# Operation and Maintenance Manual

### **Pump-out System**

This manual was adapted from "The Easy Septic Guide" produced by the Department of Local Government.

For more information, call 9847 6666 or visit



hornsby.nsw.gov.au

### DOES YOUR HOME HAVE AN ONSITE SEWAGE MANAGEMENT SYSTEM?

If your home is not connected to the sewer and you have any kind of onsite waste disposal system, this manual is for you. It shows how to manage your sewage within the confines of your property so that your family and the community are protected from disease and pollution.

Failing sewage management systems can:

- cause a serious health threat to family and neighbours;
- degrade the environment, especially waterways;
- reduce the value of your property; and
- be very expensive to repair.

Continued maintenance of your system will ensure efficient operation and will help minimise failure.

You might like to keep this manual somewhere handy. It contains lots of useful information on trouble-shooting, repairing and looking after onsite sewage management systems effectively.

In the back are log sheets for you to keep track of your system maintenance jobs and inspections.



### CONTENTS

<b>PART 1: SEPTIC SAFE</b> A program to keep onsite sewage management systems working well.	Page 4
PART 2: WHAT YOU NEED TO KNOW How the Council approval process works	5
PART 3: HEALTHY PUMP OUT SYSTEMS	7 7
<b>PART 4: UNHEALTHY PUMP OUT SYSTEMS</b> Is your system sick? Common causes of pump out system problems Trouble shooting for pump out systems	8 8 9
<ul> <li>PART 5: HOW TO MAINTAIN A HEALTHY SYSTEM</li> <li>Easy Tips <ul> <li>In the House</li> <li>In the Laundry</li> <li>In the Kitchen</li> <li>In the Bathroom</li> <li>Around the tank</li> <li>Greasetraps</li> </ul> </li> <li>APPENDICES <ul> <li>The do-it-yourself once-a-year</li> <li>How to diagnose the health of your septic tank</li> <li>What to plant in injunction process</li> </ul> </li> </ul>	11 13 14
<ol> <li>What to plant in irrigation areas</li> <li>Maintenance record</li> <li>Low Phosphorus detergents</li> </ol>	15 17 18
FURTHER INFORMATION Organisations Books Internet sites	21





### PART 1: SEPTIC SAFE

We are all starting to feel the impact of poorly managed onsite sewage management systems in our growing society. In 1997 several cases of hepatitis and a major crisis in the local oyster industry were attributed to leaking septic systems around Wallis Lake in NSW. Effluent leaking from sewage management systems can also have more insidious effects, seeping into and contaminating groundwater supplies, and mixing with the water in our favourite swimming holes without us even being aware of it. There is a growing crisis facing areas where old sewage systems predominate.

This manual is designed to help onsite sewage management system owners prevent pollution and health problems caused by poorly functioning systems.



Badly maintained onsite sewage management systems can cause environmental problems up to 50km downstream.

### PART 2: WHAT YOU NEED TO KNOW

NSW state government laws now require that every onsite sewage management system is registered. You may be wondering why this is necessary.

As a sewage management system owner, you are responsible for ensuring your system is working properly and not posing a health risk to your family and the wider community.



This manual shows you how to keep your system safe and well maintained.

### The Approvals Process

Council is required to manage sewage pollution in a systematic way. This means looking at the potential impact of onsite systems through the assessment and approval of licences permitting a wastewater system to be installed and also operate.

### HOW THE COUNCIL APPROVALS PROCESS WORKS



### Owners are Responsible for:

- Ensuring the tank does not leak.
- Getting the system fixed promptly if it is not functioning efficiently.
- Ensuring the system is fully maintained.
- Ensuring it is inspected regularly.
- Getting the tank desludged when it becomes too full to process the flow going into it.
- Obtaining Council approval for onsite sewage management system installation and Operation.



### Council is Responsible for:

- Regulating the installation and operation of sewage management systems under the *Local Government Act 1993.*
- Maintaining a register of all systems under the *Local Government (General) Regulation 2005.*
- Providing advice to system owners who need assistance in fixing or maintaining their system.
- Inspecting systems that are reported to Council that may

be failing or operating poorly.



