Rural Housing Strategy* to guide closer rural settlement development through to the year 2010. Closer rural settlement is defined in the Strategy as “development and use of rural land for primarily low density residential purposes and includes rural-residential subdivision with a variety of lot sizes to cater for

different needs, detached dual occupancy and rural landsharing communities (formerly called multiple occupancies).<sup>2</sup>

Rural Residential is defined in the report as comprising

*“allotments ranging in size from 2000m<sup>2</sup> to 2ha used for residential purposes with virtually no agricultural component. Most rural residential lots are located in estates within defined rural residential zones with lot sizes of 3,000m<sup>2</sup> to 1 ha being the most common. Residents of rural-residential estates for the most part rely on Lismore for employment, although a substantial proportion are either self employed onsite or receive retirement income. People residing on rural-residential allotments are generally seeking a rural ambience and greater living space. Their perception of the rural environment is one which is primarily a residential setting. Residents generally expect many services typical of urban areas, including reticulated water and electricity, garbage collection, mail delivery, sealed roads and public transport.”<sup>3</sup>*

The strategy identifies potential rural settlement localities in McLeans Ridges as being suitable to respond to Lismore’s increasing demand for housing over the next 10 years. This specifically identifies the Roseview Estate site and the Camerons Rd subdivision as areas for rural residential development.

### **5.3 Resident’s Concerns**

Lismore City Council publicly exhibited the proposed rezoning for both the Roseview Estate (Lot 16 DP 1011612) and Camerons Rd site during the period 16 April to 28 May 2007. The most common issues raised by the majority of objectors were as follows:

1. Increased traffic and its impact on the local road network. This included concerns about the adequacy of the existing road network as well as the impact of increased traffic flow.
2. Impact on existing rural amenity, landscape and views. This included concerns about the number, size and shape of allotments and how they might impact on the current residents’ lifestyle choice and reason for living at McLeans Ridges. Concerns were also raised about the ribbon development along ridgelines and the urban nature of the developments which might not blend into the existing rural character and landscape of the locality.
3. The adequacy and impact on existing community facilities and services of the proposed development

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<sup>2</sup> *The Lismore Rural Housing Strategy*. Lismore City Council 2004. p.3

<sup>3</sup> *Ibid* p 10

Other issues raised by a smaller number of objectors included the adequacy and impact of the proposed on-site wastewater management systems; the impact on flora and fauna; the adequacy and impact on existing infrastructure such as electricity, telecommunications, water supply and emergency services; and concerns regarding a loss of agricultural land.

#### **5.4 Transportation**

A large proportion of residents from McLeans Ridges travel into Lismore and Goonellabah to access employment, schools, recreation and social networks. Given the rural nature of the area, it is also imperative that there are good road networks in order to access goods and services provided in the nearby commercial centres. ABS Census statistics indicate that there is a high level of multiple vehicle ownership in McLeans Ridges and that residents rely heavily on private transport to travel to work.

Based on the current occupancy numbers it is expected that the Roseview Estate will result in a potential expanded population of a further 75 people who will be needing to commute to Lismore, Goonellabah and Wollongbar to have their needs for employment, education and goods and services met. The major roads that provide traffic flow from McLeans Ridges through to Lismore are either Boatharbour Rd or Cowlong Rd. Fortunately, much of the commuter traffic from Bangalow/Byron Bay to Goonellabah is channelled along the Lismore/Bangalow Rd through Bexhill and Clunes and bypasses both McLeans Ridges and Richmond Hill.

Currently there are a number of school buses that transports students to schools in Lismore and Alstonville and to the Eltham State School. While these are designated school buses, they have provided the general public with assistance if required and available.

The Roseview Estate proposal provides for a developer contribution which combined with the developer contributions for the Cameron Rd rural residential development will assist with the upgrading of Cowlong Rd from the Highway to Cameron Rd and between the intersection of Cameron Rd and Roseview Rd. This is in addition to the construction of access roads within the Roseview Estate and the previous widening to Cowlong Rd which was implemented in the late 1990's at the time of the subdivision approval for the original Roseview Estate .

Developer contributions have also been identified for the construction of a footpath and bus setdown (including shelter) to meet the needs of pedestrians and school children travelling to educational centres.

These proposed strategies would appear to be appropriate in order to enhance private transportation access for an increased population of approximately 75 people.

## **5.5 Impact on Rural Lifestyle and Existing landscape**

As outlined in Lismore City Council’s Housing strategy people residing on rural-residential allotments are generally seeking a rural ambience and greater living space. At the same time they expect services typical of urban areas, including reticulated water and electricity, garbage collection, mail delivery, sealed roads and public transport. Given that the majority of people resident in McLeans Ridges are not involved in agricultural production, their reasons for living in this area is for the lifestyle benefits that rural residential living affords them.

Concerns raised by local residents ranged from the proposed number, size, location and shape of allotments, through to the loss of rural character and impacts on lifestyle choice and reason for living at McLeans Ridges. Concerns were also raised about the ribbon development along ridgelines and whether the nature and character of the developments would blend into the existing rural character and landscape of the locality.

The lots proposed within the Roseview Estate are of varying size from 4,330m<sup>2</sup> to 72,500m<sup>2</sup>, and as such they cater to the varied needs of prospective residents – that is older retired couples who want to enjoy rural living without the upkeep demands of a large parcel of land as well as families who want large outdoor areas for their children to play.

The number of vacant lot sizes in the Roseview Estate have now been reduced from an original plan of 30 vacant lots to 25 in order to meet Council’s rural residential planning requirements for minimum lot widths and “no build” zones along the first 40 metres of all side boundaries. This ensures that there are significant levels of privacy and distance between each allotment in keeping with the attributes of a rural property and also reduces the potential for the estate to take on more urban characteristics. The individual development applications for future dwelling houses will provide a further opportunity for Council to review the design of the built form and ensure maximum distances between properties and retention of the rural character.

The majority of building envelopes in the Roseview Estate are not located on the ridgeline, and building envelopes have been placed at varying distances from the frontage of the site to avoid a linear building line which might impact on the outlook of existing residents and/or detract from the rural character of the location. Subsequently roads within the estate are also non linear in keeping with the feel of a meandering country road and storm water management and driveway designs have been developed so as to minimise the need for kerb and guttering within the road design.

These plan revisions assist in mitigating against concerns that the development might not blend into the existing rural character and landscape of the locality.

## **5.6 Community facilities and Services**

McLeans Ridges is a dispersed rural residential area located in close proximity to commercial centres in Goonellabah and Lismore. As such the area has very few community facilities and services with residents primarily travelling into Lismore, Goonellabah or the local townships to access schools, childcare, shops and recreational facilities. This is consistent with the general amenity of rural areas as the establishment of a commercial centre, attracting significant visitors into the area would significantly impact on the ambience of rural living.

Should the demographics of the population moving into the McLeans Ridges area mirror either those from Richmond Hill (CD) or Eltham (CD) or reflect a combination of them both, then it is likely that there will be increased demand for facilities and services for children and young people as well as those for recently retired adults in their fifties and sixties.

Social Infrastructure principles that guide the provision of community facilities and services include:

- Provision of services and facilities in accordance with the size, demographic and socio-economic characteristics of the existing and future population;
- Design and management of services and facilities to provide a focus for community activity and interaction for residents;
- Co-operative approaches which promote co-location, multiple use and sharing of facilities between compatible uses; and
- Flexible designs that accommodate sharing of facilities and changing use over time.

Currently the only existing community facility in McLeans Ridges is the McLeans Ridges hall which operates as a focal point for residents, providing activities and classes in accordance with the needs and demands of the local community.

