

*Integrated Planning and Health:
Wastewater in the Dandenongs*

MAY 14 2003

STAKEHOLDER WORKSHOP

NOTES



Wastewater Management in the Dandenongs: Integrated Planning and Health Project Stakeholder Workshop Report

1.Overview

On Wednesday May 14, 2003 the Shire of Yarra ranges convened a *Wastewater Stakeholder Workshop* as a part of the Yarra Ranges Integrated Planning and Health: Wastewater in the Dandenongs Project. The workshop was designed to:

- Discuss and document each stakeholder's issues pertaining to wastewater management in the Dandenongs; and
- Identify or scope and determine an agreed process for all stakeholders to participate in the development of a Wastewater Management Strategy for the Dandenong Ranges.

Meetings had been conducted with all key stakeholders in the months leading up to the workshop, where both the project and the workshop plans were discussed. The list of participants who attended the workshop is provided as Attachment One.

Prior to the workshop, all stakeholders were sent the Wastewater Management in the Dandenongs Integrated Planning and Health Background Paper prepared by Council, in light of information obtained from the stakeholder meetings Council had undertaken. This paper is attached for reference (Attachment 2). The Background Paper was designed to stimulate discussion about each stakeholder's concerns relating to wastewater. Sheila O'Sullivan of SOCOM facilitated the workshop.

These Stakeholder Workshop Notes detail the information developed in the workshop including:

- Topics for discussion, developed by the Yarra Ranges Project Team;
- the goal of the project, and the vision of a successful project outcome;
- the clarification of points of influence through separating cause and effect; and
- stakeholders and their responsibilities in the 'take, use and return' model.

It was agreed that all participants would be provided with a compilation of the notes to be prepared by Council. Further, Council would subsequently arrange and then invite stakeholders to work together on the next steps towards achieving the vision for the project.

2. Workshop Outcomes

2.1 Development of Stakeholder Issues

In order to stimulate discussion, the Background Paper prepared by Councils Project Working Group, highlighted key concerns Council has in relation to wastewater impacts in the Dandenongs. These concerns were further developed and scoped with broader input from stakeholders during the first session of the workshop. The final listing is provided below:

2.1.1 TOPIC: Current State of Knowledge

- What is wastewater
- How big is the problem
- What is causing wastewater
- Differentiating between blackwater and greywater – and their sources
- Source and demand management e.g. detergents and accreditation
- How do we minimise production of sewage etc
- Possible solutions in like areas (of the Dandenongs)

2.1.2 TOPIC: Local Community Concerns

- Council has local community concerns as its pre-eminent driver
- Council is aware of community concern about the sensitive environment and about development in the area
- Council is concerned that residents understand their own responsibility in managing wastewater and also the implications if they do not manage it effectively
- Council is aware that it has a broad role in educating and informing the community on wastewater management and associated issues
- Diversity within community – desires and affordability

2.1.3 TOPIC: Outdated, Inadequate or Failing Infrastructure

- Under the *Environment Protection Act 1970* (EPA Act), Council has the obligation to ensure that owners of septic tank systems comply with their septic tank permit conditions
- Council has the power to enforce property owners to comply with septic tank permit conditions and direct rectification works for failing septic systems. Other than those that are subject of complaint, there is limited capacity for Council to identify failing systems.
- Council is limited in it's capacity to implement an appropriate strategy to improve the management of wastewater
- Prior to the introduction of the State Environment Protection Policy – Waters of Victoria in 1988, Septic Tank Permits had been issued to allow discharge of untreated greywater from kitchens and bathrooms into the stormwater system. The Shire is concerned about the greywater discharge from these older systems and does not have legislative power to alter the permit requirements to disallow continuance of these off-site discharges to stormwater.