### PART 3: HEALTHY PUMP OUT SYSTEMS

### IS YOUR PUMP OUT SYSTEM HEALTHY?

### CLUES

- $\checkmark$  No odours outside the house.
- ✓ Toilet flushes easily and quickly.
- ✓ Water goes quickly down drains.
- ✓ Tank has been pumped out in the past five years.
- ✓ Tank has been checked in the past two years.
- ✓ System is not too small for wastewater load from house.
- ✓ No rampant weed growth downhill of the system.

### HOW A PUMP OUT SYSTEM WORKS

Healthy septic systems are almost like a living ecosystem, where the right bugs thrive in the right proportions to keep the system working.



The standard septic tank in some ways is like a big stomach. It is fed through an inlet pipe with **sewage** from the toilet and **greywater** from the washing machine, kitchen sink and bathroom. What goes into the tank is usually a mixture of human waste, water, washing detergents, chemicals and other materials. This wastewater is digested by a host of different bacteria. When the septic tank gets too full, some of the wastewater flows out of the primary tank to the holding well.

Once in the tank, the wastewater separates into a floating **scum** layer on the top composed of fats and grease, and a **sludge** layer of solids on the bottom, with a **clear** layer in between. The scum helps prevent odours escaping and stops air entering. The wastewater is collected from the holding well by Council contractors through a pump out line extending to the property boundary. Once the sludge levels occupy two thirds of the tank, a desludge is required; this is undertaken by a licensed contractor.

### PART 4: UNHEALTHY PUMP OUT SYSTEMS

### IS YOUR PUMP OUT SYSTEM SICK?



### CLUES

- $\checkmark$  The air around it smells usually like rotten egg gas.
- ✓ The toilets are slow to clear or keep backing up and overflowing.

### COMMON CAUSES OF SEPTIC TANK PROBLEMS

#### **Overuse of water**

Sewage management systems do not respond well to shock loads. In the case of a pump out system, for example, three or four loads of washing completed in quick succession will flood the tanks. Long showers, leaking toilets and dripping taps can all lead to excessive pump out bills and potential overflows from the system.



### Detergents and chemicals going into the system

The bacteria within the system can't break down detergents and chemicals and may in fact be killed by them. This stops the tank being able to digest effluent and may result in odours. Hospitals and nursing homes reliant on onsite sewage management systems often inadvertently introduce substances such as antibiotics and other drugs into the system.



### PUMP OUT SYSTEM TROUBLE SHOOTING

### Desludging

If your system is smelly or the toilet is backing up, this is often a sign that the tank is overdue for a desludge. The tank needs desludging if the levels of scum and sludge are high. You can check levels by using the technique described in Appendix two. Local desludge service providers are listed in the Yellow Pages under "Septic Tank Cleaning Services".

An onsite sewage management system should be inspected every 1-2 years and desludged every 3-5 years. Tanks need desludging because as the level of the solids rises in the tank, the wastewater has less time to settle properly and so solids flow into the holding well and generate odour. How often you desludge depends on how large the tank is and how many people use the system. Check with Council for guidelines.

When contractors desludge tanks, a small volume of effluent is left in the tank to ensure tanks "don't float". Bacteria levels in the tank will be restored as soon as wastewater enters the system again. It may be helpful to add a handful of lime to the tank to adjust the pH level.

### TIPS TO AVOID TROUBLE

### **Pump Out Systems**

Many properties do not have enough available land area to treat and dispose of wastewater on site. In this case pump-out systems are utilised. All wastewater from the house flows into a septic tank, where solids, fats and greases separate from the effluent which then flows into a



holding well. Tankers collect effluent from this holding well on a fortnightly basis or more frequently for larger houses.

In some cases, the volume of water pumped out of the collection well is greater than that used in the household. The primary source of this problem is stormwater, which enters the tank or pipelines through cracks. In order to find out if this is occurring with your tank there are a number of options.

- 1. Using a dipstick with graded marks, dip the tank often to monitor the volume of wastewater. This should be done particularly after rain events. If the volume rises dramatically during this time stormwater may be entering the tank.
- 2. Compare the volume of water used in the house between each pump out to the volume of effluent collected by tankers. Any large variations could indicate stormwater intrusion.
- 3. During dry weather, place pressure with the foot on the soil and turf around the perimeter of each tank. If you notice the soil/turf sinking, this could indicate a leak from the tank edges.
- 4. Look for excessive grass growth around the inlet and outlet points of the tank. This will indicate cracks in pipe joints to the tank.
- 5. Listen for water entering the system when all taps in the house are turned off. This may indicate a leak within the house, or entry of stormwater.