There has been a trend within social planning, particularly in rural areas for the establishment of multipurpose facilities that can not only meet the needs of differing interest groups but can be adapted to meet the changing demographics of local communities. The McLeans Ridges Hall was established approximately a century ago and its focus and use have altered over this time to meet the needs of residents. Currently there are a range of activities on offer at the hall that meet the diverse needs of the community – activities suited to the retired population, (bowling and quilting) and physical activities for young people and adults (Martial Arts). The existing building has some limitations in that it is situated on a corner block with limited parking and external grounds and also as a result of its age it requires considerable ongoing maintenance including external painting.

The developers of both the Roseview Estate and Cameron Rd subdivisions have committed to providing contributions to upgrade the McLeans Ridge Hall to ensure that it is able to meet the needs of the existing and an expanded community. In addition the Cameron Road proposal includes the provision of one allotment for community use. This would enable consideration to be given the possibility of relocating the hall to the community lot where there is more suitable space for parking and outdoor activities. This option would support consideration of child focused activities as playgroups, a part-time community preschool or outside school hours care, where outdoor play areas and safe drop off and parking facilities area requirement.

Recreational and sporting facilities are available in nearby Goonellabah as well as tennis courts at Eltham and Richmond Hill. A central area has been identified as a community open space within the Cameron Rd proposal that will be enhanced with play equipment for children. The Roseview Estate provides an access road through to the community space.

It is not recommended at this stage that any commercial facilities and services are located in the local area. This is primarily due to the accessibility of commercial services a short distance away in Goonellabah and Lismore and the experience of previous commercial enterprises (fruit and vegetable shop in the old school building) which has indicated that local enterprises may not be commercially viable even given an increase in the population. Residents are likely to continue to travel the short distance to Lismore and Goonellabah, where many of them work, to access a broader range of goods and services.

## **6. CONCLUSION**

The McLeans Ridges area has been identified within Lismore City Council’s Rural Housing Strategy as an appropriate site for rural residential development in order to respond to the City’s increasing demands for housing. The local community consists primarily of employed professionals with children and recently retired people who are able to enjoy the open space of rural living while still having access to urban services and being in close proximity to employment and education opportunities and a range of services and facilities.

Lismore City Council has developed through the Lismore LEP and its Rural Housing strategy, a number of principles for the appropriate development of rural residential areas. The revised Roseview Estate subdivision plan is consistent with these principles, maintaining the rural “character of the land” while also providing developer contributions for infrastructure and service enhancements that will not only assist proposed future residents but also provide benefits to the existing community. These include:

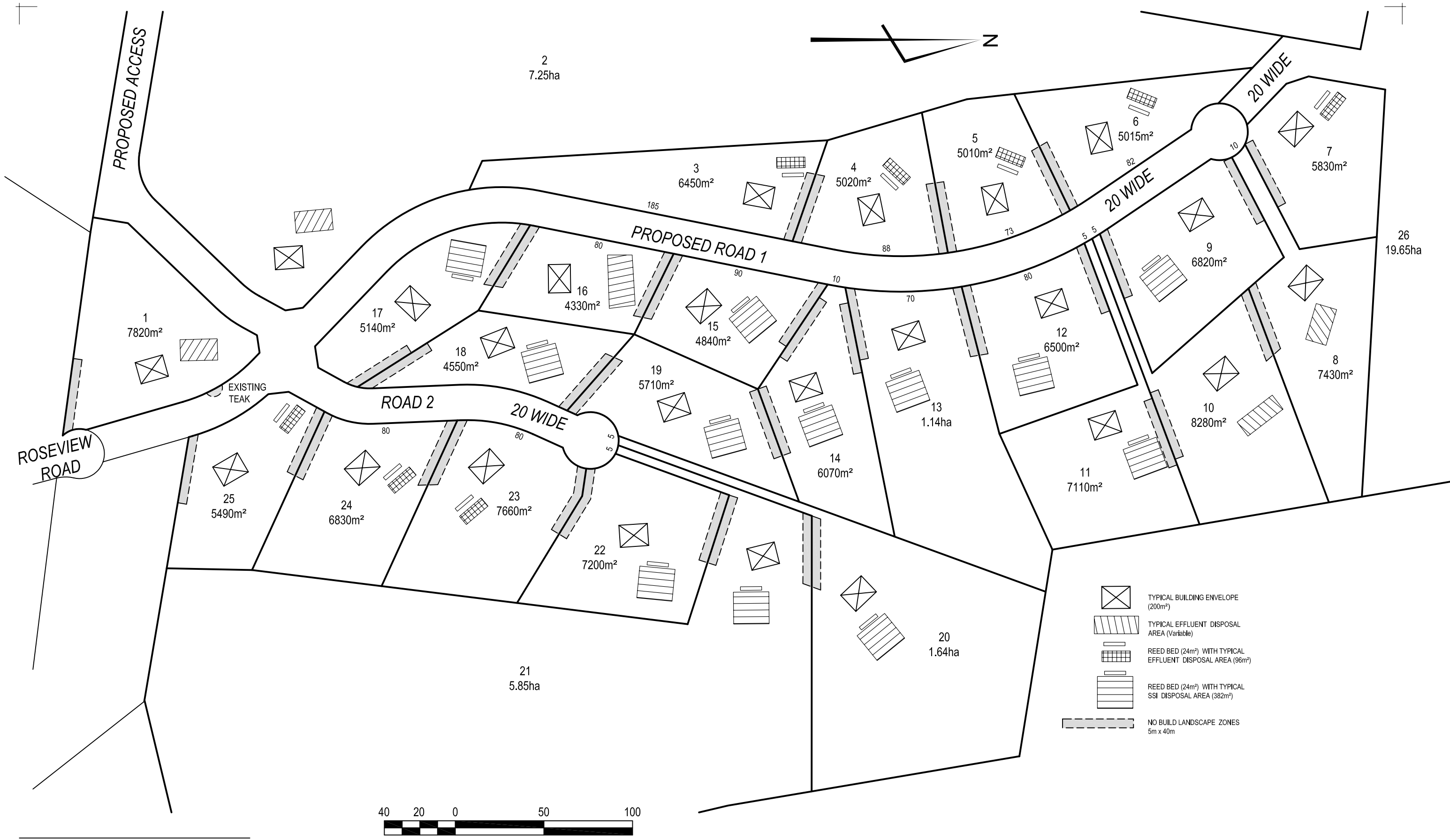
- The upgrading of Cowlong Road
- S94 contributions including financial assistance to the State Emergency Services and Rural Fire Services
- Contributions to community facilities including the upgrading and/or relocation of the community hall, a community park including park furniture and landscaping and Bus setdown including shelter
- Environmental restoration including revegetation and weed control.






It is considered that the revised plan responds to the primary concerns raised and complies with the Lismore City Council’s rural residential development principles. The added community benefit of proceeding with this subdivision is the additional resources and facility enhancements that will ensue to the community as a result of the developer contributions.

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-  TYPICAL BUILDING ENVELOPE (200m<sup>2</sup>)
-  TYPICAL EFFLUENT DISPOSAL AREA (Variable)
-  REED BED (24m<sup>2</sup>) WITH TYPICAL EFFLUENT DISPOSAL AREA (96m<sup>2</sup>)
-  REED BED (24m<sup>2</sup>) WITH TYPICAL SSI DISPOSAL AREA (382m<sup>2</sup>)
-  NO BUILD LANDSCAPE ZONES 5m x 40m

**ROSEVIEW ESTATE  
PROPOSED LAYOUT  
WITH BUILDING AND EFFLUENT LOCATIONS  
FOR: PACRIDGE PTY LTD**



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SCALE: 1 : 2000 at A3  
LGA: Lismore  
LOCALITY: McCLEANS RIDGES  
SURVEYED:  
DRAWN: GC  
APPROVED:  
DATE: 25.02.08  
COGO:  
Dwg. No. LM060073-SK21A

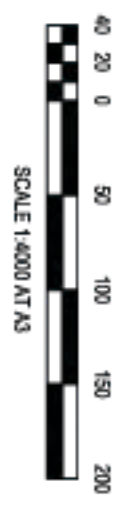




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**ASPECT North & KFM Partnership**

**ROSEVIEW ESTATE  
 PROPOSED LAYOUT  
 FOR: PACRIDGE PTY LTD**



SCALE: 1 : 4000 at A3  
 LGA: Lismore  
 LOCALITY: McCLEANS RIDGES  
 SURVEYED: GC  
 DRAWN: GC  
 APPROVED: GC  
 DATE: 06.02.08  
 COOD: LM060073-SK20B  
 Dwg. No.





