



# Meeting of Riverina Water County Council

The meeting will be held in the Council Chamber, Lockhart  
Shire Council, 65 Green Street Lockhart at 9:30am on  
Wednesday 27 April 2022

# Meeting Agenda

## Live Streaming of Council Meetings

Riverina Water advises that Council meetings are live streamed on Council's website [www.riverinawater.nsw.gov.au](http://www.riverinawater.nsw.gov.au). Visitors in the public gallery are advised that their voice and/or image may form part of the webcast. By remaining in the public gallery it is assumed your consent is given in the event your image or voice is broadcast.

## Acknowledgement of Country

## Livestreaming of Meeting

## Apologies

## Declaration of pecuniary and non-pecuniary interests

## Confirmation of Minutes

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# CM1 Sam Samra Award

**Organisational Area** Chief Executive Officer

**Author** Tim Koschel, Councillor

**Summary** Riverina Water recently attended the Local Government NSW Water Management Conference as was awarded the prestigious Sam Samra Award.

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**RECOMMENDATION** that Council:

- a) congratulate all staff for their role in Council receiving the highest accolade awarded to a Water Utility in NSW for 2021/22.
- b) Authorise the CEO to organise an extended BBQ lunch function in the coming months with Board Members and all staff invited.

## Report

Riverina Water has been honoured with the prestigious Sam Samra Award, which recognises the most improved local government water or sewerage provider from across NSW.

The award was presented at the recent Local Government NSW water conference in Narrabri and I was pleased to be at the conference with CEO Andrew Crakanthorp and Manager Operations Jason Ip to accept the honour.

There was no nomination process, with the judges instead assessing all councils before selecting the finalists and winner.

The judges applauded Riverina Water for the development of its Integrated Water Cycle Management Strategy – a significant 30-year plan that sets out how the region's drinking water needs will be managed until 2050.

Additionally, the judges highlighted Riverina Water's:

- Planned \$22M solar generation project
- Upgrading its telemetry system to a digital radio network
- Implementing its Information and Communications Technology (ICT) strategic plan
- Implementing a new customer-centric enterprise software platform to meet customer expectations and improve integration with asset management and financial systems

In discussions with the CEO, the Executive Team have suggested that a BBQ be held in the coming months to acknowledge the efforts of staff and provide the opportunity for the new Board members to meet all staff.

### Financial Implications

There are no financial implications associated with this report or the receipt of the Award. The costs of hosting a BBQ function can be funded from the adopted budget

### Risk Considerations

<b>Reputation</b>	
Averse	Council is averse to taking risks that may adversely impact its reputation.

# R1 List of Investments

## Organisational Area Corporate Services

**Author** Emily Tonacia, Director Corporate Services

**Summary** This report details the status of Council's investments for the months of February 2022 and March 2022.

**RECOMMENDATION** that Council receive and note the report detailing external investments for the months of February 2022 and March 2022.

### Report

In accordance with the provisions of Clause 19(3) of the Local Government (Financial Management) Regulation 1993, reported are the details of the Council's external investment as of February 2022 and March 2022.

- › **R1.1**      **Investment Report - February 2022** [↓](#) 
- › **R1.2**      **Investment Report - March 2022** [↓](#) 

### Financial Implications

Not applicable.

### Risk Considerations

<b>Financial</b>	
Avoid	Council will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.

**Monthly Investment Report as at 28/02/2022**

Investment	Inception Date	Term (Days)	Maturity Date	S&P Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
<b>Term Deposits</b>								
ING	7/21/2021	365	21/07/22	A-2	0.45	5.555%	\$1,500,000.00	\$1,500,000.00
Auswide Bank	8/15/2019	1096	15/08/22	A-2	1.86	7.407%	\$2,000,000.00	\$2,000,000.00
BOQ	8/17/2020	730	17/08/22	A-2	0.95	5.555%	\$1,500,000.00	\$1,500,000.00
AMP	9/29/2021	365	29/09/22	A-2	0.80	7.407%	\$2,000,000.00	\$2,000,000.00
AMP	7/19/2021	365	19/07/22	A-2	0.75	9.259%	\$2,500,000.00	\$2,500,000.00
BOQ	9/23/2021	364	22/09/22	A-2	0.42	3.704%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	9/23/2021	733	26/09/23	A-1+	0.63	5.555%	\$1,500,000.00	\$1,500,000.00
AMP	9/14/2021	730	14/09/23	A-2	0.75	3.704%	\$1,000,000.00	\$1,000,000.00
BOQ	5/6/2021	732	08/05/23	A-2	0.49	9.259%	\$2,500,000.00	\$2,500,000.00
BOQ	7/7/2021	365	07/07/22	A-2	0.39	7.407%	\$2,000,000.00	\$2,000,000.00
BOQ	6/18/2021	368	21/06/22	A-2	0.40	5.555%	\$1,500,000.00	\$1,500,000.00
BOQ	10/14/2020	729	13/10/22	A-2	0.80	7.407%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	6/8/2021	730	08/06/23	A-1+	0.60	7.407%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	6/8/2021	1099	11/06/24	A-1+	0.75	9.259%	\$2,500,000.00	\$2,500,000.00
						<b>94.44%</b>	<b>\$25,500,000.00</b>	<b>\$25,500,000.00</b>
<b>Cash Deposit Account</b>								
T Corp				A-1+	0.00	0.00%	\$0.30	\$0.30
National Australia Bank				A-1+	0.17	5.561%	\$1,501,420.56	\$1,501,420.56
						<b>5.56%</b>	<b>\$1,501,420.86</b>	<b>\$1,501,420.86</b>
<b>TOTAL INVESTMENTS</b>						<b>100.00%</b>	<b>\$27,001,420.86</b>	<b>\$27,001,420.86</b>
Cash at Bank								\$2,124,186.94
<b>TOTAL FUNDS</b>								<b>\$29,125,607.80</b>

**CERTIFICATE**

I hereby certify that the investments listed above have been made in accordance with Section 625 of the Local Government Act 1993, clause 212 of the Local Government (General) Regulation 2005 and Council's Investments Policy number POL 1.23.



**E Tonacia**

**MANAGER CORPORATE SERVICES****Application of Investment Funds**

Restricted Funds	Description	Value
Externally Restricted	LIRS Loan Funds	\$0.00
		\$0.00
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$2,425,499.63
	Plant Replacement	\$1,908,469.33
	Loan Funds	\$0.00
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$228,250.00
	Water Licences	\$332,520.00
		\$7,894,738.96
Unrestricted Funds		\$21,230,868.84
<b>TOTAL FUNDS</b>		<b>\$29,125,607.80</b>

\* Externally & Internally Restricted Reserve figures are subject to final adjustment and external audit at 30 June each year.

**Report**

The investment portfolio increased by \$115,586.79 for the month. The increase was due to income in February being higher than expenditure.

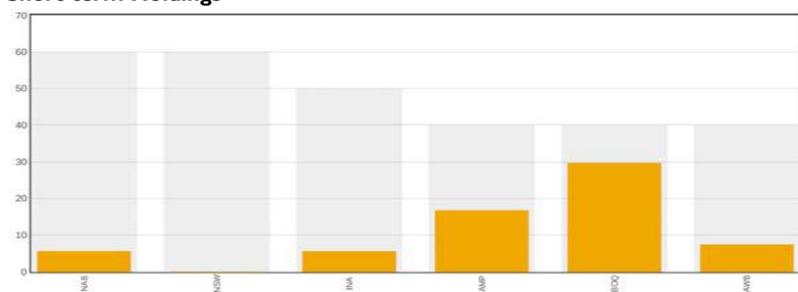
**Portfolio Performance**

For the month of February, the portfolio (excluding cash) provided a return of +0.06% (actual), easily outperforming the benchmark Ausbond Bank Bill Index return by +0.01% (actual). The outperformance continues to be anchored by a combination of those longer-dated deposits locked-in for a term of 12 months or longer.

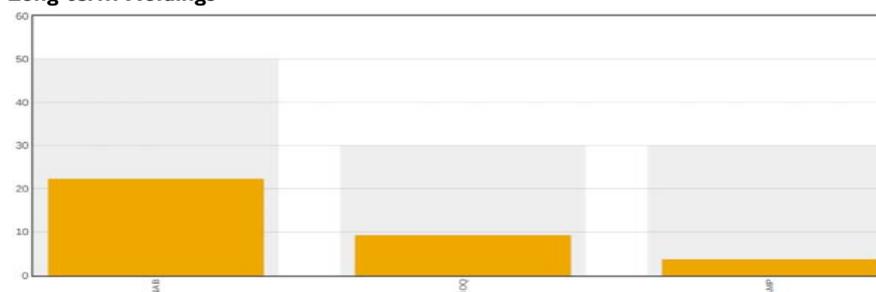
**Counterparty Compliance**

The below graphs compare investments with each financial institution to the limits included in Council's Investment Policy

**Short-term Holdings**



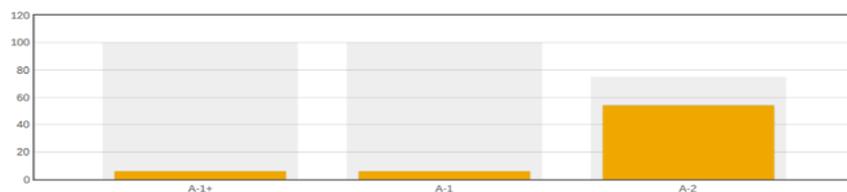
**Long-term Holdings**



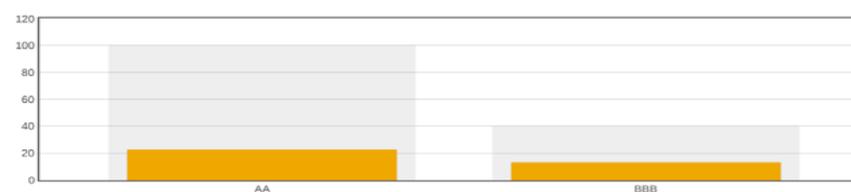
**Credit Quality Compliance**

The below graphs compare investments with each investment rating category to the limits included in Council's Investment Policy