2.1.4 TOPIC: Current and Growing Degradation of the Environment

- Council is committed to Environmental Stewardship in accordance with through its Vision 2020, which includes commitment to maintaining the flora and fauna of the Dandenongs
- Council has a legal obligation under the *Planning and Environment Act, 1987* to impose land use controls for the purpose of maintaining sites of botanical and zoological significance
- Wastewater discharged from residential and commercial properties is implicated in 'dieback' of the Mountain Ash in particular

2.1.5 TOPIC: Waterways and Water Quality

- The *Urban Stormwater: Best Practice Environmental Management Guidelines (VSC 1999)* requires threats to stormwater and water quality to be identified in terms of land use catchment, activities and the specific pollutants they generate that can affect urban stormwater quality. Generic classifications of threats that were used in the development and assessment of Yarra Ranges Stormwater Management Plan (draft 2002) were : *sewer and septic leakage and greywater discharge which can add human pathogens and nutrients to stormwater when sewers or septic tanks fail, and greywater discharging to stormwater (in non-sewered towns) which adds nutrients and potential for toxic chemicals*
- Septic and sewer leakage and greywater was rated as a very high threat in the Stormwater Management Plan for the sub-catchments in the Dandenongs - Monbulk, Olinda-Stringybark and Woori Yallock.

2.1.6 TOPIC: Quality of Life and Amenity

Under Section 29A of the Health Act 1958," *Functions of Councils* it is stated:

“The function of every council under this Act is to seek to prevent diseases, prolong life and promote public health through organised programs including the prevention and control of:

(a) environmental health dangers; and

(b) diseases; and

(c) health problems of particularly vulnerable population groups.”

2.1.7 TOPIC: Landslip

- The Shire has an excellent knowledge about landslip issues in the Dandenongs and the need to take account of this in any wastewater planning and solutions
- The geology and landslip concerns of the Dandenongs limit, the types of treatment solutions that are suitable for this area of the Dandenongs

2.1.8 TOPIC: Tourism

- Tourism depends on quality of the environment and clean water.
- Council is committed to the Upper Yarra Valley and Dandenongs Regional Strategy Plan, 1982, which was introduced to maintain the environment.

2.1.9 TOPIC: Growth and Development

- The wastewater and the ‘growth and development’ issues need to be treated separately
- Council wants a better wastewater system in the Dandenongs
- Growth and development are addressed through the Regional Strategy Plan ie. controls can be developed and maintained regardless of wastewater improvement.

2.1.10 TOPIC: Costs of Infrastructure Provision and Sources of Funding

- Council believes responsibility for the wastewater issue needs to be a shared one
- Council wants a fair system for ratepayers
- The development, trial, installation and maintenance of options other than trench-based systems needs to be a shared responsibility of all stakeholders

2.1.11 TOPIC: Multiple Stakeholders, Responsibilities and Legislative Framework and Regulations

- Council believes that roles and responsibilities need to be discussed
- A Memorandum of Understanding about the mechanism to promote connections will be useful
- Mechanisms to ensure adoption of agreed 'community owned' solutions
- Appliance manufacturers (who are the beneficiaries)
- Detergent and other product manufacturers and accreditation of products
- Local retailers of these products

2.1.12 TOPIC: Alternative Methods of Treating Wastewater

- Technologies – technical solutions
- Social and community based solutions
- Wastewater as a resource – especially from a source perspective

2.1.13 TOPIC: Regional Sustainability Context

- Who are the beneficiaries?

2.1.14 TOPIC: Regional Sustainability Environment

(No comments made at this stage due to limited time at the workshop)

3. Development of a Shared Stakeholder Goal and Vision

3.1 GOAL

The ultimate goal is to achieve sustainable local and catchment based management of wastewater. To work towards achieving this goal a number of matters need consideration.

