

Recycled Water Policy Engagement Summary

Between 24 September and 22 October 2025, Council sought community feedback on the draft Recycled Water Policy.

The policy sets out Council's approach to managing recycled water to ensure responsible, safe and sustainable management and use of recycled water in line with the Australian Guidelines for Water Recycling.

The community was invited to share their feedback by completing the online submission form via Your Voice Our Coast or writing to Council via email or post. Council received 13 online submissions and 2 written submissions.

Key themes from the engagement include:

- Several respondents expressed overall support for the policy and its objectives, emphasising the importance of conserving drinking water supply and encouraging the use of recycled water for irrigation.
- Respondents also provided suggestions for improvement, including clarifying definitions and timeframes and setting measurable goals and actions to increase recycled water use.

These key themes and insights from the online submissions are further analysed below.

Support for the policy

Of the 13 respondents, 8 indicated support for the policy. The key themes they raised include:

- **Support for Council conserving drinking water supply**
"Anything to save our precious water should always be a positive process."
- **Support for increased use of Recycled Water for irrigation purposes**

How you connected



Your Voice Our Coast
343 views



The draft policy was
downloaded **65** times



A total of **13** online
submissions and **2** written
submissions received



2 targeted stakeholder
emails delivered to **1,647**
and **1,590**



Facebook – **4,984** people
were reached, generating **26**
interactions



Instagram – **2,357** people
were reached, generating **37**
interactions



Email sent to **199** Your
Voice Our Coast subscribers



eNews story - Delivered to
20,177



Coast Connect print - Reach
of **62,000+**

"I support the use of recycled water for use on variety of non-drinking uses such as irrigating sporting fields, ovals, parks, golf courses, and for some commercial and industrial applications."

- **General support for the policy**

"A good idea & policy."

Recommendations to strengthen the policy

Of the 13 respondents, 5 gave specific feedback on how the policy could be improved. Key recommendations included:

- **Clarify definitions and timeframes**

"4.1.10 states develop and maintain appropriate contingency planning and incident response capability, including investigation and reporting of incidents and review of response plans, procedures, and protocols, to ensure continuous improvement of the recycled water management system, but doesn't describe them. 4.1.12 - the time frame needs to be defined more than regular."

- **Strengthen goals and set actions to increase recycled water use**

"This policy is very light on and doesn't really say anything or give directions within the scope or history... [the policy] needs to be fleshed out and be more relatable to public users and council staff."

"Whilst the 2009 Australian guidelines outline the use, and issues with aquifer, this policy should identify triggers for aquifer use which are more relevant to the local area. Instead of referring to national guidelines there should be specific statements."

- **Link the policy to previous plans such as the WaterPlan2050 and make connections to Development Control Plans.**

"There should be a linkage from this policy to the waterplan 2050 as well as connections to DCPs."

Council's response

Theme	Council's response
Clarify definitions and timeframes	To keep in line with the Policy objective (i.e., to detail commitment from the organisation), specific incident response plans, procedures and protocols are not typically referenced. To specify audits that occur more frequent than "regular", the wording "reviews" has been added. However, specific timeframes are generally included in operational plans and procedures rather than policies.
Strengthen goals and set actions to increase recycled water use	Goals and actions are set in strategic plans, such as the Central Coast Water Security Plan. Policies are typically high-level documents and reflects the commitment of the organisation – in this case to responsible and sustainable management and use of recycled water. The increase of recycled water use is excluded from this Policy's scope and further detailed in the relevant strategic and operational plans.

Link the policy to previous Council plans and make connections to Development Control Plans	The WaterPlan 2050 has been superseded by the Central Coast Water Security Plan which has now been added to section 7 of the Policy to reflect the linkage. The Central Coast Water Security Plan details the preferred portfolio of supply options, including the utilisation and expansion of existing recycled water facilities to increase use by our major recycled water customers for non-drinking water purpose such as irrigation and industrial use.
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What's next?

The results of the public exhibition and the final Recycled Water Policy will be presented to the Environment and Planning Committee on Tuesday 2 December and subsequent Ordinary Council Meeting for formal adoption. As this project progresses, any relevant updates and future engagement opportunities will be available on www.yourvoiceourcoast.com/recycled-water-policy.

Find out more and stay up to date at
yourvoiceourcoast.com