**Short-term Holdings**

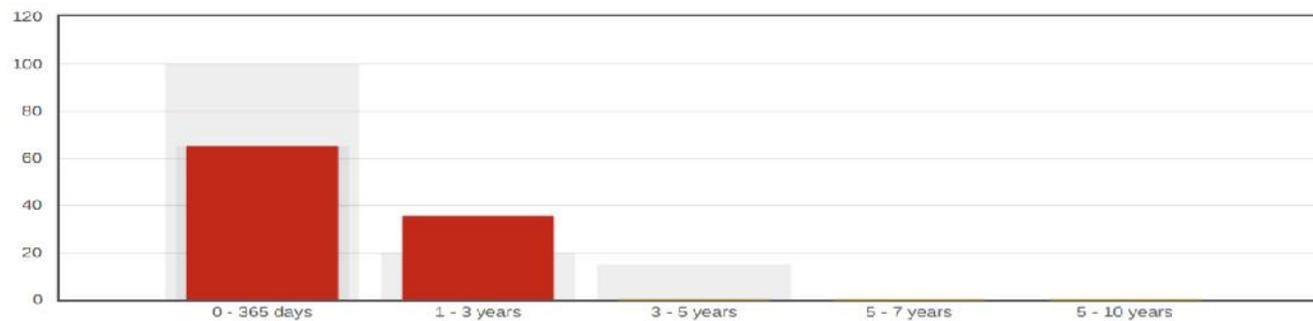


**Long-term Holdings**



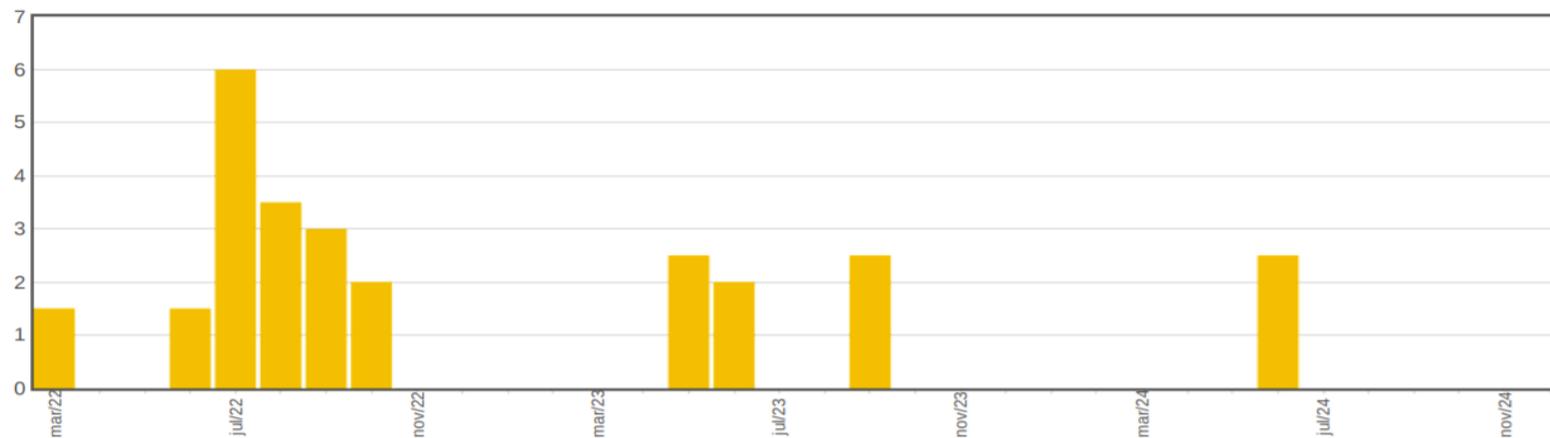
**Term to Maturity**

The percentage of investments maturing over the next ten years is detailed in the graph below



**Maturity Cashflow**

When investments will mature over time



**Monthly Investment Report as at 31/03/2022**

Investment	Inception Date	Term (Days)	Maturity Date	S&P Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
<b>Term Deposits</b>								
ING	7/21/2021	365	21/07/22	A-2	0.45	5.263%	\$1,500,000.00	\$1,500,000.00
Auswide Bank	8/15/2019	1096	15/08/22	A-2	1.86	7.017%	\$2,000,000.00	\$2,000,000.00
BOQ	8/17/2020	730	17/08/22	A-2	0.95	5.263%	\$1,500,000.00	\$1,500,000.00
AMP	9/29/2021	365	29/09/22	A-2	0.80	7.017%	\$2,000,000.00	\$2,000,000.00
AMP	7/19/2021	365	19/07/22	A-2	0.75	8.771%	\$2,500,000.00	\$2,500,000.00
BOQ	9/23/2021	364	22/09/22	A-2	0.42	3.509%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	9/23/2021	733	26/09/23	A-1+	0.63	5.263%	\$1,500,000.00	\$1,500,000.00
AMP	9/14/2021	730	14/09/23	A-2	0.75	3.509%	\$1,000,000.00	\$1,000,000.00
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National Australia Bank	6/8/2021	1099	11/06/24	A-1+	0.75	8.771%	\$2,500,000.00	\$2,500,000.00
National Australia Bank	3/2/2022	364	01/03/23	A-1+	0.53	5.263%	\$1,500,000.00	\$1,500,000.00
						<b>94.73%</b>	<b>\$27,000,000.00</b>	<b>\$27,000,000.00</b>
<b>Cash Deposit Account</b>								
T Corp				A-1+	0.00	0.00%	\$0.30	\$0.30
National Australia Bank				A-1+	0.17	5.269%	\$1,501,611.83	\$1,501,611.83
						<b>5.27%</b>	<b>\$1,501,612.13</b>	<b>\$1,501,612.13</b>
<b>TOTAL INVESTMENTS</b>						<b>100.00%</b>	<b>\$28,501,612.13</b>	<b>\$28,501,612.13</b>
Cash at Bank								\$1,070,364.31
<b>TOTAL FUNDS</b>								<b>\$29,571,976.44</b>

**CERTIFICATE**

I hereby certify that the investments listed above have been made in accordance with Section 625 of the Local Government Act 1993, clause 212 of the Local Government (General) Regulation 2005 and Council's Investments Policy number POL 1.23.



**E Tonacia**

**MANAGER CORPORATE SERVICES****Application of Investment Funds**

Restricted Funds	Description	Value
Externally Restricted	LIRS Loan Funds	\$0.00
		\$0.00
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$2,425,499.63
	Plant Replacement	\$1,831,593.99
	Loan Funds	\$0.00
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$228,250.00
	Water Licences	\$332,520.00
		\$7,817,863.62
Unrestricted Funds		\$21,754,112.82
<b>TOTAL FUNDS</b>		<b>\$29,571,976.44</b>

\* Externally & Internally Restricted Reserve figures are subject to final adjustment and external audit at 30 June each year.

**Report**

The investment portfolio increased by \$446,368.64 for the month. The increase was due to income in March being higher than expenditure.

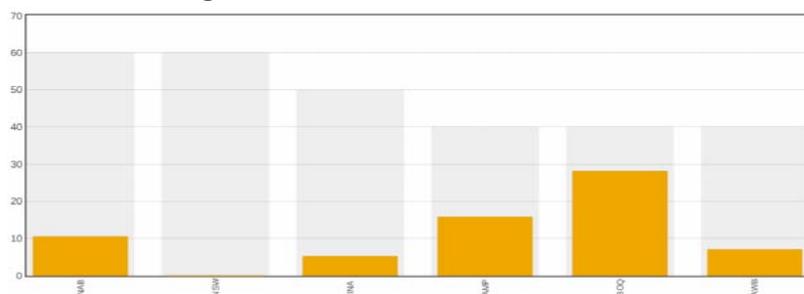
**Portfolio Performance**

For the month of March, the portfolio (excluding cash) provided a return of +0.06% (actual), easily outperforming the benchmark Ausbond Bank Bill Index return by +0.00% (actual). The outperformance continues to be anchored by a combination of those longer-dated deposits locked-in for a term of 12 months or longer.

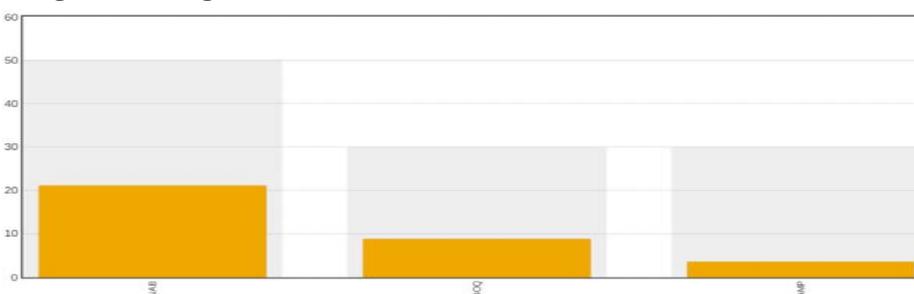
**Counterparty Compliance**

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**Short-term Holdings**



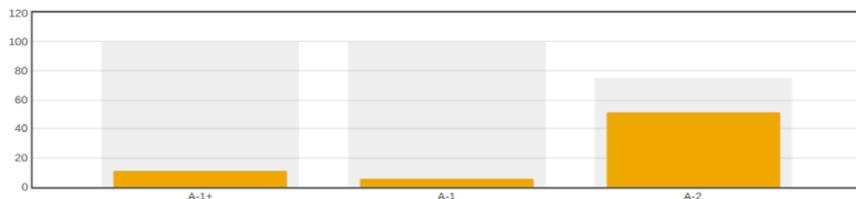
**Long-term Holdings**



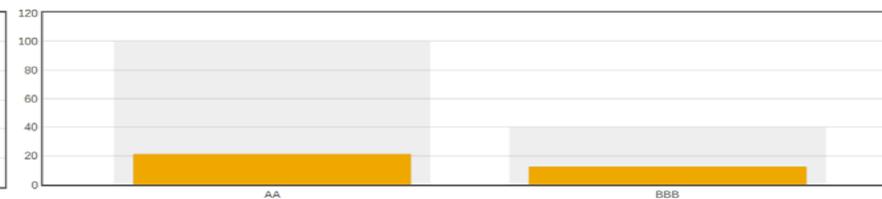
**Credit Quality Compliance**

The below graphs compare investments with each investment rating category to the limits included in Council's Investment Policy