If any of these quick checks indicate problems, contact a licensed plumber.

### Magic enzymes ... do additives work?

There are many septic system additives such as enzymes and cleansers available on the market. The truth is, these are not necessary and may harm the system. A wellmaintained system which has the correct amount of wastewater entering the system for its capacity should not need these additives. No amount of additives will help a tank if what it really needs is to be pumped out.



## PART 5: HOW TO MAINTAIN A HEALTHY PUMP-OUT SYSTEM

### EASY TIPS

If you don't mind planning ahead a little, you can save thousands of dollars in maintenance costs to your system ... here's how. Many of these tips help reduce the volume of water going into the system and avoid putting in any



chemicals which could interfere with how well the system does its job.

### In the House

• Repair leaking taps as soon as possible to reduce water load on system.

### In the Laundry

- Do your laundry in small doses this will avoid flooding the system with large amounts of water at one time.
- Use low-phosphorous detergents. Phosphorous is a major pollutant of waterways and causes algal blooms.
- Avoid blockages in the system by installing a lint filter on the washing machine a stocking over the outlet hose will suffice.
- If you've got a blocked drain, use boiling water or an electric eel to clear the line, rather than caustic soda.
- Use front loading washing machines, as they use less water.
- Wash only full loads. Hand washing of small items saves water.
- Use liquid detergents, or highly biodegradable powder detergents if liquid is not available.

### In the Kitchen

- Use a sink strainer this prevents particles of food getting into the septic system and slowing down the process.
- Don't pour oils and fats down the sink they solidify and may block the system. Instead, put them into a container such as a milk carton and throw out with the rubbish.
- Wash only full-loads in the dishwasher.
- Install low-flow taps.
- Don't use a garbage disposal unit no food products should be disposed of in the sewage management system.
- Use a minimal amount of drain cleaners.

### In the Bathroom

- Install a low-flow shower head to save water.
- Consider installing a dual flush toilet.
- Minimise the use of commercial cleaners these can interfere with the bacterial breakdown in the tank. Instead, try using baking soda, or a very mild detergent solution.
- Don't flush anything down the toilet that could clog up the system, e.g. grease, tampons, condoms, paper towels, plastics, or cat litter. These items will quickly fill up the tank, decreasing its efficiency and making it necessary to desludge more often.

• Verify that the toilet isn't leaking by placing a small amount of food dye in the cistern. If it appears in the toilet bowl within 30 minutes, your cistern is leaking. Contact a plumber to have this fixed.

### Around the Tank

- Avoid planting trees within 4 metres of your septic tanks. Roots could, in the future, create cracks in the tank sides.
- Don't connect 'clean water' outlets, such as stormwater drains, to tanks.
- Don't drive or park over any part of the system.
- Check baffles and T-junctions within tanks. Replace as necessary (material can be purchased from nearby hardware stores).
- Keep tanks clear of vegetation.
- Ensure tanks are sealed, and that all air vents are covered with gauze, to prevent mosquito and insect access to the tanks.

### GREASETRAPS

There may be a greasetrap connected to your system that collects oil and grease from the kitchen. To keep the greasetrap operating as efficiently as possible:

- Clean the greasetrap every six weeks. Carefully remove all solids, ensuring that preventative measures are taken (i.e. wearing gloves). These solids can be buried or disposed of in the general garbage stream.
- Use strainers in the sink to prevent food going into the system.
- Wipe grease out of pans before washing.
- Use hot water to wash dishes to prevent buildup of grease in the sink.

### I've Done Everything I Can and I Still Have Problems .....

If you have attempted all suggested trouble shooting tips and you are still having problems with your system, it may be time to replace it. Contact Council's Officers for information on available system types and for advice on what system will suit your needs.



### **APPENDIX ONE**

### The DO IT YOURSELF CHECK ONCE A YEAR

### 30-minute Septic CHECK-UP

1. Check the level of the tank, wear rubber gloves (see Appendix 2).



2. Check that the filters (if installed) are clean and working.



3. Check the absorption trench area is not soggy, doesn't smell and doesn't have prolific grass growth.





4. Check all drains and toilets in the house are working properly.

If you are unsure, it's best to consult Council's Officers

### APPENDIX TWO How to diagnose the health of your septic tank



### APPENDIX THREE What to plant in irrigation areas

These species have been selected as plants that will tolerate a moderate degree of moisture and nutrients. Most would be unsuitable for areas of permanent water logging.