3.1.1 Issues we need to address to achieve this

- Manage the amount of water coming into households (demand management)
- Reduce the amount of water being used in households (conservation)
- Reduce the amount of water being wasted (water management)
- Increase the amount of water being reused
- Introduce conservation measures –
 - Water tanks for collecting stormwater for reuse
 - Local, centralised Community Based Waste Management Treatment Plants
- Retro-fitting houses and commercial businesses with water saving devices

3.1.2 Expected outcomes of achievements

- The Community is renowned for its knowledge/actions/goals
- Improvement of public health and amenities by taking untreated water out of the local environment
- Improvement in the health of our forests – decrease in vegetation dieback
- Healthy waterways in the Dandenongs – cleaner water exiting from the Dandenongs, healthier ecosystems
- High quality waterways – clean and safe enough to drink and use for recreational use
- Adequate water supply to farmers/horticulture/vignerons

3.1.3 Take, Use, Return Model

It was agreed that this will require clarification of (what should be/are) the roles and responsibilities of each authority in the areas of:

Take	Use	Return
• Supply	• Additives	• Reuse
• Demand		• Disposal
		• Downstream

3.2 VISION

The vision of a successful outcome which participants developed included the following aspects:

- The Dandenong Ranges Community
 - Knows how to minimise pollution
 - Have ownership and awareness
 - Are actively participating in the solution
 - Recognises there is value for their personal investment

- There are Adequate Sustainability Constraints on Development
 - Environmental requirements
 - Environmental Friendly Certificate (EFC)
 - On title accountability

- Recycling is incorporated in all planning of development

- New businesses are developed in a sustainable way

- There are restored environmental flows – and groundwater levels

- “Wastewater” is an obsolete word – implies nuisance/problem rather than “resource