**Short-term Holdings**

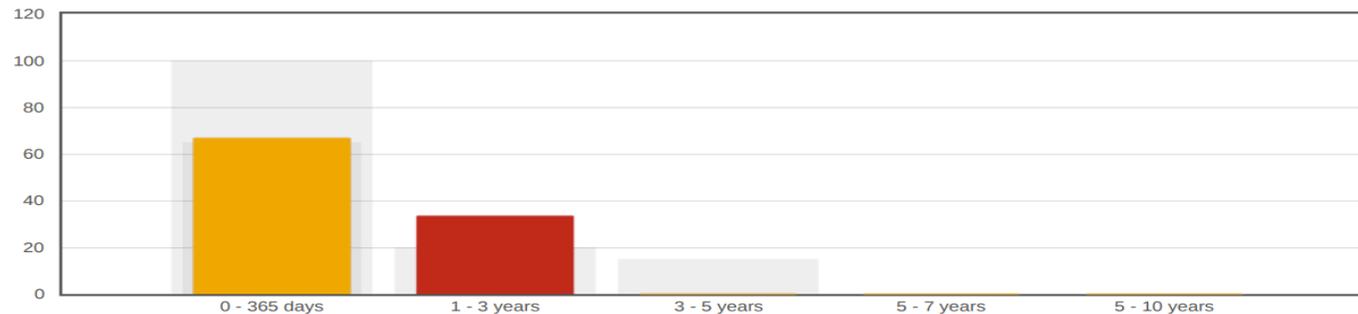


**Long-term Holdings**



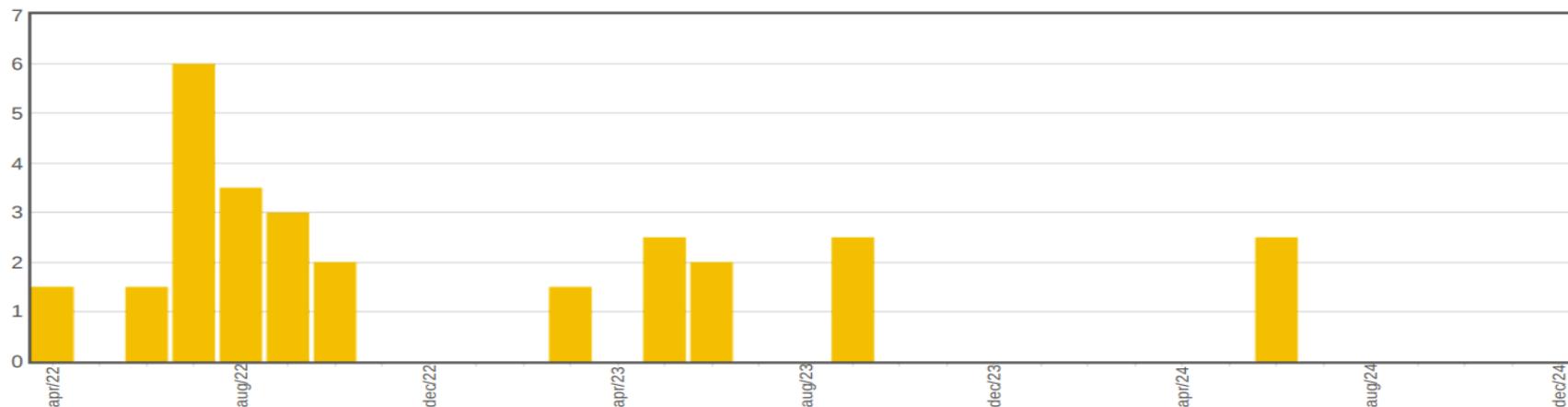
**Term to Maturity**

The percentage of investments maturing over the next ten years is detailed in the graph below



**Maturity Cashflow**

When investments will mature over time



## R2 March 2022 Quarterly Budget Review

### Organisational Area Corporate Services

**Author** Emily Tonacia, Director Corporate Services

**Summary** The Quarterly Budget Review Statement is presented to Council in accordance with Clause 203(2) of the Local Government (General) Regulations 2005, for the purpose of periodically reviewing and revising estimates of income and expenditure.

**RECOMMENDATION** that the Quarterly Budget Review Statement for the period ended 31 March 2022 be received and the recommended changes be adopted.

### Report

The Quarterly Review of Council's Budget for the period ending 31 March 2022 is submitted for examination by the Council.

### Operating Budget

The anticipated operating result for 2021/2022 is a surplus of \$4,159,000. The Operating Result was originally budgeted for a surplus of \$5,909,000. The proposed March quarterly review operations adjustments relate to:

• Decrease in anticipated water usage sales	(\$2,000,000)
• Increase in workers compensation insurance premiums	\$100,000
• Decrease in interest expense for solar project loan	(\$153,625)
<b>Net Operating Increase/ (Decrease)</b>	<b>\$(1,947,375)</b>

### Capital Budget

Also included is a quarterly review for Capital Works projects. The proposed capital expenditure for 2021/22 totals \$21,280,774. The original capital expenditure budget for 2021/22 was \$24,211,000. Proposed March quarterly review adjustments relate to:

### Budget Increases

The following projects have been increased by expenditure totalling \$516,640

• West Wagga Security & Access	\$73,700
• Solar Pilot Plant	\$27,940
• Tarcutta Water Treatment Plant	\$15,000

- Reticulation for Developers (Urban) \$150,000
- Service Connections (Urban) \$200,000
- Service Connections (Non-Urban) \$50,000

### Budget Decreases

The following projects have been reduced by budgeted expenditure totalling \$550,000.

- Eldershaws Road Mains Replacement \$50,000
- Koorinal Road Mains Replacement \$150,000
- Reticulation Mains Renewal (Urban) \$100,000
- Athol Street Mains Replacement \$100,000
- Olympic Highway Trunk Main Replacement \$150,000

The Quarterly Budget Review Statement should be read in conjunction with the detailed Capital Expenditure Quarterly Review, which is included at the end of this report.

### › R2.1 **March Quarterly Budget Review Statement** [↓](#)

### Financial Implications

The recommended quarterly budget review adjustments decrease Council's anticipated total cash & investments for 2021/22 by \$4,611,000.

### Risk Considerations

<b>Financial</b>	
Avoid	Council will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.

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Riverina Water County Council

**Quarterly Budget Review Statement**  
for the period 01/01/22 to 31/03/22

**Report by Responsible Accounting Officer**

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulations 2005:

It is my opinion that the Quarterly Budget Review Statement for Riverina Water County Council for the quarter ended 31/03/22 indicates that Council's projected financial position at 30/6/22 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.



**Signed:** \_\_\_\_\_

**Date:** 14/04/2022

Ms Emily Tonacia  
Responsible Accounting Officer

Riverina Water County Council

**Quarterly Budget Review Statement**

for the period 01/01/22 to 31/03/22

**Income & Expenses Budget Review Statement**

Budget review for the quarter ended 31 March 2022

(\$000's)	Original Budget 2021/22	Approved Changes			Revised Budget 2021/22	Variations for this Mar Qtr	Notes	Projected Year End Result	21/22	20/21
		Other than by QBRS	Sept QBRS	Dec QBRS					Actual YTD figures	Actual YTD figures
<b>Income</b>										
Rates and Annual Charges	5,172	-	-	-	5,172	-		5,172	4,123	4,255
User Charges and Fees	24,030	-	-	-	24,030	(2,000)	1	22,030	14,199	15,221
Interest and Investment Revenues	250	-	-	-	250	-		250	227	326
Other Revenues	466	-	-	-	466	-		466	751	614
Grants & Contributions - Operating	225	-	-	-	225	-		225	6	13
Grants & Contributions - Capital	3,558	-	-	400	3,958	-		3,958	4,352	2,368
<b>Total Income from Continuing Operations</b>	<b>33,701</b>	<b>-</b>	<b>-</b>	<b>400</b>	<b>34,101</b>	<b>(2,000)</b>		<b>32,101</b>	<b>23,658</b>	<b>22,797</b>
<b>Expenses</b>										
Employee Costs	10,641	-	-	-	10,641	100	2	10,741	6,884	7,222
Borrowing Costs	434	-	-	-	434	(153)	3	281	155	225
Materials & Contracts	8,537	93	150	(40)	8,740	-		8,740	4,220	2,479
Depreciation	7,550	-	-	-	7,550	-		7,550	6,363	5,650
Other Expenses	630	-	-	-	630	-		630	133	3,212
<b>Total Expenses from Continuing Operations</b>	<b>27,792</b>	<b>93</b>	<b>150</b>	<b>(40)</b>	<b>27,995</b>	<b>(53)</b>		<b>27,942</b>	<b>17,755</b>	<b>18,788</b>
<b>Net Operating Result from Continuing Operations</b>	<b>5,909</b>	<b>(93)</b>	<b>(150)</b>	<b>440</b>	<b>6,106</b>	<b>(1,947)</b>		<b>4,159</b>	<b>5,903</b>	<b>4,009</b>
<b>Net Operating Result from All Operations</b>	<b>5,909</b>	<b>(93)</b>	<b>(150)</b>	<b>440</b>	<b>6,106</b>	<b>(1,947)</b>		<b>4,159</b>	<b>5,903</b>	<b>4,009</b>
<b>Net Operating Result before Capital Items</b>	<b>2,351</b>	<b>(93)</b>	<b>(150)</b>	<b>40</b>	<b>2,148</b>	<b>(1,947)</b>		<b>201</b>	<b>1,551</b>	<b>1,641</b>



Riverina Water County Council

**Quarterly Budget Review Statement**

for the period 01/01/22 to 31/03/22

**Capital Budget Review Statement**

Budget review for the quarter ended 31 March 2022

(\$000's)	Original Budget 2021/22	Approved Changes					Revised Budget 2021/22	Variations for this Mar Qtr		Notes	Projected Year End Result	21/22 Actual YTD figures	20/21 Actual YTD figures
		Carry Forwards	2020/21 Revotes	Other than QBRS	Sept QBRS	Dec QBRS		Mar	Qtr				
<b>Capital Expenditure</b>													
Land & Buildings	3,766	206	1,014	(1,787)	-	(41)	3,158	74	1	3,232	2,240	1,656	
Plant & Equipment	4,794	835	26	(3,100)	-	-	2,555	28	1	2,583	1,934	818	
Intangibles	3,206	176	-	-	45	-	3,427	-		3,427	2,634	272	
Water Infrastructure	12,445	525	1,986	(3,180)	279	86	12,141	(135)	1	12,006	5,937	4,346	
Loan Repayments (Principal)	-	-	-	-	-	-	-	-		-	1,377	1,391	
<b>Total Capital Expenditure</b>	<b>24,211</b>	<b>1,742</b>	<b>3,026</b>	<b>(8,067)</b>	<b>324</b>	<b>45</b>	<b>21,281</b>	<b>(33)</b>		<b>21,248</b>	<b>14,122</b>	<b>8,483</b>	
<b>Capital Funding</b>													
Rates & Other Untied Funding	24,211	1,742	3,026	(8,067)	324	45	21,281	(33)		21,248	14,122	8,483	
New Loans	-	-	-	-	-	-	-	-		-	-	-	
<b>Total Capital Funding</b>	<b>24,211</b>	<b>1,742</b>	<b>3,026</b>	<b>(8,067)</b>	<b>324</b>	<b>45</b>	<b>21,281</b>	<b>(33)</b>		<b>21,248</b>	<b>14,122</b>	<b>8,483</b>	
<b>Net Capital Funding - Surplus/(Deficit)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>		<b>-</b>	<b>-</b>	<b>-</b>	



Riverina Water County Council

**Quarterly Budget Review Statement**

for the period 01/01/22 to 31/03/22

**Cash & Investments Budget Review Statement**

Budget review for the quarter ended 31 March 2022

(\$000's)	Original Budget 2021/22	Approved Changes				Revised Budget 2021/22	Variations for this Mar Qtr		Notes	Projected Year End Result	Actual YTD figures
		Carry Forwards	Other than by QBRS	Sept QBRS	Dec QBRS						
<b>Externally Restricted</b> <sup>(1)</sup>											
Loan Funds - LIRS	-	-	-	-	-	-	-		-	-	
<b>Total Externally Restricted</b>	-	-	-	-	-	-	-		-	-	
(1) Funds that must be spent for a specific purpose											
<b>Internally Restricted</b> <sup>(2)</sup>											
Employee Leave Entitlements *	2,426	-	-	-	-	2,426	-		2,426	2,426	
Plant Replacement	1,857	-	-	-	-	1,857	-		1,857	1,857	
Water Treatment Plant	228	-	-	-	-	228	-		228	228	
Revenue from Water Licences	333	-	-	-	-	333	-		333	333	
Sales Fluctuation	3,000	-	-	-	-	3,000	-		3,000	3,000	
<b>Total Internally Restricted</b>	<b>7,844</b>	-	-	-	-	<b>7,844</b>	-		<b>7,844</b>	<b>7,844</b>	
(2) Funds that Council has earmarked for a specific purpose											
<b>Unrestricted</b> (ie. available after the above Restrictions)	5,658	-	-	9,582	261	15,501	(4,611)	1	10,890	21,737	
<b>Total Cash &amp; Investments</b>	<b>13,502</b>	-	-	<b>9,582</b>	<b>261</b>	<b>23,345</b>	<b>(4,611)</b>		<b>18,734</b>	<b>29,581</b>	

\* ELE Reserve is currently funded at 50%

Riverina Water County Council

**Quarterly Budget Review Statement**  
for the period 01/01/22 to 31/03/22

**Cash & Investments Budget Review Statement****Comment on Cash & Investments Position**

Due to Cash & Investment balances at the start of the financial year being higher than anticipated after the 2019/20 end of year financial result cash on hand is higher than originally budgeted.