SPECIES	COMMON NAME	HEIGHT (m)
LARGE TREES Acacia elata Acmena smithii Ceratopetalum apetalum Eucalyptus robusta Eucalyptus saligna Syncarpia glomulifera Melaleuca quinquenervia Glochidion ferdinandi	Mountain Cedar Wattle Lillypilly Coachwood Swamp Mahogany Blue Gum Turpentine Paperbark Cheese Tree	20 15 15 25 30 25 10 15
SMALL TREES Acacia decurrens Acacia parramattensis	Green Wattle Parramatta Wattle	10 8
Acacia schinoides Allocasuarina tortulosa Backhousia myrtifolia Callicoma serratifolia Casuarina glauca Ceratopetalum gummiferum Hakea salicifolia Melaleuca ericifolia Melaleuca lineariifolia Melaleuca styphelioides Tristaneopsis laurina	Forest Oak Grey Myrtle Black Wattle Swamp She-Oak Christmas Bush Willow-leaved Hakea Swamp Paperbark Snow-in-summer Prickley-leaved Paperbark Water Gum	8 6 5 10 6 5 6 8 10 10
SHRUBS Acacia longifolia Austromyrtus tenuifolia Baeckea imbricata Baeckea linifolia Baeckea virgata Bauera rubiodes Callistemon citrinus Callistemon linearis Dillwynia floribunda Kunzea capitata Leptospermum polygalifolium Le Leptospermum trinervium Lomatia myricoides Rapania variabilis Synoum glandulosum	Sydney Golden Wattle Narrow-leaf Myrtle Heath Myrtle Dog Rose Crimson Bottlebrush Narrow-leaved Bottlebrush Parrot Pea emon-scented Tea Tree Tea Tree River Lomatia Mutton Wood Scentless Rosewood	3 1 2 2.5 1 2 2 1.5 1.5 2.5 3 4 3 3

VINES Hardenbergia violacea Hibbertia dentata Hibbertia scandens Cissus antarctica Cissus hypoglauca Kennedia rubucunda Morinda jasminoides Pandorea pandorana	False Sarsparilla Twining Guinea Flower Golden Guinea Flower Kangaroo Grape Native Grape Dusky Coral Pea Jasmine Morinda Wonga Wonga Vine	
FLAXES/RUSHES Dianella caerulea Lomandra longifolia Juncus usitatus	Blue Flax Lily Mat Rush Common Rush	0.5 1 1
FERNS Adiantum aethiopicum Blechnum cartilagineum Calachlaena dubia Christella dentata Cyathea australis Cyathea cooperi Doodia aspera Hypolepis muelleri	Maidenhair Fern Gristle Fern False Bracken Fern Rough Tree Fern Straw Tree Fern Rasp Fern Harsh Ground Fern	0.4 1 1.5 0.5 4 4 0.3 1
GROUNDCOVERS Blandfordia nobilis Lobelia alata Oplismenus sp. Viola hederacea	Christmas Bells Guinea Flower Basket Grass Native Violet	

Native Bluebell

Wahlenbergia gracilis

### APPENDIX FOUR

Maintenance record sheet

	CONTACT	COMMENTS
SYSTEM		
INSPECTION		
DATE:		
TANK		
DESLUDGE		
DATE:		
APPROVAL TO		
OPERATE		
DATE:		
REPAIRS		
DATE:		

### **APPENDIX FIVE**

**Phosphorus Levels in Laundry and Washing Detergents,** Information obtained from Hawkesbury Nepean Catchment Management Trust