## **WATER SUPPLY AGREEMENT**

**Between**

**ROUS WATER  
RICHMOND VALLEY COUNCIL  
LISMORE CITY COUNCIL  
BYRON SHIRE COUNCIL  
AND  
BALLINA SHIRE COUNCIL**

**March 2008**

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# **1 Administration**

## **1.1 Parties**

This is an agreement between:

Rous County Council, also known as Rous Water (“Rous”)

And

Richmond Valley Council (“Richmond Valley”)

And

Lismore City Council also known as Lismore Water (“Lismore”)

And

Byron Shire Council (“Byron”)

And

Ballina Shire Council (“Ballina”).

Richmond Valley, Lismore, Byron, and Ballina are referred to collectively as “The Retailers” in the Agreement.

## **1.2 Date**

This agreement commences on 1 July 2008.

## **1.3 Term of Agreement**

This Agreement has no fixed term and will continue until terminated.

Termination by any party requires a 12 month written notice. If any party, other than Rous, terminates the Agreement, the Agreement will remain in force between the remaining parties.

The terms of this Agreement will be reviewed annually by a forum comprising all parties. The review is the responsibility of Rous. The annual review will include the financial review of Rous operations.

## **1.4 Structure of the Agreement**

This document is a five party agreement comprising the common terms of agreement between all the parties. Specific items relevant to each party are listed in the five Annexures. The parties are responsible to keep the Annexures current. Changes to the Annexure do not require a formal agreement from all parties.

## **1.5 Management**

This agreement will be managed by representatives from each party, as defined in Clause 1 of each Annexure.

# **2 Background**

Rous supplies bulk water to the Richmond Valley, Lismore, Byron and Ballina.

The purpose of this Agreement is to define roles and responsibilities for the management of water supply within the area of operations of the parties.

This is a co-operative Agreement that is intended to formalise the levels of service and the working relationships between the parties. This Agreement is not intended to be used for legal action by any party against another.

### **3 Protocol**

#### **3.1 Communication**

The communication lines are listed in Clause 1 of each Annexure.

#### **3.2 Information Collection**

##### **3.2.1 Measurement of Bulk Supply**

Rous will measure the supply to each of the parties using flow meters at all the points of supply. Daily records will be maintained by Rous and will be available to the Retailers.

If requested by any party, a joint reading of the meters by Rous and that party will be carried out on a periodical basis (e.g. monthly) or as a one-off.

##### **3.2.2 Measurement of Usage**

The parties will collect and maintain records of water usage by customers. Annual reports describing relevant data will be prepared by each party and made available to the other parties. The data will include residential, commercial, industrial, and agricultural demand, analysis of residential usage and usage by the top 10 customers.

##### **3.2.3 Water Losses**

The parties will maintain registers of main breaks and leakages, including estimates of water losses. On an annual basis the parties will quantify unaccounted water losses. Unaccounted water losses shall not exceed:

- For the Retailers: the target calculated using the method published by the NSW Water Directorate.
- For Rous: a target to be advised by Rous by the first annual review of this Agreement

#### **3.3 Complaints**

All parties will maintain records of complaints and failures relating to the water supply by customers and other stakeholders.

Water quality complaints and failures will be recorded in the format shown in Appendix A. The Retailers will forward a copy of the water quality complaints register to Rous on a monthly basis. Rous Water will compile a report of the complaints, and provide a copy of the report to the Retailers in the format shown in Appendix A.

#### **3.4 Information Sharing**

Information relevant to the management and performance of the water supply of all parties will be made available to the other parties. Specific reports are listed in Clause 5.4, but other information may be relevant from time to time.

Where possible, data will be posted on the Internet with access given to the other parties. When this is not practical, the party collecting the data will forward copies regularly to the other parties.

### **3.5 Education**

Rous will coordinate communication with the community about wise water use.

The other parties will cooperate with Rous in order to achieve a uniform approach to education across the region.

From time to time Rous will work with individual Retailers to deliver education programs in their respective areas of operation.

Rous and the Retailers will participate in a Regional Steering Committee which shall meet approximately every 3 months to discuss water management issues.

### **3.6 Operations**

#### **3.6.1 Communication Lines**

Operational communication lines will be, primarily, between officers listed in Clause 1 of the Annexures.

Each party will be responsible for setting up a group email address within their respective Council. All emails are to be directed through the group email address of each party. It will be the responsibility of each party to keep their respective group email address up to date.

#### **3.6.2 Notification of Departure from Targets and Incidents**

Water supplied by Rous, to the other parties, will be in accordance with the Regional Water Management Strategy and the Rous Water Quality Management Plan.

Rous will notify the Retailers of any departure from the target water quality or quantity as soon as possible and within the following targets:

- Planned: minimum 7 days.
- Unplanned: maximum 1 hour after the incidence is observed by Rous.

The Retailers will notify Rous of incidents relating to the bulk water supply as soon as the incidence is observed by, or reported to, them.

Notification will be in person or by phone. The notifying party will ensure that the notification is received by an appropriate person. Notifications will be repeated by email or letter; with a record kept by both parties of the time and nature of the notification, and the personnel involved.

### **3.7 Tariff and Payment**

A tariff will be developed by Rous annually, based on retrospective consumption and budgeted expenditure. The timetable for implementation of the tariff will be as follows:

- 30 March: Rous prepares draft tariff and forwards to the Retailers for review.
- 15 April: The other parties provide comments to Rous.
- 30 April: Rous finalises the tariff and forward to the Retailers.
- May: All parties prepare and exhibit draft management plans.



- June: If required, tariff is updated.
- 1 July: new tariff in force.

Rous Water will convene a meeting between the Finance Managers of the parties to determine a new tariff structure based on forecast consumption and budgeted expenditure. It is the intention that Finance Managers will meet annually to review the tariff structure.

Rous will issue monthly invoices to the Retailers who will pay Rous within twenty-one (21) days after receipt of the invoice.

## **4 Quantity and Security**

### **4.1 Levels of Service**

Rous will supply, and plan to supply, water to meet the requirements of the Retailers, based on projections established in accordance with Clauses 4.4 and 4.5.

The levels of service to be provided by Rous are:

- Drought security: maintain the 5/10/20 rule. This rule limits the restrictions to no more than 5% of the time, and no more frequent than once in 10 years. In addition, Rous will be able to supply 80% of the unrestricted demand in case of a repeat of the worst drought on record.
- Average annual demand: 200 kL/property
- Peak day demand: 2.5 kL/property

### **4.2 Demand Management**

Water demand will be managed in accordance with demand management plans, prepared by each party, in compliance with the latest issue of the Department of Water and Energy (DWE) Best Practice Management guidelines.

Rous is responsible for preparing and implementing a Regional Water Management Strategy. The Retailers are responsible for preparing a local demand management plan containing strategies and actions specific to their operations. The local plans will be sub-plans to the regional plan.