- There is a local commitment to local solutions – treatment plants

- There is a supportive legislative framework as a backstop

- Shire recognises local sustainability accords

- Compliance is ensured

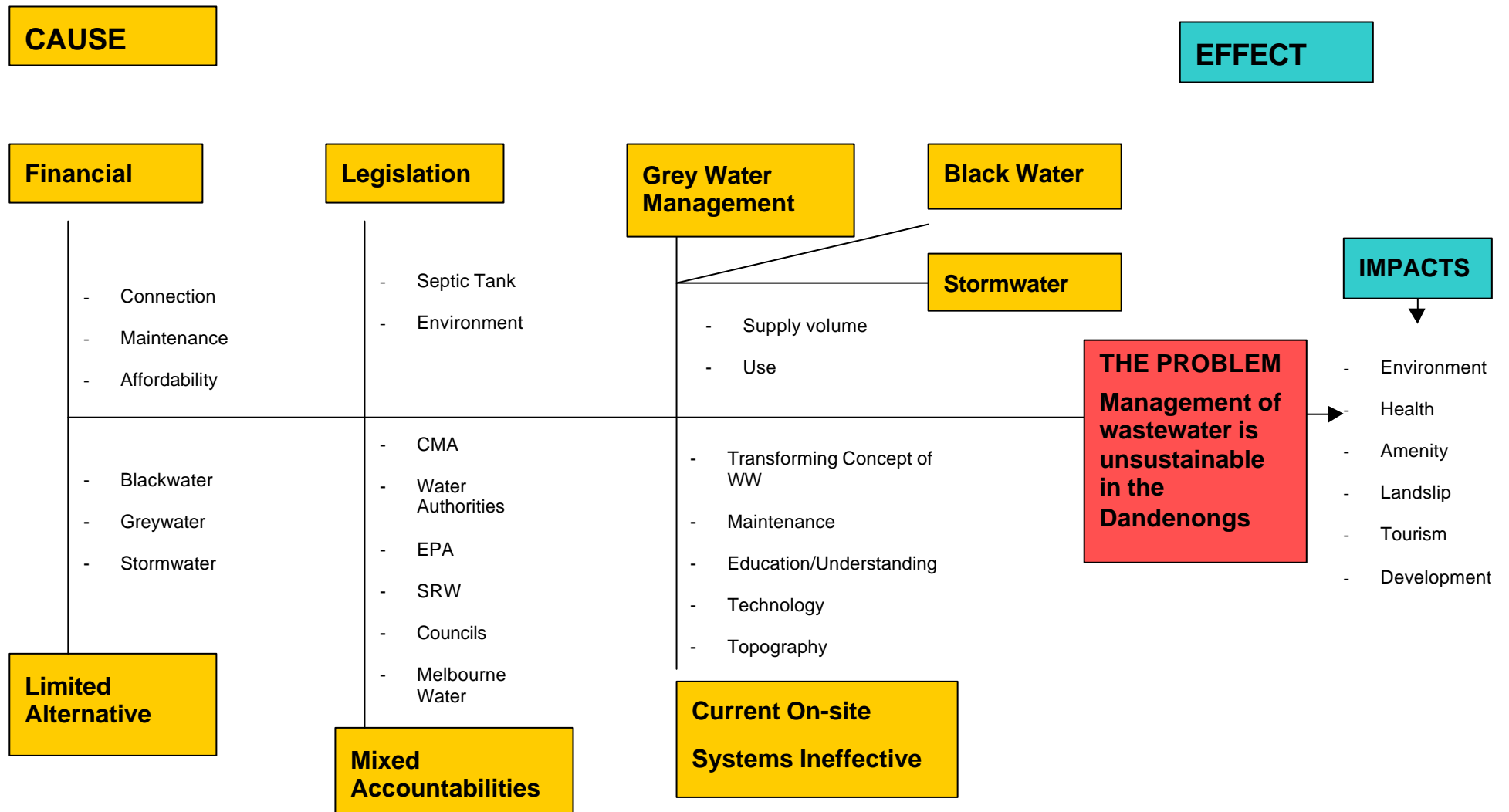
3.3 SOLUTIONS

Participants saw some solutions as the following:

- Affordable, cost effective
- Promote community stakeholder awareness
- Long term sustainable solutions
- Maintainable ongoing infrastructure that is well resourced and cost effective
- Improvement of communication between agencies and communities
- Engagement between agencies and communities
- Technical solutions must be sustainable and should enhance and protect the environment
- Know the indicators of success
- Parameters - we will know the method to measure the solutions

4. Defining the Points of Influence

To achieve the Vision participants agreed that the points of influence needed clarification. The following diagram was developed during the workshop and it was agreed that it provided an excellent description of the overall stakeholder roles in the issue of wastewater management in the Dandenongs.



5. Defining the Roles of Stakeholders in Wastewater Management in the Dandenongs.

For the final task of the workshop, participants divided into three groups to determine who are the stakeholders and what are their various responsibilities in:

- the **'take'** component
- the **'use'** component, and
- the **'return'** component of the water cycle.

The outcomes of this work are provided below:

TAKE

WHAT	WHO	DO
	Department of Human Services or DSE PTE	Policy – Legislation (Water Industry Act Standardise internal plumbing

WHAT	WHO	DO
Reticulated Water	DHS Yarra Valley Water South East Water	Monitoring water quality and setting standards Service provider quality and quantity
Tank Water	Shire Of Yarra Ranges or SYR PIC DHS	Planning/Building Permit Standard internal plumbing Public health advisory role Guidelines
Groundwater	DSE Southern Rural Water Melbourne Water Environment Protection Authority or EPA	Monitoring of observation bores (quantify) As direct stream Referral Agency - specialist advice/impact on environmental flows Pollution, monitoring (quality) Regulations (SEPP Groundwaters of Victoria)

WHAT	WHO	DO
<p>Direct Stream Out (Irrigation)</p> <p>Private Schemes and Dams</p>	<p>Southern Rural Water</p> <p>Melbourne Water</p> <p>EPA</p> <p>DSE</p> <p>CMA</p>	<p>Licensing, metering, charging for use</p> <p>Licensing, metering charging for use (bulk supply to retailers)</p> <p>State Environment Protection Policy Waters Water of Victoria 2002 – beneficial uses</p> <p>Policy (good practice and promotion)</p> <p>- Quantity</p> <p>Referral (co-ordination)</p>

USE

WHAT	WHO	DO
Blackwater - toilet	PIC Retailers Council Melbourne Water, Retail Water Companies, EPA CMA	Internal plumbing/regulator - Educator/promotion - Rebate schemes (dual flush) Planning conditions Water Saving Devices Hopefully