		dry Products	
Sample Name	Powder or Liquid	Manufacturer	%Total Phosphorus by Weight
Bushland Laundry Powder	Р	Bushland Products Pty Ltd	<0.05
Savings	Р	GJ Coles & Coy P L	< 0.05
Velvet	Р	L & K Rexona Pty Ltd	< 0.05
Aware	Р	Bionomics Australia Pty Ltd	< 0.05
Blue Advance	Р	Preservene	< 0.05
Excel Blue	Р	Wolseley Castle	< 0.05
BIO Z	Р	KAO	< 0.05
Down to Earth	L	Samuel Taylor	< 0.05
Country Homestead Wool mix	L	Kiwi Brands Pty Ltd	<0.05
Greencare Liquid	L	Valvalene Products	< 0.05
Savings Laundry Detergent	L	GJ Coles & Coy Pty Ltd	<0.05
Aura	L	Samuel Taylor	< 0.05
Puren	Р	Puren Australia	< 0.05
Pental	Р	Pental Soap Products Pty Ltd	< 0.05
Lux	Р	L & K Rexona Pty Ltd	< 0.05
Hurricane	Р	Wolseley Castle	< 0.05
Amway Kool Wash	L	Amway	< 0.05
No Frills Soap	Р	Franklins Limited	< 0.05
Earths Choice	L	Earths Choice Pty Ltd	< 0.05
Drive Power Liquid	L	L & K Rexona Pty Ltd	< 0.05
Dominant Booster	Р	Dominant Pty Ltd	< 0.05
Dominant Laundry	Р	Dominant Pty Ltd	< 0.05
Black and Gold	L	Amalgamated Aust. Wholesalers	<0.05
Omo Micro	L	L & K Rexona Pty Ltd	< 0.05
Fund Raiser – Clean River	Р	MTG Trading Associates	< 0.05
Alpha Plus Pre-Wash Soaker	Р	Tri Nature	<0.05
Alpha Plus Laundry Detergent	L	Tri Nature	<0.05
Ark Concentrate Laundry Liquid	L	Ark Australia	<0.05
Ark Concentrate Laundry Powder	Р	Ark Australia	<0.05
Green Choice Washing Powder	Р	Southern Cross Packaged Goods	<0.05
Chux – Superbase	L	NationalPak Limited	< 0.05
Bushland Laundry Detergent	L	Bushland Products Pty Ltd	0.06
Aware Concentrate	Р	Bionomics Australia Pty Ltd	0.09
Preservene Soap	Р	Preservene	0.12
Amway SAS Super	L	Amway	0.20

Sample Name	Powder or Liquid	Manufacturer	%Total Phosphorus by Weight
Savings Wool Wash	L	GJ Coles & Coy Pty Ltd	0.43
Scotts Lemon	L	Benckiser Australia Pty Ltd	0.60
Omo Micro	P	L & K Rexona Pty Ltd	0.90
Lectric Soap Powder	P	Cedal Products	1.20
Morning Fresh	L	Cussons Pty Ltd	1.20
Embassy Wool Wash	L	GJ Coles & Coy Pty Ltd	1.30
Love 'N Care	L	Velvalene Products	1.60
Castle	P	Wolseley Castle	1.70
Plus	L	Campbell Brothers Pty Ltd	1.70
	L	Franklins Limited	2.30
No Frills Liquid Surf	L		2.90
	P	L & K Rexona Pty Ltd	
Spree	P P	Colgate – Palmolive	3.00
Surf		L & K Rexona Pty Ltd	3.00
Fab	L	Velvalene Products	3.00
Spree	L	Colgate - Palmolive	3.20
Softly Liquid	L	L & K Rexona Pty Ltd	3.40
Homebrand (Safeway)	P	Grocery Wholesalers Pty Ltd	3.40
Omo	L	L & K Rexona Pty Ltd	3.60
Cold Power	L	Colgate – Palmolive	3.70
Caring	Р	Caring	3.70
Drive	L	L & K Rexona Pty Ltd	3.80
Softly	Р	L & K Rexona Pty Ltd	3.90
Savings Concentrate	Р	GJ Coles & Coy Pty Ltd	3.90
Dynamo	L	Colgate – Palmolive	3.90
Cold Power	L	Colgate – Palmolive	4.00
Cows	Р	Cow Detergents	4.30
Shift	Р	Velvalene Products	5.10
Cold Power	Р	Colgate – Palmolive	5.60
Omo Free	Р	L & K Rexona Pty Ltd	6.00
Omo	Р	L & K Rexona Pty Ltd	6.10
Fab 3	Р	Colgate – Palmolive	6.10
Dynamo	Р	Colgate – Palmolive	6.50
Omomatic	Р	L & K Rexona Pty Ltd	6.70
Power Wash	Р	Pental Soap Products	6.90
Surf Concentrate	Р	L & K Rexona Pty Ltd	6.90
Drive	Р	L & K Rexona Pty Ltd	7.30
Cold Power Ultra	Р	Colgate – Palmolive	7.50
Amway Tri Zyme	Р	Amway	8.60
Dynamo Ultra	Р	Colgate – Palmolive	8.90
Dynamo	Р	Colgate – Palmolive	9.00
Amway Sas Plus	Р	Amway	9.40
Radiant	P	Cussons Pty Ltd	10.40
Amway Smashing	L	Amway	10.40

