

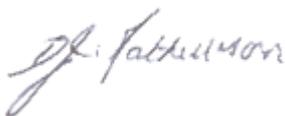
Aged and Community Services Tasmania (ACST) is the peak body representing aged care providers in Tasmania delivering a diverse range of services including residential care, home care, retirement living, independent living, assessment, health & wellbeing programs, palliative care, dementia care, CALD services and day centres. We represent more than ninety five per cent of providers including not for profit, community, church & charitable, for profit, and state government.

We have had past discussions with TasWater and particularly on the ET used for sewerage charges and also headworks charges. We attach this letter as this still reflects our position on this matter and we believe an appropriate ET should be based on .3 based on the characteristics provided. Our service providers have made offers of site visits for the Regulator so you can view our facilities, infrastructure and hear firsthand the distinct characteristics of residential aged care facilities before you make your determination. You can contact me directly to proceed with a site visit/s.

In addition we would also raise an issue related to the expiry of the waiver of headworks charges due in April 2016. In building infrastructure our members require certainty and developments underway currently or that commence before this deadline should continue to qualify for the waiver irrespective of the finalisation of administrative processes. Our broader view is that the best outcome for the economic development of our state and for a growing sector like ours that needs to provide essential infrastructure for the fastest ageing population in the nation is the continuation of the waiver.

Further we strongly support TasWater's recommendation that there be no headworks charge for future developments wholly within already serviced land.

Yours sincerely



*Darren Mathewson*

**Chief Executive Officer**

**Aged & Community Services Tasmania**



## AGED & COMMUNITY SERVICES TASMANIA

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27 November 2013

Mike Brewster  
Chief Executive Officer  
TasWater  
GPO Box 1393  
HOBART TAS 7001

Dear Mike,

Re: Charges for Residential Aged Care Facilities

Further to our recent meeting please find below an outline of our issues for your consideration:

Whilst the ET used for sewerage charges was adjusted from .97 to .45 our sector is of the view that this should be further reduced plus the same ET should be used for water and headworks. We believe the ET should be .3 on the basis of the following characteristics of residential care rooms:

- These are generally single ensuite rooms with one occupant (the ET is based on 2/3 room residence with 3.5 persons);
- Efficiencies in laundry and catering with water consumption and discharge;
- Reduced water consumption for showering - our older residents compared to teenagers;
- High use of incontinence aids reduces burden on sewerage system.

In addition we would welcome involvement in TasWater's internal prices services review process as a way of communicating our issues and providing education on the operation of our sector. We would appreciate any timelines and guidance you can provide to us to facilitate this.

We will await your response on these matters and once again thank you for your time.

Yours sincerely

Darren Mathewson  
Chief Executive Officer

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