WHAT	WHO	DO
Greywater - bathroom, kitchen, laundry	PIC Retailers EPA WSAA Water Services Association of Aust.	Regulator - Education/promotion/incentive schemes Water saving focus Re-use guidelines 'AAA' + SA rating – lobbyists Dual flush
Stormwater - Roofs - Paving/carparks - Roads - Reserves	Council	- Water sensitive urban design - Planning conditions - Building controls - Sealing// maintenance/ drainage schemes - Strategic management
Garden	Retailers and Melbourne Water	- as above

WHAT	WHO	DO
<p>Reduce additives to improve quality</p> <p>CLEANING AGENTS</p>	<p>Retailers</p> <p>EPA</p> <p>Department of Sustainability and Environment or DSE/Commission for Sustainability</p>	<p>Link use to impacts</p> <p>Standards</p> <p>Packaging Covenants</p> <p>Best Practice Guidelines</p> <ul style="list-style-type: none"> - Reduce additives through joint EPA/SYR program - To help people make informed choice - To reduce use of anti-bacterial <p>Eco labelling</p> <p>Sets targets for improving water quality/ environmental flows – this is something done by the EPA SEPPs which then governs Melbourne Water, Catchment Management Authority and Councils.</p>

WHAT	WHO	DO
<p>Research</p> <p>Industry Waste Treatment</p>	<p>CSIRO</p> <p>YV</p> <p>Trade Waste Council</p> <p>Melbourne Water</p> <p>EPA</p>	<p>Benchmarking</p> <p>Industry Standard</p> <p>(Set standard to discharge into sewers)</p> <p>takes and treats – retail companies issue Trade Waste Licences, Melbourne Water treatment plants receive and treat.</p> <p>To change - Cost treatment is reflected in the charge</p> <p>Payment of impacts through the line (process)</p> <p>Changing the economics -</p> <p>more Eco friendly product</p> <p>State Levy – For Companies who uses chemical/product</p> <p>CSIRO – to set Industry Standard</p> <p>Packaging Information</p>

WHAT	WHO	DO
Domestic Change	SYR Melbourne Water Community	Community to drive change of use in the community. Agencies should inform, assist and influence change.

WHAT	WHO	DO
Reuse of Wastewater	<p>Yarra Valley Water SYR</p> <p>Melbourne Water/Community</p> <p>HIA</p> <p>Plumbing Inspection Commission / SYR</p> <p>State Government</p> <p>State Government Policy</p> <p>Essential Services Commission</p>	<p>Cultural change of water use at production</p> <p>What can we do with the water – use in gardens/toilet flushing</p> <p>Renewal of retro fitting – reduce reuse of water</p> <p>New house building</p> <p>Fitting standards that conserve and reuse Plumbing regulations</p> <p>Charge more for water use, industry, domestic, agriculture.</p> <p>Incentives to use less water and to use more recycled water.</p> <p>Pricing signal important part of the strategy</p>

WHAT	WHO	DO
Human Waste in Water	<p data-bbox="741 220 808 248">SYR</p> <p data-bbox="741 616 1003 839">ADDA (Code of Practice for Advertisers responsible for change of water use)</p> <p data-bbox="741 938 1048 967">Yarra Valley Water</p> <p data-bbox="741 1270 1061 1299">Sewerage Suppliers</p> <p data-bbox="741 1334 927 1362">Shire of YR</p> <p data-bbox="741 1398 1021 1426">Melbourne Water</p> <p data-bbox="741 1461 1048 1490">Yarra Valley Water</p>	<p data-bbox="1099 220 1424 248">Plumbing Standards</p> <p data-bbox="1099 284 1877 354">Compulsory reduction of the amount of water in toilet systems</p> <p data-bbox="1099 386 1906 456">Change through Plumbing Industry Commission – insinkerators banned.</p> <p data-bbox="1099 561 1765 590">Showers/Washing Machines/Dishwashers</p> <p data-bbox="1099 622 1420 651">All domestic fittings</p> <ul style="list-style-type: none"> <li data-bbox="1099 957 1883 1027">- Are reducing water pressure for less use, less energy. Opp. for Dandenongs <li data-bbox="1099 1059 1608 1088">- Water Services to drive this. <li data-bbox="1099 1120 1487 1149">- Trials of dry systems <li data-bbox="1099 1254 1451 1283">- Separate at source <li data-bbox="1099 1315 1895 1343">- Community collection (80% reduction of nitro. <li data-bbox="1099 1375 1482 1404">- Available technology <li data-bbox="1099 1436 1370 1465">- Infrastructure <li data-bbox="1099 1500 1496 1528">- Trials of drv svstems.