In each year, the maximum volume of water supplied to each Retailer, for domestic use, will not exceed an average of 200kL/property (in accordance with the National Water Initiative National Performance Framework Handbook indicator W9). Where a Retailer experiences a higher domestic consumption than an average of 200 kL/property, and a fine is imposed on Rous Water by Department of Water and Energy, it shall be paid by the Retailer.

The parties will co-operate in the preparation of the demand management plans.

Rous and the Retailers will continually support each other in all appropriate water efficiency initiatives, through staff time and/or cash contribution.

The parties will always consider water efficiency issues when designing and preparing future projects and replacing items of plant and infrastructure.

## **4.3 Drought Management**

### **4.3.1 Drought Management Plans**

Rous is responsible for preparing and implementing the Regional Water Management Strategy approved by the Department of Environment and Climate Change. The strategy will be prepared in consultation with, and using input from, the Retailers.

The strategy will include a drought management plan complying with the latest issue of the Department of Water and Energy Best Practice Management Guidelines.

The Retailers are responsible for preparing local drought management plans containing strategies and actions specific to them. The local plans will be sub-plans to the regional plan.

The parties will co-operate in the preparation of the drought management plans.

The levels of restrictions and water conservation measures will be consistent between the regional and the local drought management plans.

### **4.3.2 Restrictions**

Restrictions on the demand may be imposed if the supply of water is reduced due to a breakdown, drought or other reason.

The restrictions will be applied in accordance with the Regional Water Management Strategy and the Local Draft Management Plans.

Unless caused by a local breakdown, the same restrictions should be applied across all the Rous and Retailers service area.

## **4.4 Planning**

The Retailers will advise Rous of relevant changes in their Environmental Planning Strategies.

Rous will arrange to vary the allocation of water in accordance with the Retailers demands as per the Retailers Settlement Strategies, growth predictions, and Strategic Plans.

Rous and the Retailers will carry out joint population projections and demand studies every 5 years. The first study will be carried out in the 2008/2009 financial year. The management committee, defined in Clause 1 of each Annexure, is responsible for preparing the study.

## **4.5 Reliability**

Rous is required to provide and maintain facilities, and deliver water, to enable the Retailers to provide continuous water supply to their customers.

## **4.6 Sources**

Rous will continue to use its existing water sources. In addition, Rous will continue to investigate integration of additional sources, to supplement and/or replace the existing sources. Additional sources will include, but not be limited to, the following:

- Sewage effluent
- Stormwater
- Surface water
- Groundwater
- Desalinated water

- Existing water sources owned by other utilities including Tweed Shire Council and the Retailers.

The investigation of other water sources shall be in accordance with the Far North Coast Regional Strategy and may involve supply of water, by Rous, to other water utilities. Sources will be assessed using triple bottom line (financial, environmental and social) criteria.

The development of the water sources will be coordinated between the parties and other water utilities, and State government agencies.

## **5 Accountability**

This Clause lists the obligations of all parties.

### **5.1 Primary Obligations**

Rous will:

- Supply to the Retailers at the supply points sufficient quantities to meet peak daily demands, subject to restrictions which may apply from time to time.
- Supply water to the Retailers of quality that meets the Rous Water Quality Management Plan and the Australian Drinking Water Guidelines (ADWG).
- Supply water which will maintain reasonable disinfection residuals.

The Retailers will:

- Manage their infrastructure to best preserve disinfection residuals downstream of the supply points.
- Pay invoices presented by Rous, for water and services provided by Rous.
- Before the end of March of each year, provide Rous with an estimate of its anticipated usage for the following financial year.

The provision of residual disinfection in the reticulation system is a joint responsibility of Rous and the Retailers.

### **5.2 Testing and Metering**

Sampling and testing will be carried out by Rous at the locations and frequencies listed in the Rous Water Quality Management Plan.

The testing protocol is as follows:

Water quality:

- Samples will be taken and tested, at an NATA accredited laboratory, at the expense and discretion of Rous.
- Test results will be made available to all parties.
- The Retailers may audit the results.

Water quantity:

- Rous is responsible for installing, maintaining, reading and calibrating meters at the supply points to the Retailers.
- The readings and calibration records will be available to the Retailers.

- The Retailers may audit the results.

### **5.3 Responsibility for Infrastructure**

The points of supply listed in the Annexures are the limits of responsibility for the infrastructure between the parties.

For reservoirs owned by the Retailers: the limit of responsibility is the downstream end of the Rous meter, on the inlet pipe of the reservoir.

For reservoirs owned by Rous: the limit of responsibility is at the outlet of the reservoir, or at the downstream end of the Rous meter, if the meter is installed downstream of the reservoir.

### **5.4 Reporting**

The parties will provide the reports listed in this Clause, as well as other reports and documents that are considered relevant. The timing of the reports will be as follows:

- Monthly reports: Each report will cover a calendar month and will be provided by the 15<sup>th</sup> of the following month.
- Annual reports: Each report will cover a financial year, or as otherwise agreed, and will be provided within one calendar month from the end of the reporting period.
- Other reports: The reports will be provided within two weeks of their finalisation.

Reports by Rous:

- Water quantities supplied to the Retailers: Monthly reports and annual summaries.
- Water quality testing results: Monthly.
- Best-Practice Management (BPM) compliance audit report: Annual.
- Strategic business plan, IWCM strategy and Regional Water Management Plan: When completed and when updated.
- Complaints summary: Monthly (refer to Clause 3.3).
- Meeting the targets specified in the Clause 2 of the Annexure: Annual progress reports.
- Reliability performance: Annual (as per Clause 4.5).

Retailers:

- Best Practice Management (BPM) compliance audit report: Annual.
- Strategic business plan for water supply and IWCM strategy : When completed and when updated.
- Meeting the targets specified in Clause 2 of the Annexure: Annual progress reports.
- Complaints: Monthly (refer to Clause 3.3).
- Environmental planning instruments, land use strategies and population forecasts: When updated.

In addition, each party will provide other relevant documents requested by the other party.

## **6 Compliance**

The parties will need to comply with legislative and other requirements to demonstrate that they operate efficiently and effectively.

These requirements include:

- Water quality: Water supplied by Rous should meet the latest standard of ADWG.
- Best practice management: the parties need to comply with the requirements, as defined in the latest issue of the Best Practice Management Guidelines issued by the Department of Water and Energy (DWE). The exception is the Rous tariff where the DWE pricing guidelines are not relevant.
- Environmental protection: the parties' water supply operations need to comply with environment protection licences, and other environmental requirements.
- Water extraction: Rous needs to comply with the requirements of its water access licences.
- Efficiency: the parties will work diligently to meet the targets listed in the Annexure.

Over time additional requirements may be introduced which affect the operations of the parties. All parties will aim to comply with all statutory and legal requirements.

## **7 Dispute Resolution**

Disputes should be handled at the lowest possible level.

If unresolved, they will be escalated to the next level. The levels are listed in clauses 3 of each Annexure. Disputes between Rous and one Retailer should be resolved, if possible, between these two parties only.

# 8 Signatures

Signed on behalf of Rous Water County Council

Name \_\_\_\_\_  
Title General Manager \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

Signed on behalf of Richmond Valley Council

Name \_\_\_\_\_  
Title General Manager \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

Signed on behalf of Lismore City Council

Name \_\_\_\_\_  
Title General Manager \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

Signed on behalf of Byron Shire Council

Name \_\_\_\_\_  
Title General Manager \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

Signed on behalf of Ballina Shire Council

Name \_\_\_\_\_  
Title General Manager \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_



## **Appendix B - Future Issues for Consideration**

Following is a list of future issues that are to be considered by all the parties:

- Catchment Management and Emergency response.
- Key Performance Indicators (KPI's).
- Disinfection study by Rous (Chloramination versus Chlorination).
- Rationalisation of Water sampling and testing between the parties.