**Investments**

Investments have been invested in accordance with Council's Investment Policy.

**Cash**

The Cash at Bank figure included in the Cash & Investment Statement totals \$1,070,364

This Cash at Bank amount has been reconciled to Council's physical Bank Statements.  
The date of completion of this bank reconciliation is 31/03/22

**Reconciliation Status**

The YTD Cash & Investment figure reconciles to the actual balances held as follows:

**\$ 000's**

Cash at Bank (as per bank statements)		1,070
Investments on Hand		28,502
less: Unpresented Cheques	(Timing Difference)	-
add: Undeposited Funds	(Timing Difference)	9

**Reconciled Cash at Bank & Investments**

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**29,581****Balance as per Review Statement:**

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**29,581**

Difference:

-

**Recommended changes to revised budget**

Budget Variations being recommended include the following material items:

**Notes    Details**

- |   |   |
|---|---|
| 1 | Reduction in anticipated cash predominantly due to lower than anticipated water sales and \$3.2m loan for solar pilot plant not borrowed. |
|---|---|

Riverina Water County Council

**Quarterly Budget Review Statement**  
for the period 01/01/22 to 31/03/22

**Key Performance Indicators Budget Review Statement - Industry KPI's (OLG)**

Budget review for the quarter ended 31 March 2022

(\$000's)	Current Projection		Original Budget 21/22	Actuals Prior Periods	
	Amounts	Indicator		20/21	19/20
	21/22	21/22			

NSW Local Government Industry Key Performance Indicators (OLG):

**1. Current Ratio (Liquidity)**

Current Assets	25537	2.9 %	3.5 %	4.0 %	3.4 %
Current Liabilities	8701				

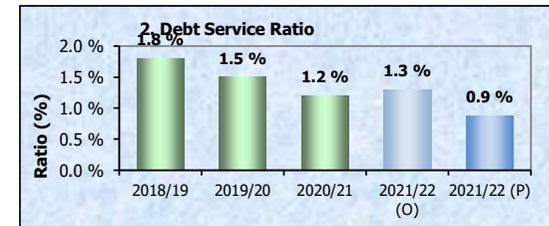
This measures Council's ability to pay existing liabilities in the next 12 months. (target >1.5)



**2. Debt Service Ratio**

Debt Service Cost	281	0.9 %	1.3 %	1.2 %	1.5 %
Income from Continuing Operations	32101				

This measures Council's ability to meet interest repayments and therefore service debt. (target 0% to 5%)



**3. Rates & Annual Charges Coverage Ratio**

Rates & Annual Charges	5172	16.11	15.35	19.20	15.39
Income from Continuing Operations	32101				

To assess the degree of Council's dependence upon revenue from rates and annual charges and to assess the security of Council's income. (target < 25%)



Riverina Water County Council

## Quarterly Budget Review Statement

for the period 01/01/22 to 31/03/22

### Key Performance Indicators Budget Review Statement - Industry KPI's (OLG)

Budget review for the quarter ended 31 March 2022

(\$000's)	Current Projection		Original Budget 21/22	Actuals Prior Periods	
	Amounts	Indicator		20/21	19/20
	21/22	21/22			

NSW Local Government Industry Key Performance Indicators (OLG):

#### 4. Capital Replacement Ratio

Infrastructure, Property, Plant & Equipment	21248	2.81	3.21	1.58	3.61
Depreciation	7550				

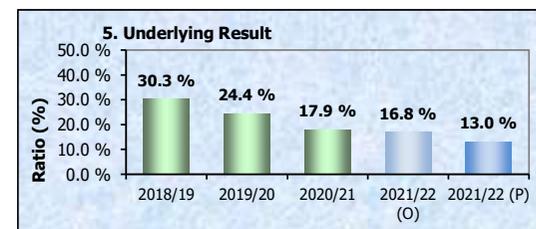
Comparison of the rate of spending on IPP&E with consumption of assets. This is a long-term indicator, as capital expenditure can be deferred in the short term if insufficient funds are available from operations and borrowing is not an option. (target > 1.5)



#### 5. Underlying Result

Net Result	4159	13.0%	16.8%	17.9%	24.4%
Total Revenue	32101				

A positive result indicates a surplus and the larger the percentage the stronger the result. A negative result indicates a deficit. Operating deficits cannot be sustained in the long term. (target > 0%)





**Consultancy & Legal Expenses Budget Review Statement**

Consultancy & Legal Expenses Overview

<b>Expense</b>	<b>YTD Expenditure (Actual Dollars)</b>	<b>Budgeted (Y/N)</b>
Consultancies	55,716	Y
Legal Fees	29,208	Y

**Definition of a consultant:**

A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.

**Comments**

Expenditure included in the above YTD figure but not budgeted includes:

**Details**

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**Riverina Water County Council  
Balance Sheet**

	<b>Projected 2021/22 \$</b>
<b>ASSETS</b>	
<b>Current Assets</b>	
Cash & Cash Equivalents	18,734
Receivables	3,769
Inventories	3,034
<b>Total Current Assets</b>	<b>25,537</b>
<b>Non-Current Assets</b>	
Infrastructure, Property, Plant & Equipment	341,318
Intangible Assets	9,776
<b>Total Non-Current Assets</b>	<b>351,094</b>
<b>TOTAL ASSETS</b>	<b>376,631</b>
<b>LIABILITIES</b>	
<b>Current Liabilities</b>	
Payables	2,264
Borrowings	1,587
Provisions	4,852
<b>Total Current Liabilities</b>	<b>8,703</b>
<b>Non-Current Liabilities</b>	
Borrowings	1,847
<b>Total Non-Current Liabilities</b>	<b>1,847</b>
<b>TOTAL LIABILITIES</b>	<b>10,550</b>
<b>Net Assets</b>	<b>366,081</b>
<b>EQUITY</b>	
Retained Earnings	157,004
Revaluation Reserves	209,077
Other Reserves	-
Council Equity Interest	366,081
Minority Equity Interest	-
<b>Total Equity</b>	<b>366,081</b>

## 31 MARCH 2022 CAPEX QUARTERLY BUDGET REVIEW

Description	Current Budget	Committal	YTD Actual 2021/22	Budget Remaining	31/03/2022 QBR	Revised Budget	Revised Remaining	Comment
	\$	\$	\$	\$	\$	\$	\$	
<b>MANAGEMENT</b>								
<b>LAND &amp; BUILDINGS FOR ADMIN. DEPOTS AND WORKSHOPS</b>								
Administration Office	117,965	12,551	45,730	59,684	0	117,965	59,684	
Depot Buildings	1,422,020	504,304	463,771	453,945	0	1,422,020	453,945	
Access, Parking and Landscaping	1,519,037	159,942	1,054,156	304,938	73,700	1,592,737	378,638	Unplanned project - West Wagga site security improvements required
Asset Demolition	100,000	0	0	100,000	0	100,000	100,000	
<b>SUB-TOTAL LAND &amp; BUILDINGS FOR ADMIN, DEPOTS &amp; WORKSHOPS</b>	<b>3,159,022</b>	<b>676,797</b>	<b>1,563,658</b>	<b>918,567</b>	<b>73,700</b>	<b>3,232,722</b>	<b>992,267</b>	
<b>PLANT &amp; EQUIPMENT</b>								
IT Equipment	239,978	24,639	13,139	202,200	0	239,978	202,200	
Office Furniture & Equipment	15,000	0	17,012	-2,012	0	15,000	-2,012	
Working Plant & Vehicle Purchases	1,626,292	452,693	764,652	408,948	0	1,626,292	408,948	
Telemetry & Control Systems Upgrade	464,415	65,312	355,550	43,553	0	464,415	43,553	
Radio Communications Upgrade/Replacements/Improvements	0	1,440	0	-1,440	0	0	-1,440	
Energy Efficiency & Cost Minimisation	209,178	156,408	83,499	-30,729	27,940	237,118	-2,789	Bring forward of funds from next FY for additional design on solar pilot plant - East Wagga
<b>SUB-TOTAL PLANT &amp; EQUIPMENT</b>	<b>2,554,863</b>	<b>700,492</b>	<b>1,233,852</b>	<b>620,520</b>	<b>27,940</b>	<b>2,582,803</b>	<b>648,460</b>	
<b>INTANGIBLES</b>								
Software	3,381,430	1,810,969	779,526	790,936	0	3,381,430	790,936	
Water Licences	45,000	0	43,051	1,949	0	45,000	1,949	
<b>SUB-TOTAL INTANGIBLES</b>	<b>3,426,430</b>	<b>1,810,969</b>	<b>822,577</b>	<b>792,884</b>	<b>0</b>	<b>3,426,430</b>	<b>792,884</b>	
<b>TOTAL MANAGEMENT</b>	<b>9,140,315</b>	<b>3,188,258</b>	<b>3,620,086</b>	<b>2,331,970</b>	<b>101,640</b>	<b>9,241,955</b>	<b>2,433,610</b>	
<b>SOURCES</b>								
Bores-renew/refurbish/decommission	374,000	0	0	374,000	0	374,000	374,000	
<b>TOTAL SOURCES</b>	<b>374,000</b>	<b>0</b>	<b>0</b>	<b>374,000</b>	<b>0</b>	<b>374,000</b>	<b>374,000</b>	
<b>TREATMENT PLANTS</b>								
Aeration Tower Replacements	115,000	2,816	81,421	30,763	0	115,000	30,763	
Aeration Tower Covers	121,599	733	63,409	57,457	0	121,599	57,457	
Specific Treatment Plant Improvements	63,932	9,018	8,932	45,982	0	63,932	45,982	
Treatment Plant refurbishments	4,206,197	114,577	886,783	3,204,838	15,000	4,221,197	3,219,838	Replacement of 2 x hypo dosing pumps at Tarcutta WTP
<b>TOTAL TREATMENT PLANTS</b>	<b>4,506,728</b>	<b>127,144</b>	<b>1,040,544</b>	<b>3,339,040</b>	<b>15,000</b>	<b>4,521,728</b>	<b>3,354,040</b>	