### **Dishwashing Products**

Sample Name	Powder or Liquid	Manufacturer	%Total Phosphorus by Weight
Savings Concentrate	L	GJ Coles & Coy Pty Ltd	< 0.05
Reliance	L	Coles Supermarket Pty Ltd	< 0.05
Kit Concentrate	L	L & K Rexona Pty Ltd	< 0.05
Add Concentrate	L	Colgate Palmolive	< 0.05
Go Natural	L	Go Natural	< 0.05
Sunlight	L	L & K Rexona Pty Ltd	< 0.05
Down to Earth	L	Samual Taylor Pty Ltd	< 0.05
Morning Fresh	L	Cussons Pty Ltd	< 0.05
Spree	L	Colgate Palmolive	< 0.05
Trix	L	R & C Products Pty Ltd	< 0.05
True Value Sil	L	Kiwi Brands Pty Ltd	< 0.05
Green Care	L	Valvalene Products	< 0.05
Palmolive Green	L	Colgate Palmolive	< 0.05
Savings	L	GJ Coles & Coy Pty Ltd	< 0.05
Green Choice	L	Southern Cross Packaged Goods	<0.05
Kwit Liquid	L	Benckiser Australia	< 0.05
Reliance (Super)	L	Coles Supermarkets	<0.05
Superb	L	Campbell Brothers Ltd	<0.05
MAAA's	L	Benckiser Australia	<0.05
Home Brand Lemon	L	Grocery Wholesalers Pty Ltd	<0.05
Palmolive Sensitive Skin	L	Colgate Palmolive	< 0.05
Home Brand Pink	L	Grocer Wholesalers Pty Ltd	<0.05
Kleen Up	L	Velvalene	< 0.05
Amway Dish Drop	L	Amway	< 0.05
No Frills Liquid	L	Franklins Limited	< 0.05
Lemora Liquid	L	Lemora Household Products	< 0.05
Dominant Liquid	L	Dominant Pty Ltd	< 0.05
Maxim Dishwashing Cleanser	L	Tri Nature	< 0.05
Chamomile Dishwashing Detergent	L	Tri Nature	<0.05
Citrus Dishwashing Concentrate	Р	Tri Nature	<0.05
Ark Concentrate Dish Liquid	L	Ark Australia	< 0.05
Green Choice Dishwasher	Р	Southern Cross Packaged Goods	< 0.05
Earths Choice	L	Earths Choice Pty Ltd	0.06
Kwit Powder	P	Benckiser Australia	1.60
Finish	P	Benckiser Australia	3.60
No Frills Lemon	P	Franklins Limited	3.60
Home Brand	P	Grocery Wholesalers Pty Ltd	3.80
Savings	Р	GJ Coles & Coy Pty Ltd	3.90

### FURTHER INFORMATION

### Organisations

Hornsby Shire Council, Regulatory Services Branch, Phone 9847 6829, or email <u>compliance@hornsby.nsw.gov.au</u>

NSW Department of Health www.health.nsw.gov.au

NSW Office of Local Government www.olg.nsw.gov.au

### Books

- On-site Sewage Management for Single Households. Environment and Health Protection Guidelines. February 1998. NSW Government.
- AS1546:2017 Onsite Domestic Wastewater treatment Units and AS1547:2012 Onsite Domestic Wastewater Management.
- The Green Consumer Guide. John Elkington and Julia Hailes. Penguin Books 1988.
- AS1546:2008 Onsite Domestic Wastewater treatment units' septic tanks.

### Internet sites

NSW Health search for Wastewater and Accredited Systems <u>www.health.nsw.gov.au</u>

Local Government Act 1993 www.legislation.nsw.gov.au

Local Government (General) Regulation 2005 www.legislation.nsw.gov.au

NSW Government Office of Local Government www.olg.nsw.gov.au