It is the intention that these issues are to be reviewed annually.

### **Notes on Catchment Management and Emergency Response**

#### **\* Response to Incidents in the Water Catchment Areas**

Rous has a program in place to undertake formal water quality risk assessment for all of its water catchment areas. These risk assessments then form the basis for the development of a formal catchment risk management plan, which typically identifies a range of actions and initiatives to manage the risk of contamination from the respective sources. However, these existing and proposed risk management measures have an emphasis on the prevention and management of the risk of contamination of the water supply, rather than actual emergency management provisions.

An issue for further consideration through the review process is the potential to develop joint incident response protocols for water quality contamination incidents, in each party's respective water catchment area. This would outline all emergency management steps including the incident notification, response protocols, incident response/management techniques, and all associated communications and monitoring activities.

This is also relevant for incidents occurring at other stages in the water cycle (dams, treatment process, and/or distribution system).

#### **\* Strategic Planning for Water Supply Sources: Land Use and Planning Controls**

The Australian Drinking Water Guidelines (ADWG) state that, the most effective means of assuring drinking water quality and the protection of public health, is through the adoption of a preventive management approach that encompasses all steps in water production, from catchment to consumer. The catchment area forms the first barrier for the protection of the water supply (or, in the case of a groundwater source, the recharge area forms the first barrier for the protection of the water supply). Effective local planning laws are the most critical aspect of catchment management; if inappropriate development was permitted this could negate all the effort and resources invested in on-ground works. As a result, whilst treatment and monitoring are critical, effective local planning laws are required to control potentially hazardous water quality risks that may arise from a range of land uses.

An issue for further consideration through the review process is to consider the planning processes that are in place for each party, to ensure any development that does occur within the designated water catchments (or recharge areas) receives rigorous scrutiny regarding potential adverse impacts on water quality and catchment health.



## Annexure A - Rous Water

### A1. Communication Lines - Rous

Forum/Role	Rous	Meeting Frequency
Operators Committee: Day-to-day operations	Asset Managers Anthony Acret Belinda Fayle Terry Gobbe	6 Monthly  Initiated by Rous
Planning / Management Committee: Manage this agreement	Operational Services Manager Wayne Franklin 6621 8055 wayne.franklin@rouswater.nsw.gov.au	Annually
Senior Executive Committee: Major changes	General Manager Paul Muldoon 6621 8055 paul.muldoon@rouswater.nsw.gov.au	As required

### A2. Performance Target - Rous

Service	KPI	Target
<b>Water Quality</b>	Water quality parameters	Parameters meet Rous Water Quality Management Plan
	Able to convey peak day demand	No water restrictions due to pipeline capacity
<b>Quantity</b>	Able to process peak day demand without restrictions	No restrictions imposed due to treatment constraints
<b>Dirty Water Complaints</b>	Number per year	< 30
<b>Taste and Odour Complaints</b>	Number per year	< 30
<b>Construction Activities</b>	Impact on environment	No adverse impact on environment

<b>Interruption to Supply</b>	Notice for planned interruption to retail supply	48 hours
	Notice for planned interruption to bulk supply	7 days
	Maximum duration of interruption to supply – retail and bulk	24 hours (planned) 8 hours (unplanned)
<b>Mains Break</b>	Number/km of main/year	1/20km/year

### **A3. Dispute Resolution - Rous**

<b>Level 1</b>	Operations Services Manager
<b>Level 2</b>	Operations Services Manager
<b>Level 3</b>	General Manager

### **A4. Points of Supply - Rous**

Not Applicable.

### **A5. Work Procedure – Rous**

Not Applicable.

## Annexure B - Richmond Valley Council

### B1. Communication Lines - Richmond Valley

Forum/Role	Richmond Valley	Meeting Frequency
Operators Committee: Day-to-day operations	Services Engineer Dave Holstein 6660 0224 david.holstein@richmondvalley.nsw.gov.au	6 Monthly
Planning / Management committee: Manage this agreement	Manager Strategic Planning Ray Medhurst 6660 0233 ray.medhurst@richmondvalley.nsw.gov.au	Annually
Senior Executive Committee: Major changes	Director Works Gary Murphy 6660 0262 gary.murphy@richmondvalley.nsw.gov.au	As required

### B2. Performance Targets - Richmond Valley

Parameter	Unit	Current	Target	Time
Unaccounted for Water	ILI	Not known	TBA	TBA
Main breaks	Per 100 km	13	10	June 2010
Average annual residential consumption	kL/property	207	200	June 2012
Peak day demand	kL/property	Not known	2.5	TBA
Residential revenue from usage charges	%	37	In accordance with BPM requirements	June 2009

### B3. Dispute Resolution - Richmond Valley

<b>Level 1</b>	Manager Strategic Planning
<b>Level 2</b>	Director Works
<b>Level 3</b>	General Manager

#### **B4. Points of Supply - Richmond Valley**

Supply will be at the following reservoirs:

- Coraki
- Broadwater
- Evans Head
- Rileys Hill
- Woodburn.

#### **B5. Work Procedure - Richmond Valley**

### **WORK PROCEDURE**

## **WOODBURN CHLORAMINATION PLANT OPERATION**

#### **Purpose:**

This document outlines procedure for the operation of Woodburn chloramination booster plant, with the aim of maintaining reasonable chloramine residuals throughout the Richmond Valley Council water reticulation at Woodburn, Broadwater, Riley's Hill, and Evans Head. It also outlines the communication protocol between Rous Water (Rous) and Richmond Valley Council (RVC) regarding information and notification of plant operation and system performance.

#### **Scope:**

This document applies to the Rous Supervisors, Operators, and RVC contacts nominated in the document.

#### **Procedure:**

- The Rous duty Operator shall measure the chloramine residual every Monday, Wednesday and Friday morning, at the following locations:
  1. 375 main at bore site prior to the booster dose point
  2. Inlet of Langs Hill Reservoir
  3. Outlet of Langs Hill Reservoir
  4. Inlet of South Evans Head Reservoir
  5. Outlet of South Evans Head Reservoir.
- Under normal operation, the Operator shall attempt to maintain a desirable chloramine target of 1.5-2.0 mg/l at the reservoir outlets, with a maximum outlet residual of 2.5mg/l.
- The Operator shall report the chloramine levels weekly, to the Rous Supervisor, by noon each Monday (see nominated Supervisor below), UNLESS the result is 1.3mg/L or less, in which case the Operator shall notify the Supervisor by noon that same day.

- The Supervisor shall notify the RVC contact of chloramine levels as received via email by 4pm on the next business day.
- If chloramine levels taken prior to the booster dose point fall below 1.8mg/L, then the Supervisor shall instruct that the booster plant be put into service. If levels rise above 2.3 mg/L and hold, then plant may be turned off.
- If chloramine levels are less than 0.8mg/L at the outlet of either reservoir, and there is no indication of the presence of nitrifying bacteria, then the Supervisor shall instruct the Operator to lock the reservoir out and drop the level to 25% of capacity, then refill with fresh chloraminated water. Rous owned mains shall be flushed by Rous staff where appropriate. The RVC mains reticulation may also be flushed by RVC staff where appropriate and after discussions between Rous Supervisor and RVC Operations Engineer. Additional residual testing shall be undertaken and if residuals do not improve within two (2) days, the procedure listed in the point below shall be followed.
- If chloramine levels are less than 0.8mg/L at the outlet of either reservoir and there is indication that nitrifying bacteria may be present, the Supervisor shall instruct the Operator to lock the reservoir out and drop the level to 25% of capacity then refill with free chlorine from the booster plant at Woodburn bore site at a dose rate of 5.5mg/l (i.e. with ammonia turned off). Dose rate shall be calculated v/v by dilution. The reservoir shall then be locked out again until the level drops to 25% after which normal chloramination operation may resume.
- If required, the Rous Supervisor shall liaise with RVC contact to organise operational assistance.
- The Supervisor shall notify the RVC contact of any impending action, change of supply or plant operation status using the *Operational Alerts* email notification address.
- The results of the chloramine residual for the RVC reticulation system will be emailed weekly to the Rous Supervisor directly by Richmond Water Laboratory. Rous should use this information to initiate further action, in consultation with RVC contacts to ensure system capabilities are met.