Description	Current Budget	Committal	YTD Actual 2021/22	Budget Remaining	31/03/2022 QBR	Revised Budget	Revised Remaining	Comment
	\$	\$	\$	\$	\$	\$	\$	
<b>PUMPING STATIONS</b>								
Pump Stations Renewal/Refurbish/Upgrade	226,000	150	86,538	139,312	0	226,000	139,312	
<b>TOTAL PUMPING STATIONS</b>	<b>226,000</b>	<b>150</b>	<b>86,538</b>	<b>139,312</b>	<b>0</b>	<b>226,000</b>	<b>139,312</b>	
<b>RESERVOIRS</b>								
General Improvements	20,000	0	4,405	15,595	0	20,000	15,595	
New/Replacement Reservoirs	438,617	81,467	227,989	129,160	0	438,617	129,160	
Reservoirs - Upgrade Ladders and Access	95,600	0	5,600	90,000	0	95,600	90,000	
Reservoir Hatches Magflows	25,000	0	1,475	23,525	0	25,000	23,525	
Asset demolition	224,912	10,203	83,610	131,099	0	224,912	131,099	
<b>TOTAL RESERVOIRS</b>	<b>804,129</b>	<b>91,671</b>	<b>323,080</b>	<b>389,378</b>	<b>0</b>	<b>804,129</b>	<b>389,378</b>	
<b>MAINS, SERVICES &amp; METERS</b>								
<b>MAINS</b>								
System Improvements	1,179,746	38,582	595,635	545,529	-200,000	979,746	345,529	Reduction in projects due to timing changes and completing under budget
Reticulation for Developers (including other extensions)	1,068,600	14,130	1,282,830	-228,360	150,000	1,218,600	-78,360	Funding required due to increased developer works
Renew Reticulation Mains	900,000	3,727	408,089	488,184	-200,000	700,000	288,184	Reduction in projects due to timing changes and completing under budget
Renew Trunk Mains	1,904,982	13,088	838,822	1,053,072	-150,000	1,754,982	903,072	Reduction in projects due to completing under budget
<b>SUB-TOTAL MAINS</b>	<b>5,053,328</b>	<b>69,527</b>	<b>3,125,376</b>	<b>1,858,425</b>	<b>-400,000</b>	<b>4,653,328</b>	<b>1,458,425</b>	
<b>SERVICES</b>								
Service Connections, new including Meters	550,403	4,903	785,853	-240,353	250,000	800,403	9,647	Increase required due to increased development
Renew Services	330,000	9,000	147,313	173,687	0	330,000	173,687	
<b>SUB-TOTAL SERVICES</b>	<b>880,403</b>	<b>13,903</b>	<b>933,166</b>	<b>-66,666</b>	<b>250,000</b>	<b>1,130,403</b>	<b>183,334</b>	
<b>METERS</b>								
Water meters replacement	200,871	35,859	51,135	113,877	0	200,871	113,877	
Remote metering	50,000	0	2,206	47,794	0	50,000	47,794	
Water Filling Stations New	45,000	0	36,747	8,253	0	45,000	8,253	
<b>SUB-TOTAL METERS</b>	<b>295,871</b>	<b>35,859</b>	<b>90,088</b>	<b>169,924</b>	<b>0</b>	<b>295,871</b>	<b>169,924</b>	
<b>TOTAL MAINS, SERVICES &amp; METERS</b>	<b>6,229,602</b>	<b>119,290</b>	<b>4,148,630</b>	<b>1,961,683</b>	<b>-150,000</b>	<b>6,079,602</b>	<b>1,811,683</b>	
<b>TOTALS</b>	<b>21,280,774</b>	<b>3,526,512</b>	<b>9,218,879</b>	<b>8,535,383</b>	<b>-33,360</b>	<b>21,247,414</b>	<b>8,502,023</b>	

## R3 Riverina Water Code of Meeting Practice Policy 1.02

**Organisational Area** Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** The revised Code of Meeting Practice Policy 1.02 is presented for consideration, following a workshop with the board on 31 March 2022

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**RECOMMENDATION** that Council:

- a) review the amended Riverina Water Code of Meeting Practice Policy 1.02;
- b) note that the Code of Meeting Practice will be placed on public exhibition for a period of 28 days following review by the board; and
- c) note that following the exhibition period, the Code of Meeting Practice Policy 1.02 will be presented to the board for adoption at its meeting in June 2022.

### Report

The draft Riverina Water Code of Meeting Practice Policy 1.02 was presented to the board at the February 2022 meeting. Following some discussion, it was determined to hold a separate workshop to discuss some clauses contained within the Code of Meeting Practice, notably attendance via audio visual link.

Amendments to the Code of Meeting Practice have now been made in line with discussions at that workshop. The section on attendance via audio visual link (commencing at clause 5.18) has been amended to reflect the view of the Board that attendance at a meeting is simply attendance, regardless of the means of that attendance. Much of this section, therefore, has been removed as it was not mandatory under the Model Code of Meeting Practice.

The revised Riverina Water Code of Meeting Practice Policy 1.02 is now presented to the board for review. Following this review, the Code of Meeting Practice will be placed on public exhibition for a period of 28 days. Once all or any submissions are received and considered, the Code of Meeting Practice will then be presented to the June 2022 meeting for adoption.

› **R3.1 Riverina Water Code of Meeting Practice Policy 1.02.docx** [↓](#) 

### Financial Implications

Not applicable

**Risk Considerations**

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



# Riverina Water Code of Meeting Practice

April 2022 | Policy 1.02

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## 1. Introduction

This *Code of Meeting Practice* incorporates the mandatory provisions of the Model Meeting Code and some optional provisions as determined by the Board.

The Board and any committees of the council of which all the members are board members, must conduct its meetings in accordance with this *Code of Meeting Practice*. Council committees whose members include persons other than board members may adopt their own rules for meetings unless the Board determine otherwise.

## 2. Meeting principles

2.1 Board and committee meetings should be:

- Transparent:** Decisions are made in a way that is open and accountable.
- Informed:** Decisions are made based on relevant, quality information.
- Inclusive:** Decisions respect the diverse needs and interests of the local community.
- Principled:** Decisions are informed by the principles prescribed under Chapter 3 of the Act.
- Trusted:** The community has confidence that board members and staff act ethically and make decisions in the interests of the whole community.
- Respectful:** Board members, staff and meeting attendees treat each other with respect.
- Effective:** Meetings are well organised, effectively run and skilfully chaired.
- Orderly:** Board member, staff and meeting attendees behave in a way that contributes to the orderly conduct of the meeting.

## 3. Before the meeting

### Timing of ordinary board meetings

- 3.1 The Board shall, by resolution, set the frequency, time, date and place of its ordinary meetings.
- 3.2 The Board may, by resolution, vary the time, date and place of ordinary meetings for flexibility in given circumstances.

### Extraordinary meetings

- 3.3 If the chairperson receives a request in writing, signed by at least two (2) board members, the chairperson must call an extraordinary meeting of the Board to be held as soon as practicable, but in any event, no more than fourteen (14) days after receipt

of the request. The chairperson can be one of the two board members requesting the meeting.

**Note: Clause 3.3 reflects section 366 of the Act.**

### Notice to the public of council meetings

3.4 The Board must give notice to the public of the time, date and place of each of its meetings, including extraordinary meetings and of each meeting of committees of the council.

**Note: Clause 3.4 reflects section 9(1) of the Act.**

3.5 For the purposes of clause 3.4, notice of a meeting of the Board and of a committee of council is to be published before the meeting takes place. The notice must be published on the council's website, and in such other manner that the council is satisfied is likely to bring notice of the meeting to the attention of as many people as possible.

3.6 For the purposes of clause 3.4, notice of more than one (1) meeting may be given in the same notice.

### Notice to members of ordinary board meetings

3.7 The chief executive officer (CEO) must send to each board member, at least three (3) working days before each meeting of the Board a notice specifying the time, date and place at which the meeting is to be held, and the business proposed to be considered at the meeting.

**Note: Clause 3.7 reflects section 367(1) of the Act.**

3.8 The notice and the agenda for, and the business papers relating to, the meeting may be given to board members in electronic form, but only if all members have facilities to access the notice, agenda and business papers in that form.

**Note: Clause 3.8 reflects section 367(3) of the Act.**

### Notice to members of extraordinary meetings

3.9 Notice of less than three (3) days may be given to board members of an extraordinary meeting of the board in cases of emergency.

**Note: Clause 3.9 reflects section 367(2) of the Act.**

### Giving notice of business to be considered at board meetings

3.10 A board member may give notice of any business they wish to be considered by the board at its next ordinary meeting by way of a notice of motion. To be included on the agenda of the meeting, the notice of motion must be in writing and must be submitted four (4) business days before the meeting is to be held.

- 3.11 A board member may, in writing to the CEO, request the withdrawal of a notice of motion submitted by them prior to its inclusion in the agenda and business paper for the meeting at which it is to be considered.
- 3.12 If the CEO considers that a notice of motion submitted by a board member for consideration at an ordinary meeting of the board has legal, strategic, financial or policy implications which should be taken into consideration by the meeting, the CEO may prepare a report in relation to the notice of motion for inclusion with the business papers for the meeting at which the notice of motion is to be considered by the board.
- 3.13 A notice of motion for the expenditure of funds on works and/or services other than those already provided for in the council's current adopted operational plan must identify the source of funding for the expenditure that is the subject of the notice of motion. If the notice of motion does not identify a funding source, the CEO must either:
- (a) prepare a report on the availability of funds for implementing the motion if adopted for inclusion in the business papers for the meeting at which the notice of motion is to be considered by the board, or
  - (b) by written notice sent to all board members with the business papers for the meeting for which the notice of motion has been submitted, defer consideration of the matter by the board to such a date specified in the notice, pending the preparation of such a report.

### **Questions with notice**

- 3.14 A board member may, by way of a notice submitted under clause 3.10, ask a question for response by the CEO about the performance or operations of the council.
- 3.15 A board member is not permitted to ask a question with notice under clause 3.14 that comprises a complaint against the CEO or a member of staff of the council, or a question that implies wrongdoing by the CEO or a member of staff of the council.
- 3.16 The CEO or their nominee may respond to a question with notice submitted under clause 3.14 by way of a report included in the business papers for the relevant meeting of the Board or orally at the meeting.

### **Agenda and business papers for ordinary meetings**

- 3.17 The CEO must cause the agenda for a meeting of the Board or a committee of the council to be prepared as soon as practicable before the meeting.
- 3.18 The CEO must ensure that the agenda for an ordinary meeting of the Board states:
- (a) all matters to be dealt with arising out of the proceedings of previous meetings of the Board, and
  - (b) any matter or topic that the chairperson proposes, at the time when the agenda is prepared, to put to the meeting, and

- (c) all matters, including matters that are the subject of staff reports and reports of committees, to be considered at the meeting, and
  - (d) any business of which due notice has been given under clause 3.10.
- 3.19 Nothing in clause 3.18 limits the powers of the chairperson to put a minute to a meeting under clause 8.6.
- 3.20 The CEO must not include in the agenda for a meeting of the Board any business of which due notice has been given if, in the opinion of the CEO, the business is, or the implementation of the business would be, unlawful. The CEO must report, without giving details of the item of business, any such exclusion to the next meeting of the Board.
- 3.21 Where the agenda includes the receipt of information or discussion of other matters that, in the opinion of the CEO, is likely to take place when the meeting is closed to the public, the CEO must ensure that the agenda of the meeting:
- (a) identifies the relevant item of business and indicates that it is of such a nature (without disclosing details of the information to be considered when the meeting is closed to the public), and
  - (b) states the grounds under section 10A(2) of the Act relevant to the item of business.

