

Managing stormwater pollution from industrial areas – a case study review

Table 2 - Case study elements – outcomes and lessons learnt (additional information is available for each case study)

Elements	Hume City Council	City of Greater Dandenong	City of Whittlesea	Mornington Peninsula Shire Council
Project outcomes	<ul style="list-style-type: none"> Education program linked to improvements in stormwater quality over monitoring period. Amenity improvements achieved through collaboration with multiple council teams. Collaboration improved between Hume City Council and other Councils with industrial estates (e.g. Dandenong). Industrial community more engaged and had opportunity to raise broader scale issues. 	<ul style="list-style-type: none"> The presence of significant levels of hazardous industrial pollutants identified Engagement efforts improved stakeholder understanding and was linked to improved water quality Improved communication between Council and industry Findings are being used to strengthen permit conditions and Council processes. 	<ul style="list-style-type: none"> Improvement in stormwater quality linked to engagement process Amenity improvements occurred downstream Engagement efforts well received by businesses Majority of business improved practices 	<ul style="list-style-type: none"> Recreational water quality has improved since delivery of the education program. Council officers developed new skills in water quality testing and in offering advice on best practice Results from the program have informed improved monitoring and maintenance programs within Council. Improved awareness in the community of the issues. Introduction a new infrastructure standard for new businesses (or changing ownership).
Key lessons learned: Elements of a successful program				
<ul style="list-style-type: none"> - Project set up - Investigate and collaborate - Educate and engage 	<ul style="list-style-type: none"> Be backed by planning policy that requires best practice industrial stormwater management in order to drive change. Collaborate within and across Councils to improve knowledge sharing and multiple outcomes. Conduct face-to-face on-site education in order to: <ul style="list-style-type: none"> Build rapport and accommodate staff availability Tailor information to on-site activities, including explanation of flyer material Normalise the future inclusion of site visits as business-as-usual activities. Include flyers illustrating examples of remediation solutions. 	<ul style="list-style-type: none"> To get senior level buy-in, demonstrate potential to improve industry business practices as well as adding value to Council's planning, engagement and compliance measures (and be cost effective). Initiating project development needs a strong and enthusiastic collaborator form within Council to drive the process. Pursue join partnerships Maintain compliance monitoring. Ensure active and meaningful engagement. Permit conditions play a vital role in reducing pollution (by regulating discharge) 	<ul style="list-style-type: none"> Risk mapping helps to identify target areas for education Education is an effective and critical mechanism to improve stormwater quality Focus on long term education and relationship building is important: visit multiple times and build rapport. 	<ul style="list-style-type: none"> Seek to develop new standards to guide better practices in the future. Ensure in-depth investigations and consultation are undertaken before moving into management decision making – pollution may be a result of ignorance rather than deliberate actions. Liaise with local water retailers when tracking point source pollutants, so potential issues (sewerage leakage etc.) can be resolved quickly. Provide adequate training for Council staff undertaking water quality sampling and learning new skills, including procedures and OH&S. Develop education programs that are linked to tangible changes in behaviour – this includes: <ul style="list-style-type: none"> Information that is presented in a simple and pragmatic way (e.g. visual aids) Addressing the needs of the audience Delivering the message more than once Incentives Fact to face meetings and establishing good rapport.