WHAT	WHO	DO
	<p data-bbox="736 483 813 512">CMA</p> <p data-bbox="736 746 1048 842">Yarra Valley Water South East Water</p> <p data-bbox="736 879 972 946">Southern Rura Water</p> <p data-bbox="736 983 808 1011">DSE</p> <p data-bbox="736 1179 824 1208">CIC's</p> <p data-bbox="736 1244 927 1273">Universities</p>	<p data-bbox="1095 205 1182 234">flows</p> <p data-bbox="1095 272 1800 339">Water sensitive urban design, for example waterway management/stormwater quality</p> <p data-bbox="1095 443 1888 510">Integrated land use planning including waterway management</p> <p data-bbox="1095 746 1868 813">Plan for and provide services for : water supply sewerage and recycled water</p> <ul data-bbox="1095 983 1812 1273" style="list-style-type: none"> - Policy - Write framework for LG Planning Scheme - Catchment Implementation Committees - Education

WHAT	WHO	DO
	Department Primary Industries or DPI	Melbourne Metro Strategy 2030 Victoria as a property owner – develop management plans
Who will lead?		
Technical Solutions	Water Retailers Developers Melbourne Water, EPA and Councils	<ul style="list-style-type: none"> - Consultations - Design options - Market options - Infrastructure services - Technical solutions <p>Subject to retailers Also can be instigators in proposed alternatives in design, marketing and technical solutions.</p> <p>Water sensitive urban design provide large infrastructure – build capacity</p>

WHAT	WHO	DO
	<p>Council</p> <p>EPA</p> <p>Private companies</p> <p>CMA</p> <p>Cooperative Research Centres or CRC</p> <p>Community Groups</p>	<ul style="list-style-type: none"> - Advocacy/bring parties together - On-site assessments - Organise according to Code of Practice - Encourage and recommend consideration of alternative agreed best practice solutions. - Maintenance/auditing systems <p>Regulate technical options</p> <p>Approve new options – best practice</p> <p>Innovation – products</p> <ul style="list-style-type: none"> - Co-ordinate and promote - Funding opportunities <ul style="list-style-type: none"> - Should be one stop shop – information - Reserch and development <ul style="list-style-type: none"> - Proving concepts - Community education

WHAT	WHO	DO
	EPA Researchers CMA	Setting standards through strategic policy on water – encourage reuse - Design new systems - Monitor effectiveness - Look at impacts of discharge Funding
Expertise - in design - roles and responsibilities	Not completed	Not completed
Collection - separation of waste streams - bio solids (sludge) - greywater		
Transfer		

WHAT	WHO	DO
Infrastructure		
Treatment <ul style="list-style-type: none"> - maintenance system - standards of quality 		
Monitoring Audit Measurability Baselines		
Planning for use of recycled water <ul style="list-style-type: none"> - site feasibility - development strategy - market-based solutions 		
Technical Solutions <ul style="list-style-type: none"> - local - broader - maintenance system 		
Discharge <ul style="list-style-type: none"> - to groundwater 		

WHAT	WHO	DO
<ul style="list-style-type: none"> - to soil - (from on-site to off-site) 		
Legislative frameworks <ul style="list-style-type: none"> - State - local - standards/guidelines/ codes of practice 		
Funding <ul style="list-style-type: none"> - State - local - Commonwealth - private - incentives e.g. security of supply 		

Where to from here?