## **NOMINATED DUTY STAFF**

### **Rous Water Operator**

1st contact:

Rodney Hoskins - 0427 788 082

2nd contact:

Gene Hawthorne - 0429 393 009

AFTER HOURS: 6626 6955 - Ask for on-call Operator for mains breaks and water supply complaints.

### **Rous Water Supervisor**

1st contact:

Belinda Fayle Dams & Treatment Operations Manager - 6621 8055 - 0427 938 506 - belinda.fayle@rouswater.nsw.gov.au

2nd contact:

Terry Gobbe Distribution System Assets Manager - 6621 8055 - 0429 155 799 -  
terry.gobbe@rouswater.nsw.gov.au

3rd contact:

Wayne Franklin Operational Services Manager - 6621 8055 - 0427 261 823 -  
wayne.franklin@rouswater.nsw.gov.au

**Richmond Valley Council Contacts:**

1st contact:

David Holstein Operations Engineer Water and Sewer - 6660 0224 - 0428 283 843 -  
david.holstein@richmondvalley.nsw.gov.au

2nd contact:

Kevin Lowe Overseer Water and Sewer - 6682 5564 - 0428 664 185

3rd contact:

Carla Dzenolet Environmental Technician - 6660 0282 - 0407 480 853 -  
carla.dzenolet@richmondvalley.nsw.gov.au

**Revision 1**

**Issued to:**

R. Hoskins  
G. Hawthorne  
B. Fayle  
T. Gobbe  
W. Franklin  
D. Holstein  
K. Lowe  
C. Dzenolet  
G. Murphy

**September 2007**

## Annexure C – Lismore City Council

### C1. Communication Lines - Lismore

Forum/Role	Lismore	Meeting Frequency
Operators Committee: Day-to-day operations	Operations Engineer Paul Ellem 6625 0500 - 0427 947 820 Paul.ellem@lismore.nsw.gov.au	6 Monthly
Planning / Management committee: Manage this agreement	Manager - Operations Darren Patch 6625 0500 - 0427 395 813 Darren.patch@lismore.nsw.gov.au	Annually
Senior Executive Committee: Major changes	Director Infrastructure Services Garry Hemsworth 6625 0500 Garry.hemsworth@lismore.nsw.gov.au	As required

### C2. Performance Targets - Lismore

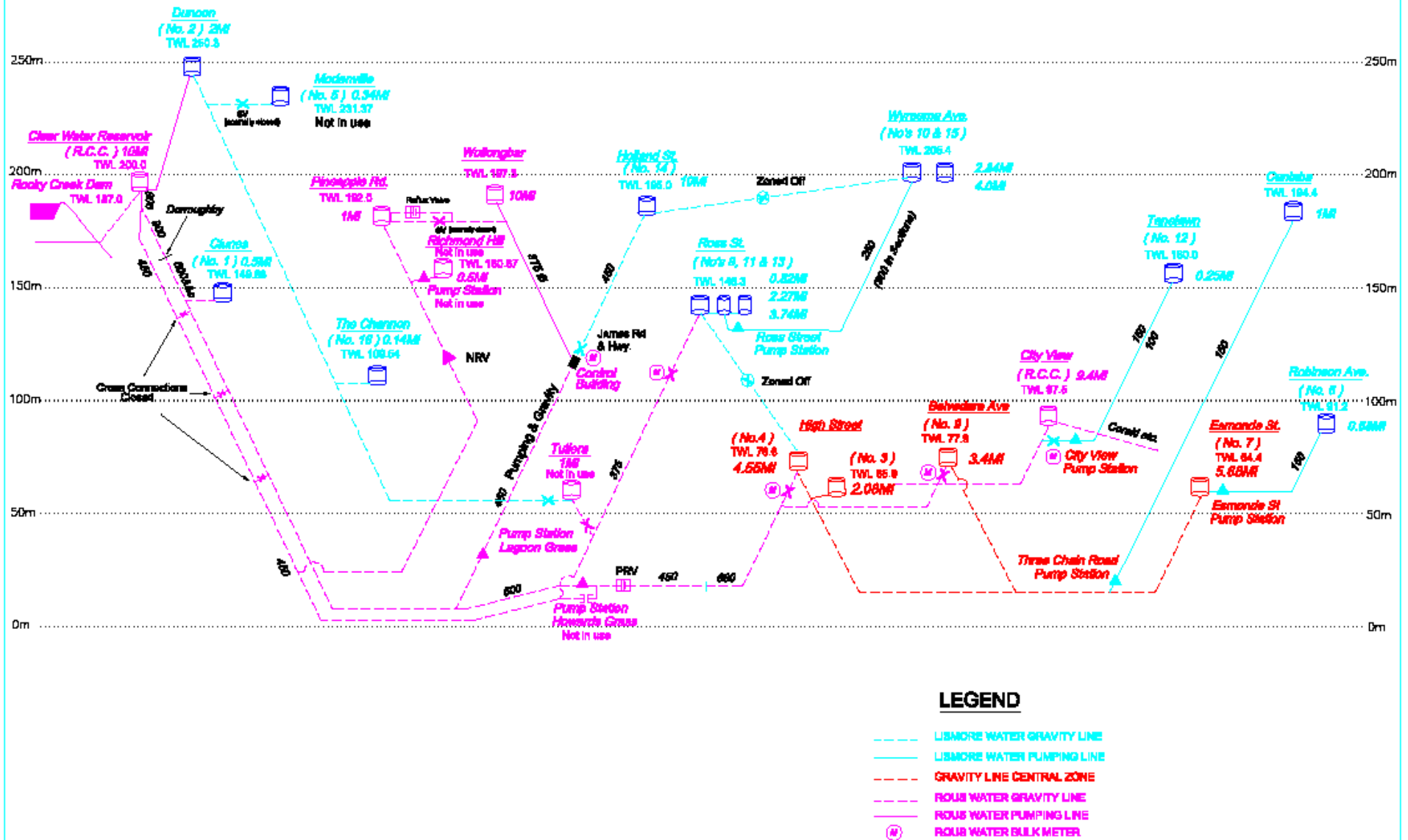
Parameter	Unit	Current	Target	Time
Unaccounted for Water	ILI	Not known	TBA	
Main breaks	Per 100 Km	9	TBA	
Average annual residential consumption	KL/property	196	TBA	
Peak day demand	KL/property		TBA	
Residential revenue from usage charges	%	70	In accordance with BPM requirements	

### C3. Dispute Resolution - Lismore

<b>Level 1</b>	Operations Engineer
<b>Level 2</b>	Executive Director Infrastructure Services
<b>Level 3</b>	General Manager

# SCHEMATIC LAYOUT OF RESERVOIRS AND PIPEWORK ROUS WATER & LISMORE CITY COUNCIL

**C4. Points of Supply - Lismore**  
Supply will be at the following reservoirs.





**C5. Work Procedure - Lismore**

Not Applicable.