**Note: Clause 3.21 reflects section 9(2A)(a) of the Act.**

- 3.22 The CEO must ensure that the details of any item of business which, in the opinion of the CEO, is likely to be considered when the meeting is closed to the public, are included in a business paper provided to board members for the meeting concerned. Such details must not be included in the business papers made available to the public and must not be disclosed by a board member or by any other person to another person who is not authorised to have that information.

### **Statement of ethical obligations**

- 3.23 Business papers for all ordinary and extraordinary meetings of the Board and committees of the council must contain a statement reminding board members of their oath or affirmation of office made under section 233A of the Act and their obligations under the council's Code of Conduct to disclose and appropriately manage conflicts of interest.

### **Availability of the agenda and business papers to the public**

- 3.24 Copies of the agenda and the associated business papers, such as correspondence and reports for meetings of the Board and committees of council, are to be published on the council's website, and must be made available to the public for inspection, or for taking away by any person free of charge at the offices of the council, at the relevant meeting and at such other venues determined by the council.

**Note: Clause 3.24 reflects section 9(2) and (4) of the Act.**

- 3.25 Clause 3.24 does not apply to the business papers for items of business that the CEO has identified under clause 3.22 as being likely to be considered when the meeting is closed to the public.

**Note: Clause 3.25 reflects section 9(2A)(b) of the Act.**

- 3.26 For the purposes of clause 3.25, copies of agendas and business papers must be published on the council's website and made available to the public at a time that is as close as possible to the time they are available to board members.

**Note: Clause 3.26 reflects section 9(3) of the Act.**

- 3.27 A copy of an agenda, or of an associated business paper made available under clause 3.24, may in addition be given or made available in electronic form.

**Note: Clause 3.27 reflects section 9(5) of the Act.**

### **Agenda and business papers for extraordinary meetings**

- 3.28 The CEO must ensure that the agenda for an extraordinary meeting of the Board deals only with the matters stated in the notice of the meeting.
- 3.29 Despite clause 3.28, business may be considered at an extraordinary meeting of the Board, even though due notice of the business has not been given, if:
- (a) a motion is passed to have the business considered at the meeting, and
  - (b) the business to be considered is ruled by the chairperson to be of great urgency on the grounds that it requires a decision by the board before the next scheduled ordinary meeting of the Board.
- 3.30 A motion moved under clause 3.29(a) can be moved without notice but only after the business notified in the agenda for the extraordinary meeting has been dealt with.
- 3.31 Despite clauses 9.20–9.30, only the mover of a motion moved under clause 3.29(a) can speak to the motion before it is put.
- 3.32 A motion of dissent cannot be moved against a ruling of the chairperson under clause 3.29(b) on whether a matter is of great urgency.

### **Pre-meeting briefing sessions**

- 3.33 Prior to each ordinary meeting of the Board, the CEO may arrange a pre-meeting briefing session to brief members on business to be considered at the meeting. Pre-meeting briefing sessions may also be held for extraordinary meetings of the Board and meetings of committees of the council.
- 3.34 Pre-meeting briefing sessions are to be held in the absence of the public.
- 3.35 Pre-meeting briefing sessions may be held by audio-visual link.
- 3.36 The CEO or a member of staff nominated by the CEO is to preside at pre-meeting briefing sessions.

- 3.37 Board members must not use pre-meeting briefing sessions to debate or make preliminary decisions on items of business they are being briefed on, and any debate and decision-making must be left to the formal board or committee meeting at which the item of business is to be considered.
- 3.38 Board members (including the chairperson) must declare and manage any conflicts of interest they may have in relation to any item of business that is the subject of a briefing at a pre-meeting briefing session, in the same way that they are required to do so at a board or committee meeting. The council is to maintain a written record of all conflict of interest declarations made at pre-meeting briefing sessions and how the conflict of interest was managed by the board member who made the declaration.

## 4. Public forums

- 4.1 The council may hold a public forum prior to each ordinary meeting of the Board for the purpose of hearing oral submissions from members of the public on items of business to be considered at the meeting. Public forums may also be held prior to extraordinary board meetings and meetings of committees of the council.
- 4.2 Public forums may be held by audio-visual link.
- 4.3 Public forums are to be chaired by the chairperson or their nominee.
- 4.4 To speak at a public forum, a person must first make an application to the council in the approved form. Applications to speak at the public forum must be received by midday on the Monday before the date on which the public forum is to be held, and must identify the item of business on the agenda of the board meeting the person wishes to speak on, and whether they wish to speak 'for' or 'against' the item.
- 4.5 A person may apply to speak on no more than two (2) items of business on the agenda of the board meeting.
- 4.6 Legal representatives acting on behalf of others are not to be permitted to speak at a public forum unless they identify their status as a legal representative when applying to speak at the public forum.
- 4.7 The CEO or their delegate may refuse an application to speak at a public forum. The CEO or their delegate must give reasons in writing for a decision to refuse an application.
- 4.8 No more than two (2) speakers are to be permitted to speak 'for' or 'against' each item of business on the agenda for the board meeting.
- 4.9 If more than the permitted number of speakers apply to speak 'for' or 'against' any item of business, the CEO or their delegate may request the speakers to nominate from among themselves the persons who are to address the Board on the item of business. If the speakers are not able to agree on whom to nominate to address the Board, the CEO or their delegate is to determine who will address the Board at the public forum.

- 4.10 If more than the permitted number of speakers apply to speak 'for' or 'against' any item of business, the CEO or their delegate may, in consultation with the chairperson or the chairperson's nominated chairperson, increase the number of speakers permitted to speak on an item of business, where they are satisfied that it is necessary to do so to allow the Board to hear a fuller range of views on the relevant item of business.
- 4.11 Approved speakers at the public forum are to register with the council any written, visual or audio material to be presented in support of their address to the Board at the public forum, and to identify any equipment needs no more than two days before the public forum. The CEO or their delegate may refuse to allow such material to be presented.
- 4.12 The CEO or their delegate is to determine the order of speakers at the public forum.
- 4.13 Each speaker will be allowed five (5) minutes to address the Board. This time is to be strictly enforced by the chairperson.
- 4.14 Speakers at public forums must not digress from the item on the agenda of the board meeting they have applied to address the Board on. If a speaker digresses to irrelevant matters, the chairperson is to direct the speaker not to do so. If a speaker fails to observe a direction from the chairperson, the speaker will not be further heard.
- 4.15 A board member (including the chairperson) may, through the chairperson, ask questions of a speaker following their address at a public forum. Questions put to a speaker must be direct, succinct and without argument.
- 4.16 Speakers are under no obligation to answer a question put under clause 4.15. Answers by the speaker to each question are to be limited to 3 minutes.
- 4.17 Speakers at public forums cannot ask questions of the Board, members or council staff.
- 4.18 The CEO or their nominee may, with the concurrence of the chairperson, address the Board for up to 5 minutes in response to an address to the Board at a public forum after the address and any subsequent questions and answers have been finalised.
- 4.19 Where an address made at a public forum raises matters that require further consideration by council staff, the CEO may recommend that the Board defer consideration of the matter pending the preparation of a further report on the matters.
- 4.20 When addressing the Board, speakers at public forums must comply with this code and all other relevant council codes, policies and procedures. Speakers must refrain from engaging in disorderly conduct, publicly alleging breaches of the council's Code of Conduct or making other potentially defamatory statements.
- 4.21 If the chairperson considers that a speaker at a public forum has engaged in conduct of the type referred to in clause 4.20, the chairperson may request the person to refrain from the inappropriate behaviour and to withdraw and unreservedly apologise for any

inappropriate comments. Where the speaker fails to comply with the chairperson's request, the chairperson may immediately require the person to stop speaking.

- 4.22 Clause 4.21 does not limit the ability of the chairperson to deal with disorderly conduct by speakers at public forums in accordance with the provisions of Part 14 of this code.
- 4.23 Where a speaker engages in conduct of the type referred to in clause 4.20, the CEO or their delegate may refuse further applications from that person to speak at public forums for such a period as the CEO or their delegate considers appropriate.
- 4.24 Board members (including the chairperson) must declare and manage any conflicts of interest they may have in relation to any item of business that is the subject of an address at a public forum, in the same way that they are required to do so at a board or committee meeting. The council is to maintain a written record of all conflict of interest declarations made at public forums and how the conflict of interest was managed by the board member who made the declaration.

**Note: Public forums should not be held as part of a board or committee meeting. Board or committee meetings should be reserved for decision-making by the Board or committee of council. Where a public forum is held as part of a board or committee meeting, it must be conducted in accordance with the other requirements of this code relating to the conduct of board and committee meetings.**

## 5. Coming together

### Attendance by board members at meetings

- 5.1 All board members must make reasonable efforts to attend meetings of the Board and of committees of the council of which they are members.

**Note: A board member may not attend a meeting as a member (other than the first meeting of the Board after the member is elected or a meeting at which the member takes an oath or makes an affirmation of office) until they have taken an oath or made an affirmation of office in the form prescribed under section 233A of the Act.**

- 5.2 A board member cannot participate in a meeting of the Board or of a committee of the council unless personally present at the meeting, unless permitted to attend the meeting by audio-visual link under this code.
- 5.3 Where a board member is unable to attend one or more ordinary meetings of the Board, the member should request that the Board grant them a leave of absence from those meetings. This clause does not prevent a member from making an apology if they are unable to attend a meeting. However the acceptance of such an apology does not constitute the granting of a leave of absence for the purposes of this code and the Act.

- 5.4 A board member's request for leave of absence from board meetings should, if practicable, identify (by date) the meetings from which the member intends to be absent and the grounds upon which the leave of absence is being sought.
- 5.5 The Board must act reasonably when considering whether to grant a member's request for a leave of absence.
- 5.6 A board member's civic office will become vacant if the member is absent from three (3) consecutive ordinary meetings of the Board without prior leave of the Board, or leave granted by the Board at any of the meetings concerned, unless the holder is absent because they have been suspended from office under the Act, or because the Board has been suspended under the Act, or as a consequence of a compliance order under section 438HA.

**Note: Clause 5.6 reflects section 234(1)(d) of the Act.**

- 5.7 A board member who intends to attend a meeting of the Board despite having been granted a leave of absence should, if practicable, give the CEO at least two (2) days' notice of their intention to attend.

### The quorum for a meeting

- 5.8 The quorum for a meeting of the Board is a majority of the members of the Board who hold office at that time and are not suspended from office.

**Note: Clause 5.8 reflects section 368(1) of the Act.**

- 5.9 Clause 5.8 does not apply if the quorum is required to be determined in accordance with directions of the Minister in a performance improvement order issued in respect of the Board.

**Note: Clause 5.9 reflects section 368(2) of the Act.**

- 5.10 A meeting of the Board must be adjourned if a quorum is not present:
- (a) at the commencement of the meeting where the number of apologies received for the meeting indicates that there will not be a quorum for the meeting, or
  - (b) within half an hour after the time designated for the holding of the meeting, or
  - (c) at any time during the meeting.
- 5.11 In either case, the meeting must be adjourned to a time, date and place fixed:
- (a) by the chairperson, or
  - (b) in the chairperson's absence, by the majority of the members present, or
  - (c) failing that, by the CEO.
- 5.12 The CEO must record in the Board minutes the circumstances relating to the absence of a quorum (including the reasons for the absence of a quorum) at or arising during a meeting of the Board together with the names of the members present.