The workshop participants discussed the outcomes of the three group's work. All participants then agreed that this work should be documented and placed in this report for circulation. Participants agreed that

Council should invite representatives of the relevant organisations to work together further to develop a shared strategy, to address wastewater in the Dandenongs.

Attachment 1

List of Workshops Participants

COMPANY NAME	ATTENDING OFFICER	ADDRESS
Yarra Valley Water	Mr Daniel van Oosterwijck Manager Service Enhancement Sewerage	Lucknow Street MITCHAM VIC 3132
Yarra Valley Water	Mr Peter Ralph Manager Sewer Growth Planning	
Yarra Valley Water	Ms Jenny Bailey General Manager Marketing and Business Strategy	Lucknow Street MITCHAM VIC 3132
Parks Victoria	Mr Tony Varcoe Chief Ranger Environmental Programs	PO Box 103 FAIRFEILD VIC 3078
Melbourne Water	Mr Peter Rankin Team Leader	PO Box 4342 MELBOURNE VIC 3001

	Stream Flow Management	
Melbourne Water	Ms Kathy Cinque Public Health & Transfer	PO Box 4342 MELBOURNE VIC 3001
Department of Sustainability and Environment	Mr Les Semple Senior Policy Analyst	PO Box 500 EAST MELBOURNE VIC 3002

EPA Victoria	Ms Susanna Finger Environment Protection Officer – Yarra Operations	PO Box 4395QQ MELBOURNE VIC 3001
EPA Victoria	Mr George Tsivoulidis Manager – Yarra Region Operations	PO Box 4395 QQ MELBOURNE VIC 3001
CMA	Mr Bradley Roberts Catchments Programs Officer Port Philip and Westernport Catchment Management Authority	PO Box 48 FRANKSTON VIC 3199
CMA	Dr Malcolm Calder Yarra Catchment Committee	PO Box 48 FRANKSTON VIC 3199
South East Water	Mr Denis Santamaria General Manager Asset Planning & Creation	PO Box 1382 MOORABIN VIC 3189
Southern Rural Water	Mr Colin Mc Quellan Supervisor Licenses Port Philip and Western port Region	Unit 1/148 Dromana Pd SAFETY BEACH VIC 3936

UYDEC	Mrs Jenny Francis Friends of Hughes Creek	
UYDEC	Mr Roy Francis Friends of Hughes Creek	
UYDEC	Ms Jo Tenner UYDEC Member	
UYDEC	Mrs Betty Marsden UYDEC Member	
UYDEC	Mrs Jean Edwards	
UYDEC	Mr Darcy Dugan UYDEC Member	
Shire of Yarra Ranges	Mayor, Cr Alan Fincher	PO Box 105 LILYDALE VIC 3140
Shire of Yarra Ranges	Mr Mark Doubleday Manager - Community Development & Partnering	As above

Shire of Yarra Ranges	Mr Peter Wright Co-ordinator Public Health Services	As above
Shire of Yarra Ranges	Mr Mark Varmalis Manager Civil Development Services	As above
Shire of Yarra Ranges	Mr Lance Hamlett Drainage Engineer	As above
Shire of Yarra Ranges	Keryn Williams Planning Officer	As above
Shire of Yarra Ranges	Caroline Carvalho Manager of Environment	As above
Shire of Yarra Ranges	Sophie Akers Environment & Health -Project Officer	As above
Shire Of Yarra Ranges	Jane Scott Community Environmental Education Officer	As above

Shire of Yarra Ranges	Bryce Craggs Manager - Organisational Strategy & Development	As above
Shire of Yarra Ranges	Ian Gibson Director Sustainability	As above
Cardinia Shire Council	Mr David Esmore Manger Health Services	PO Box 7 PAKENHAM VIC 3810
Knox City Council	Mr Graeme Emonson CEO	Locked Bag 1 WANTIRNA VIC 3152
Manningham City Council	Mr John Bennie CEO	PO Box 1 DONCASTER VIC 3108
	Susie White Project Consultant	
SOCOM Consultants	Sheila O'Sullivan Workshop Facilitator	



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