## Annexure D – Byron Shire Council

### D1. Communication Lines - Byron Shire Council

Forum/Role	Byron Shire Council	Meeting Frequency
Operators Committee: Day-to-day operations	Technical Services Engineer Dean Baulch 6685 9300 Dean.Baulch@byron.nsw.gov.au	6 Monthly
Planning / Management committee: Manage this agreement	Manager Operations Water Peter Rees 6685 9300 Peter.Rees@byron.nsw.gov.au	Annually
Senior Executive Committee: Major changes	Director Water & Recycling Management Services Phil Warner 6626 7000 Phil.Warner@byron.nsw.gov.au	As required

### D2. Performance Targets - Byron Shire Council

Parameter	Unit	Current	Target	Time
Unaccounted for Water	ILI	10	8%	June 2010
Main breaks	Per 100 km	8.6	8	June 2010
Average annual residential consumption	kL/property	200	180	June 2012
Peak day demand	kL/property	N/A	2.5	June 2012
Residential revenue from usage charges	%		In accordance with BPM requirements	

### D3. Dispute Resolution - Byron Shire Council

<b>Level 1</b>	Manager Operations Water
<b>Level 2</b>	Director Water & Recycling Management Services
<b>Level 3</b>	General Manager

#### D4. Points of Supply - Byron Shire Council

Supply will be at the following reservoirs:

- Bangalow
- Coopers Shoot
- Paterson Street
- Wategos
- Brunswick Saddle Road (2)
- Warrambool
- Yamble

#### D5. Sampling and Testing - Byron Shire Council

Sampling and testing program.

Byron Shire Council has the following nominated water quality test locations.

Area	Location
Bangalow	Byron Street
Billinudgel	Wilfred Street
Broken Head	Beach Road
Byron Bay	Bay Street
New Brighton	Byron Street
Ocean Shores	Jarraah Road
South Golden Beach	Rangal Road
Suffolk Park	Broken Head Road
Wategos Beach	Marine Parade

Test Parameters and Frequency.

Parameter	Frequency
pH	Weekly
Alkalinity	Weekly
Faecal Coliforms	Weekly
Total Coliforms	Weekly
HPC-20	Weekly
HPC-35	Weekly
Turbidity	As Requested
True Colour	As Requested
Total Hardness as CaCO <sub>3</sub>	Weekly
Acid Soluble Aluminium	As Requested
Total Aluminium	As Requested
Total Chlorine	Weekly
Total Dissolved Solids	As Requested
Ammonia-N	
Antimony	
Arsenic	
Barium	
Boron	
Cadmium	
Chromium	
Copper	
Cyanide	
Fluoride	
Iodine	
Iron	
Lead	
Manganese	
Mercury	

Parameter	Frequency
Molybdenum	
Nickel	
NH3-N	
NO3-N	
NO2-N	
TKN	
TN	
Organic - N	
Total Phosphorus	
Selenium	
Silver	
Sodium	
Sulphate	
Zinc	

**D6. Work Procedure - Byron Shire Council**  
Not Applicable.

## Annexure E - Ballina Shire Council

### E1. Communication Lines - Ballina Shire Council

Forum/Role	Ballina	Meeting Frequency
Operators Committee: Day-to-day operations	Water & Sewer Operations Engineer Don Chesworth 6686 1259 donc@ballina.nsw.gov.au	6 Monthly
Planning / Management committee: Manage this agreement	Manager Water/Sewer & Waste Matthew Fanning 6686 1226 matthewf@ballina.nsw.gov.au	Annually
Senior Executive Committee: Major changes	Group Manager Civil Services John Truman 6686 1256 johnt@ballina.nsw.gov.au	As required

### E2. Performance Targets - Ballina Shire Council

Parameter	Unit	Current	Target	Time
Unaccounted for Water	ILI	2.43	Under investigation	
Main breaks	Per 30 Km	1 per 32km	1	2007/2008
Average annual residential consumption	KL/property	258	<250 kL	2007/2008
Peak day demand	KL/property	N/A	1.8	
Residential revenue from usage charges	%	65	In accordance with BPM requirements	2007/2008

### E3. Dispute Resolution - Ballina Shire Council

<b>Level 1</b>	Manager Water/Sewer & Waste
<b>Level 2</b>	Group Manager Civil Services
<b>Level 3</b>	General Manager

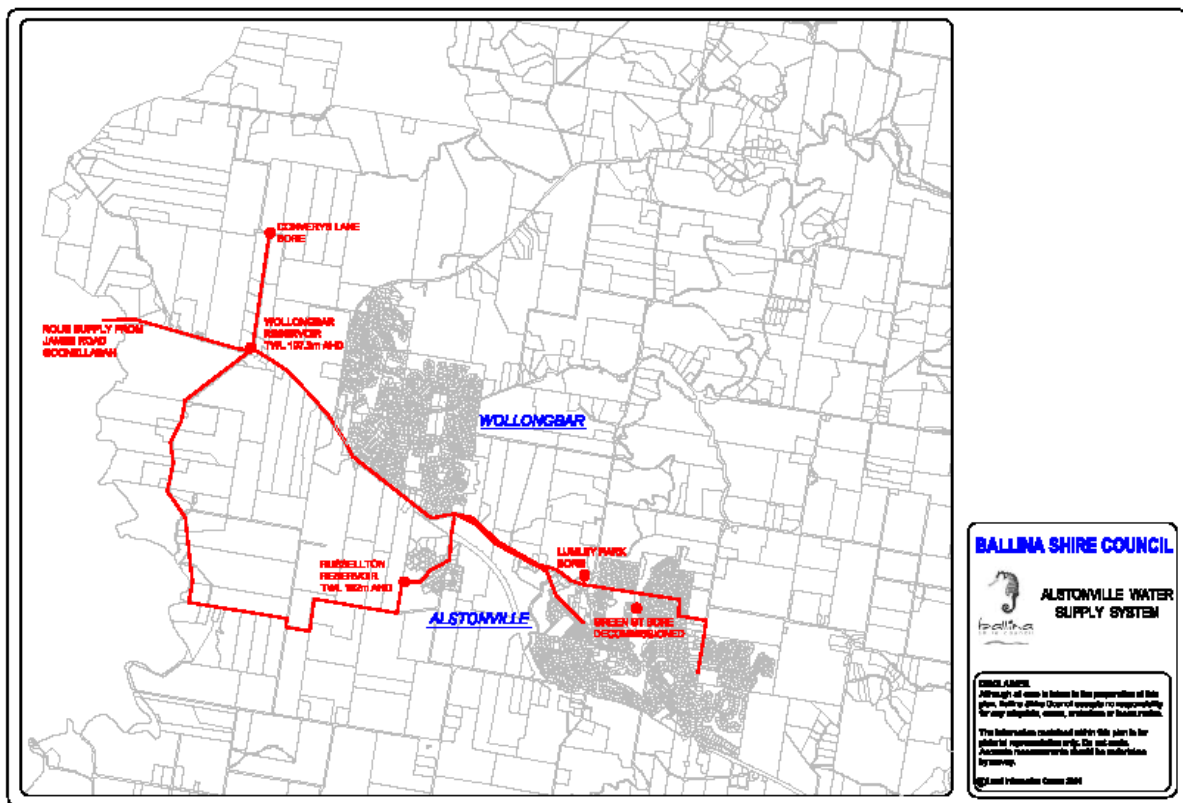
## E4. Points of Supply - Ballina Shire Council

Supply will be at the following reservoirs:

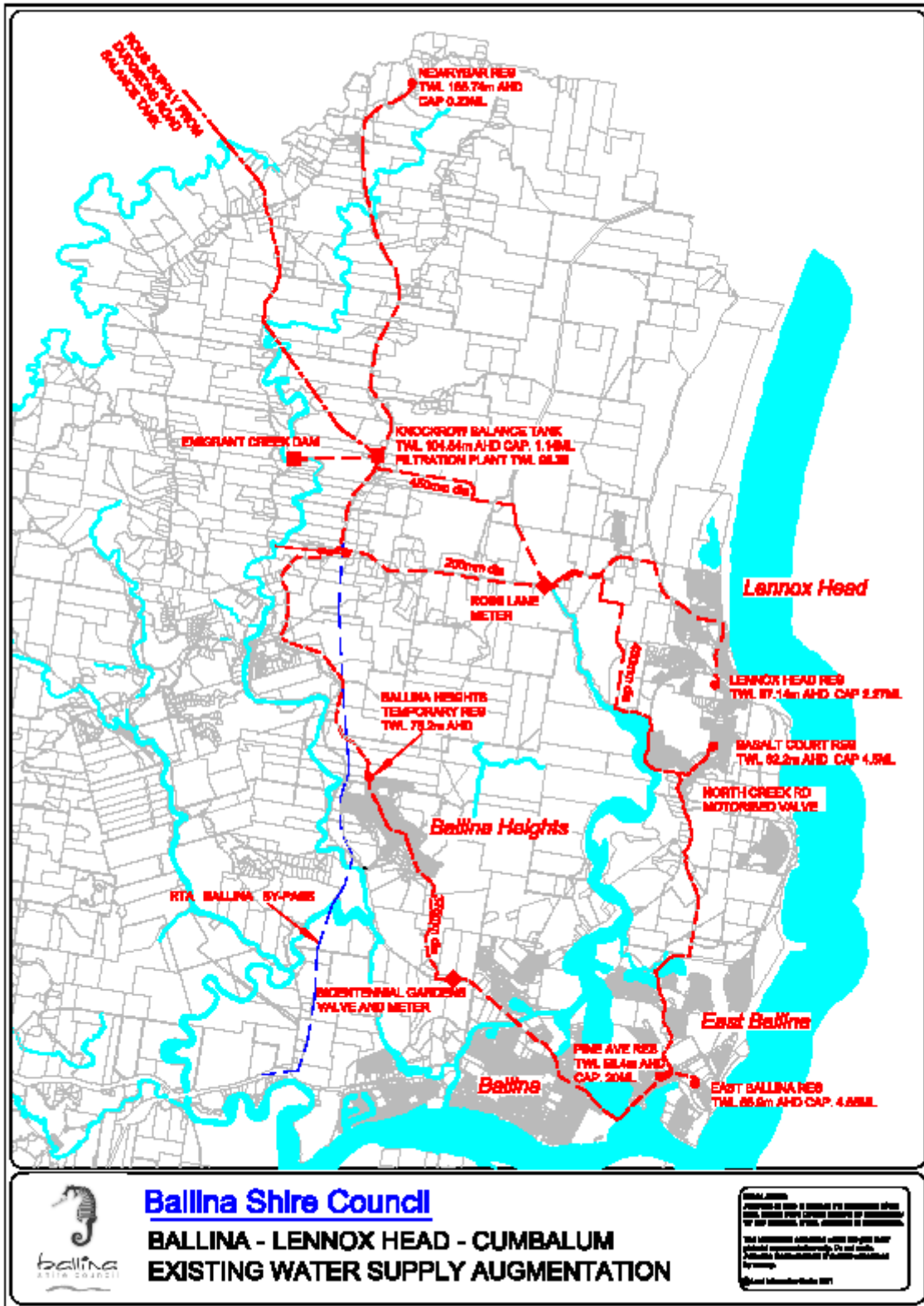
- Wollongbar Reservoir - refer E4.2.1
- Ross Lane Bulk Supply Metres - refer E4.2.2
- Bicentennial Gardens - Water Wheels - refer E4.2.2

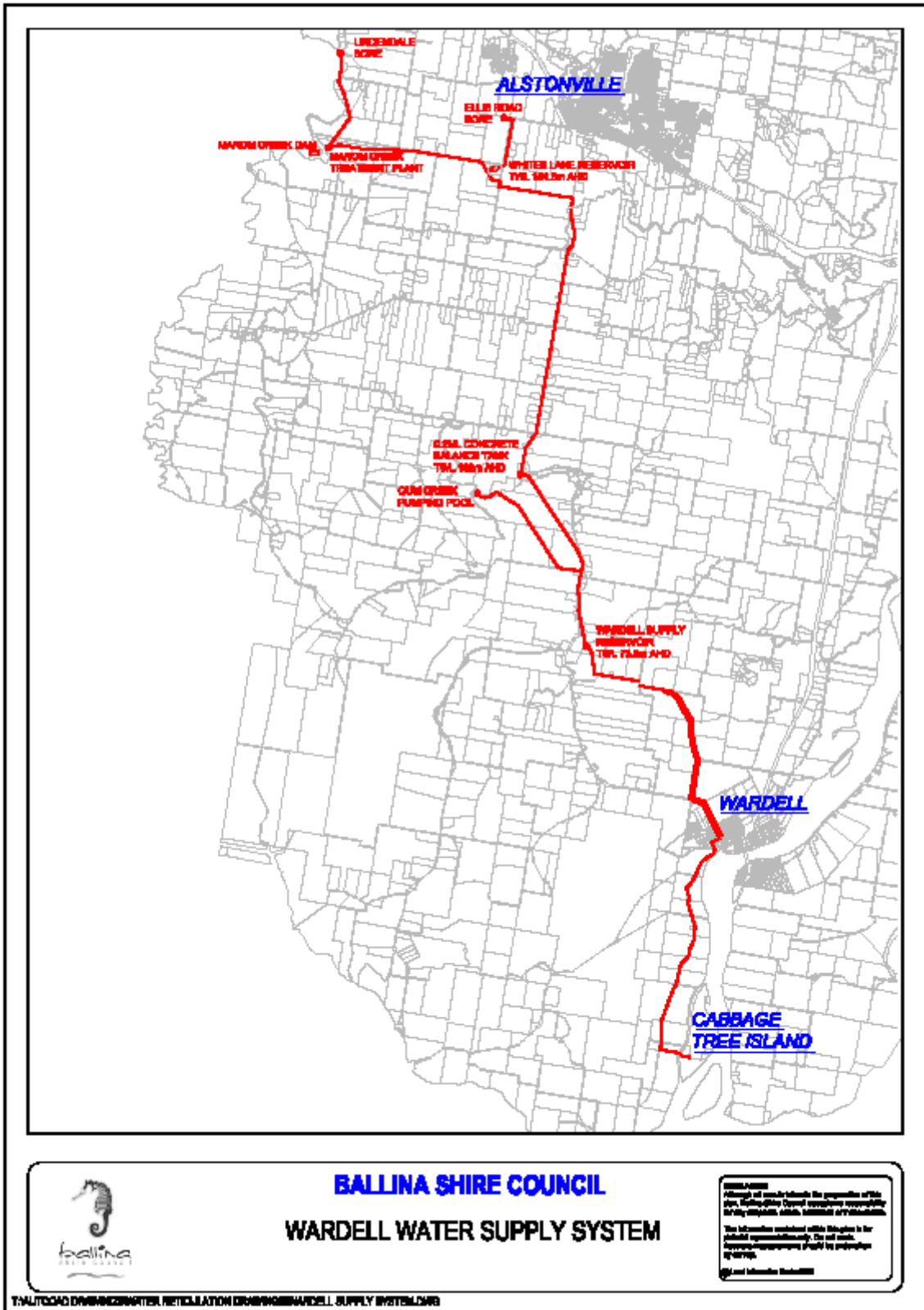
## Network Diagrams - Ballina Shire Council

### E4.2.1 Alstonville Water Supply System



E4.2.2 Ballina/Lennox Head Water Supply System







**E5. Work Procedure - Ballina Shire Council**  
Not Applicable.