- 5.13 Where, prior to the commencement of a meeting, it becomes apparent that a quorum may not be present at the meeting, or that the health, safety and welfare of board members, council staff and members of the public may be put at risk by attending the meeting because of a natural disaster or a public health emergency, the chairperson may, in consultation with the CEO and, as far as is practicable, with each board member, cancel the meeting. Where a meeting is cancelled, notice of the cancellation must be published on the council's website and in such other manner that the council is satisfied is likely to bring notice of the cancellation to the attention of as many people as possible.
- 5.14 Where a meeting is cancelled under clause 5.13, the business to be considered at the meeting may instead be considered, where practicable, at the next ordinary meeting of the Board or at an extraordinary meeting called under clause 3.3.

### Meetings held by audio-visual link

- 5.15 A meeting of the Board or a committee of the council may be held by audio visual link where the chairperson determines that the meeting should be held by audio-visual link because of a natural disaster or a public health emergency. The chairperson may only make a determination under this clause where they are satisfied that attendance at the meeting may put the health and safety of board members and staff at risk. The chairperson must make a determination under this clause in consultation with the CEO and, as far as practicable, with each member.
- 5.16 Where the chairperson determines under clause 5.15 that a meeting is to be held by audio-visual link, the CEO must:
- (a) Give written notice to all board members that the meeting is to be held by audio-visual link, and
  - (b) take all reasonable steps to ensure that all board members can participate in the meeting by audio-visual link, and
  - (c) cause a notice to be published on the council's website or such other manner the CEO is satisfied will bring it to the attention of as many people as possible, advising that the meeting is to be held by audio-visual link and providing information about where members of the public may view the meeting.
- 5.17 The code applies to a meeting held by audio-visual link under clause 5.15 in the same way it would if the meeting was held in person.

**Note: Where a council holds a meeting by audio-visual link under clause 5.15, it is still required under section 10 of the Act to provide a physical venue for members of the public to attend in person and observe the meeting**

### Attendance by board members at meetings by audio-visual link

- 5.18 Board members may attend and participate in meetings of the Board and committees of the council by audio-visual link.

- 5.19 A board member who attends a meeting of the Board or a committee of the council by audio-visual link is to be taken as present at the meeting.
- 5.20 This code applies to a board member attending a meeting by audio-visual link in the same way it would if the member was attending the meeting in person. Where a board member attends a meeting by audio-visual link under this code, they are to be taken as attending the meeting in person for the purposes of the code and will have the same voting rights as if they were attending the meeting in person.
- 5.21 Where a board member is attending a meeting by audio-visual link and for whatever reason that link is broken, the board member will be noted in the minutes as having left the meeting. If and when that link is restored and the board member rejoins the meeting, the minutes will note the time of return.
- 5.22 A board member must give their full attention to the business and proceedings of the meeting when attending a meeting by audio-visual link. The member's camera must be on at all times during the meeting except as may be otherwise provided for under this code.
- 5.23 A board member must be appropriately dressed when attending a meeting by audio-visual link and must ensure that no items are within sight of the meeting that are inconsistent with the maintenance of order at the meeting, or that are likely to bring the Board or the committee into disrepute.

### **Entitlement of the public to attend board meetings**

- 5.24 Everyone is entitled to attend a meeting of the Board and committees of the council. The council must ensure that all meetings of the Board and committees of the council are open to the public.

**Note: Clause 5.24 reflects section 10(1) of the Act.**

- 5.25 Clause 5.24 does not apply to parts of meetings that have been closed to the public under section 10A of the Act.

- 5.26 A person (whether a board member or another person) is not entitled to be present at a meeting of the Board or a committee of the council if expelled from the meeting:

- (a) by a resolution of the meeting, or
- (b) by the person presiding at the meeting if the Board has, by resolution, authorised the person presiding to exercise the power of expulsion.

**Note: Clause 5.26 reflects section 10(2) of the Act.**

**Note: Clauses 14.13 and 14.14 confer a standing authorisation on all chairpersons of meetings of the Board and committees of the council to expel persons from meetings. If adopted, clause 15.13 authorises chairpersons to expel any person, including a member, from a board or committee meeting. Alternatively, if adopted, clause 14.14 authorises chairpersons to expel persons other than members from a board or committee meeting.**

## Webcasting of meetings

- 5.27 Each meeting of the Board or a committee of the council is to be recorded by means of an audio or audio-visual device.
- 5.28 At the start of each meeting of the Board or a committee of the council, the chairperson must inform the persons attending the meeting that:
- (a) the meeting is being recorded and will be made publicly available on the council's website, and
  - (b) persons attending the meeting should refrain from making any defamatory statements
- 5.29 The recording of a meeting is to be made publicly available on the council's website :
- (a) at the same time the meeting is taking place, or
  - (b) as soon as practicable after the meeting
- 5.30 The recording of a meeting is to be made publicly available on the council's website for at least 12 months after the meeting.
- 5.31 Clauses 5.29 and 5.30 do not apply to any part of a meeting that has been closed to the public in accordance with section 10A of the Act.
- Note: Clause 5.29 – 5.31 reflect section 236 of the Regulation
- 5.32 Recording of meetings may be disposed of in accordance with the *State Records Act 1998*

## Attendance of the chief executive officer (CEO) and other staff at meetings

- 5.33 The CEO is entitled to attend, but not to vote at, a meeting of the Board or a meeting of a committee of the council of which all of the members are board members.
- Note: Clause 5.33 reflects section 376(1) of the Act.**
- 5.34 The CEO is entitled to attend a meeting of any other committee of the council and may, if a member of the committee, exercise a vote.
- Note: Clause 5.34 reflects section 376(2) of the Act.**
- 5.35 The CEO may be excluded from a meeting of the Board or a committee while the Board or committee deals with a matter relating to the standard of performance of the CEO or the terms of employment of the CEO
- Note: Clause 5.35 reflects section 376(3) of the Act.**
- 5.36 The attendance of other council staff at a meeting, (other than as members of the public) shall be with the approval of the CEO.

- 5.37 The CEO and other council staff may attend meetings of the Board and committees of the council by audio-visual link. Attendance by council staff at meetings by audio-visual link (other than as members of the public) shall be with the approval of the CEO.

## 6. The chairperson

### The chairperson at meetings

- 6.1 The chairperson, or at the request of or in the absence of the chairperson, the deputy chairperson (if any) presides at meetings of the Board.

**Note: Clause 6.1 reflects section 369(1) of the Act.**

- 6.2 If the chairperson and the deputy chairperson (if any) are absent, a member elected to chair the meeting by the members present presides at a meeting of the Board.

**Note: Clause 6.2 reflects section 369(2) of the Act.**

### Election of the chairperson in the absence of the chairperson and deputy chairperson

- 6.3 If no chairperson is present at a meeting of the Board at the time designated for the holding of the meeting, the first business of the meeting must be the election of a chairperson to preside at the meeting.
- 6.4 The election of a chairperson must be conducted:
- (a) by the CEO or, in their absence, an employee of the council designated by the CEO to conduct the election, or
  - (b) by the person who called the meeting or a person acting on their behalf if neither the CEO nor a designated employee is present at the meeting, or if there is no CEO or designated employee.
- 6.5 If, at an election of a chairperson, two (2) or more candidates receive the same number of votes and no other candidate receives a greater number of votes, the chairperson is to be the candidate whose name is chosen by lot.
- 6.6 For the purposes of clause 6.5, the person conducting the election must:
- (a) arrange for the names of the candidates who have equal numbers of votes to be written on similar slips, and
  - (b) then fold the slips so as to prevent the names from being seen, mix the slips and draw one of the slips at random.
- 6.7 The candidate whose name is on the drawn slip is the candidate who is to be the chairperson.
- 6.8 Any election conducted under clause 6.3, and the outcome of the vote, are to be recorded in the minutes of the meeting.

### Chairperson to have precedence

- 6.9 When the chairperson rises or speaks during a meeting of the Board:
- (a) any board member then speaking or seeking to speak must cease speaking and, if standing, immediately resume their seat, and
  - (b) every member present must be silent to enable the chairperson to be heard without interruption.

## 7. Order of business for ordinary board meetings

- 7.1 The general order of business for an ordinary meeting of the Board shall be:
- 01 Opening meeting
  - 02 Acknowledgement of country
  - 03 Apologies and applications for a leave of absence or attendance by audio visual link by board members
  - 04 Confirmation of minutes
  - 05 Disclosures of interests
  - 06 Chairperson minute(s)
  - 07 Reports of committees
  - 08 Reports to the board
  - 09 Notices of motions/Questions with notice
  - 10 Confidential matters
  - 11 Conclusion of the meeting
- 7.2 The order of business as fixed under clause 7.1 may be altered for a particular meeting of the Board if a motion to that effect is passed at that meeting. Such a motion can be moved without notice.
- Note: Part 12 allows the Board to deal with items of business by exception.**
- 7.3 Despite clauses 9.20 – 9.30, only the mover of a motion referred to in clause 7.2 may speak to the motion before it is put.

## 8. Consideration of business at board meetings

### Business that can be dealt with at a board meeting

- 8.1 The Board must not consider business at a meeting of the Board:
- (a) unless a board member has given notice of the business, as required by clause 3.10, and

- (b) unless notice of the business has been sent to the members in accordance with clause 3.7 in the case of an ordinary meeting or clause 3.9 in the case of an extraordinary meeting called in an emergency.
- 8.2 Clause 8.1 does not apply to the consideration of business at a meeting, if the business:
- (a) is already before, or directly relates to, a matter that is already before the Board, or
  - (b) is the election of a chairperson to preside at the meeting, or
  - (c) subject to clause 8.9, is a matter or topic put to the meeting by way of a chairperson minute, or
  - (d) is a motion for the adoption of recommendations of a committee, including, but not limited to, a committee of the council.
- 8.3 Despite clause 8.1, business may be considered at a meeting of the Board even though due notice of the business has not been given to the members if:
- (a) a motion is passed to have the business considered at the meeting, and
  - (b) the business to be considered is ruled by the chairperson to be of great urgency on the grounds that it requires a decision by the board before the next scheduled ordinary meeting of the board.
- 8.4 A motion moved under clause 8.3(a) can be moved without notice. Despite clauses 9.20–9.30, only the mover of a motion referred to in clause 8.3(a) can speak to the motion before it is put.
- 8.5 A motion of dissent cannot be moved against a ruling by the chairperson under clause 8.3(b).

### **Chairperson minutes**

- 8.6 A chairperson's minute, when put to a meeting, takes precedence over all business on the Board's agenda for the meeting.
- 8.7 A recommendation made in a chairperson minute put by the chairperson is, so far as it is adopted by the Board, a resolution of the Board.
- 8.8 A chairperson's minute must not be used to put without notice matters that are routine and not urgent, or matters for which proper notice should be given because of their complexity. For the purpose of this clause, a matter will be urgent where it requires a decision by the Board before the next scheduled ordinary meeting of the Board.
- 8.9 Where a chairperson's minute makes a recommendation which, if adopted, would require the expenditure of funds on works and/or services other than those already provided for in the council's current adopted operational plan, it must identify the source of funding for the expenditure that is the subject of the recommendation. If the chairperson minute does not identify a funding source, the Board must defer consideration of the matter, pending a report from the CEO on the availability of funds for implementing the recommendation if adopted.

### **Staff reports**

- 8.10 A recommendation made in a staff report is, so far as it is adopted by the Board a resolution of the Board.

### **Reports of committees of council**

- 8.11 The recommendations of a committee of the council are, so far as they are adopted by the Board, resolutions of the Board
- 8.12 If in a report of a committee of the council distinct recommendations are made, the Board may make separate decisions on each recommendation.

### **Questions**

- 8.13 A question must not be asked at a meeting of the Board unless it concerns a matter on the agenda of the meeting or notice has been given of the question in accordance with clauses 3.10 and 3.14.
- 8.14 A board member may, through the chairperson, put a question to another member about a matter on the agenda.
- 8.15 A board member may, through the CEO, put a question to a council employee about a matter on the agenda. Council employees are only obliged to answer a question put to them through the CEO at the direction of the CEO.
- 8.16 A board member or council employee to whom a question is put is entitled to be given reasonable notice of the question and, in particular, sufficient notice to enable reference to be made to other persons or to documents. Where a board member or council employee to whom a question is put is unable to respond to the question at the meeting at which it is put, they may take it on notice and report the response to the next meeting of the Board.
- 8.17 Board members must put questions directly, succinctly, respectfully and without argument.
- 8.18 The chairperson must not permit discussion on any reply to, or refusal to reply to, a question put to a board member or council employee.

## **9. Rules of debate**

### **Motions to be seconded**

- 9.1 Unless otherwise specified in this code, a motion or an amendment cannot be debated unless or until it has been seconded.

## Notices of motion

- 9.2 A board member who has submitted a notice of motion under clause 3.10 is to move the motion the subject of the notice of motion at the meeting at which it is to be considered.
- 9.3 If a board member who has submitted a notice of motion under clause 3.10 wishes to withdraw it after the agenda and business paper for the meeting at which it is to be considered have been sent to members, the member may request the withdrawal of the motion when it is before the Board.
- 9.4 In the absence of a board member who has placed a notice of motion on the agenda for a meeting of the Board:
- (a) any other member may, with the leave of the chairperson, move the motion at the meeting, or
  - (b) the chairperson may defer consideration of the motion until the next meeting of the Board.

## Chairperson's duties with respect to motions

- 9.5 It is the duty of the chairperson at a meeting of the Board to receive and put to the meeting any lawful motion that is brought before the meeting.
- 9.6 The chairperson must rule out of order any motion or amendment to a motion that is unlawful or the implementation of which would be unlawful.
- 9.7 Before ruling out of order a motion or an amendment to a motion under clause 9.6, the chairperson is to give the mover an opportunity to clarify or amend the motion or amendment.
- 9.8 Any motion, amendment or other matter that the chairperson has ruled out of order is taken to have been lost.

## Motions requiring the expenditure of funds

- 9.9 A motion or an amendment to a motion which if passed would require the expenditure of funds on works and/or services other than those already provided for in the council's current adopted operational plan must identify the source of funding for the expenditure that is the subject of the motion. If the motion does not identify a funding source, the Board must defer consideration of the matter, pending a report from the CEO on the availability of funds for implementing the motion if adopted.

## Amendments to motions

- 9.10 An amendment to a motion must be moved and seconded before it can be debated.
- 9.11 An amendment to a motion must relate to the matter being dealt with in the original motion before the Board and must not be a direct negative of the original motion. An amendment to a motion which does not relate to the matter being dealt with in the

original motion, or which is a direct negative of the original motion, must be ruled out of order by the chairperson.

- 9.12 The mover of an amendment is to be given the opportunity to explain any uncertainties in the proposed amendment before a seconder is called for.
- 9.13 If an amendment has been lost, a further amendment can be moved to the motion to which the lost amendment was moved, and so on, but no more than one (1) motion and one (1) proposed amendment can be before the Board at any one time.
- 9.14 While an amendment is being considered, debate must only occur in relation to the amendment and not the original motion. Debate on the original motion is to be suspended while the amendment to the original motion is being debated.
- 9.15 If the amendment is carried, it becomes the motion and is to be debated. If the amendment is lost, debate is to resume on the original motion.
- 9.16 An amendment may become the motion without debate or a vote where it is accepted by the member who moved the original motion.

### **Foreshadowed motions**

- 9.17 A board member may propose a foreshadowed motion in relation to the matter the subject of the original motion before the Board, without a seconder during debate on the original motion. The foreshadowed motion is only to be considered if the original motion is lost or withdrawn and the foreshadowed motion is then moved and seconded. If the original motion is carried, the foreshadowed motion lapses.
- 9.18 Where an amendment has been moved and seconded, a board member may, without a seconder, foreshadow a further amendment that they propose to move after the first amendment has been dealt with. There is no limit to the number of foreshadowed amendments that may be put before the Board at any time. However, no discussion can take place on foreshadowed amendments until the previous amendment has been dealt with and the foreshadowed amendment has been moved and seconded.
- 9.19 Foreshadowed motions and foreshadowed amendments are to be considered in the order in which they are proposed. However, foreshadowed motions cannot be considered until all foreshadowed amendments have been dealt with.

### **Limitations on the number and duration of speeches**

- 9.20 A board member who, during a debate at a meeting of the Board, moves an original motion, has the right to speak on each amendment to the motion and a right of general reply to all observations that are made during the debate in relation to the motion, and any amendment to it at the conclusion of the debate before the motion (whether amended or not) is finally put.

- 9.21 A board member, other than the mover of an original motion, has the right to speak once on the motion and once on each amendment to it.
- 9.22 A board member must not, without the consent of the Board, speak more than once on a motion or an amendment, or for longer than five (5) minutes at any one time.
- 9.23 Despite clause 9.22, the chairperson may permit a board member who claims to have been misrepresented or misunderstood to speak more than once on a motion or an amendment, and for longer than five (5) minutes on that motion or amendment to enable the member to make a statement limited to explaining the misrepresentation or misunderstanding.
- 9.24 Despite clause 9.22, the Board may resolve to shorten the duration of speeches to expedite the consideration of business at a meeting.
- 9.25 Despite clauses 9.20 and 9.21, a board member may move that a motion or an amendment be now put:
- (a) if the mover of the motion or amendment has spoken in favour of it and no member expresses an intention to speak against it, or
  - (b) if at least two (2) members have spoken in favour of the motion or amendment and at least two (2) members have spoken against it.
- 9.26 The chairperson must immediately put to the vote, without debate, a motion moved under clause 9.25. A seconder is not required for such a motion.
- 9.27 If a motion that the original motion or an amendment be now put is passed, the chairperson must, without further debate, put the original motion or amendment to the vote immediately after the mover of the original motion has exercised their right of reply under clause 9.20.
- 9.28 If a motion that the original motion or an amendment be now put is lost, the chairperson must allow the debate on the original motion or the amendment to be resumed.
- 9.29 All board members must be heard without interruption and all other members must, unless otherwise permitted under this code, remain silent while another member is speaking.
- 9.30 Once the debate on a matter has concluded and a matter has been dealt with, the chairperson must not allow further debate on the matter.

## 10. Voting

### Voting entitlements of board members

- 10.1 Each board member is entitled to one (1) vote.

**Note: Clause 10.1 reflects section 370(1) of the Act.**

- 10.2 The person presiding at a meeting of the Board has, in the event of an equality of votes, a second or casting vote.

**Note: Clause 10.2 reflects section 370(2) of the Act.**

- 10.3 Where the chairperson declines to exercise, or fails to exercise, their second or casting vote, in the event of an equality of votes, the motion being voted upon is lost.

### **Voting at board meetings**

- 10.4 A board member who is present at a meeting of the Board but who fails to vote on a motion put to the meeting is taken to have voted against the motion.
- 10.5 If a board member who has voted against a motion put at a board meeting so requests, the CEO must ensure that the member's dissenting vote is recorded in the board minutes
- 10.6 The decision of the chairperson as the result of a vote is final unless the decision is immediately challenged and not fewer than two (2) board members rise and call for a division.
- 10.7 When a division on a motion is called, the chairperson must ensure that the division takes place immediately. The CEO must ensure that the names of those who vote for the motion and those who vote against it are recorded in the Board's minutes for the meeting.
- 10.8 When a division on a motion is called, any board member who fails to vote will be recorded as having voted against the motion in accordance with clause 10.4 of this code.
- 10.9 Voting at a meeting, including voting in an election at a meeting, is to be by open means (such as on the voices, by show of hands or by a visible electronic voting system). However, the Board may resolve that the voting in any election by members for chairperson or deputy chairperson is to be by secret ballot.
- 10.10 All voting at board meetings, (including meetings that are closed to the public), must be recorded in the minutes of meetings with the names of members who voted for and against each motion or amendment, (including the use of the casting vote), being recorded.

## **11. Committee of the whole**

- 11.1 The Board may resolve itself into a committee to consider any matter before the Board.

**Note: Clause 11.1 reflects section 373 of the Act.**

- 11.2 All the provisions of this code relating to meetings of the Board, so far as they are applicable, extend to and govern the proceedings of the Board when in committee of the whole, except the provisions limiting the number and duration of speeches.

**Note: Clauses 9.20–9.30 limit the number and duration of speeches.**

- 11.3 The CEO or, in the absence of the CEO, an employee of the council designated by the CEO, is responsible for reporting to the Board the proceedings of the committee of the whole. It is not necessary to report the proceedings in full but any recommendations of the committee must be reported.
- 11.4 The Board must ensure that a report of the proceedings (including any recommendations of the committee) is recorded in the Board's minutes. However, the Board is not taken to have adopted the report until a motion for adoption has been made and passed.

## 12. Dealing with items by exception

- 12.1 The Board or a committee of council may, at any time, resolve to adopt multiple items of business on the agenda together by way of a single resolution.
- 12.2 Before the Board or committee resolves to adopt multiple items of business on the agenda together under clause 12.1, the chairperson must list the items of business to be adopted and ask board members to identify any individual items of business listed by the chairperson that they intend to vote against the recommendation made in the business paper or that they wish to speak on, or ask questions of management.
- 12.3 The Board or committee must not resolve to adopt any item of business under clause 12.1 that a board member has identified as being one they intend to vote against the recommendation made in the business paper or to speak on.
- 12.4 Where the consideration of multiple items of business together under clause 12.1 involves a variation to the order of business for the meeting, the Board or committee must resolve to alter the order of business in accordance with clause 8.3.
- 12.5 A motion to adopt multiple items of business together under clause 12.1 must identify each of the items of business to be adopted and state that they are to be adopted as recommended in the business paper.
- 12.6 Items of business adopted under clause 12.1 are to be taken to have been adopted unanimously.
- 12.7 Board members must ensure that they declare and manage any conflicts of interest they may have in relation to items of business considered together under clause 12.1 in accordance with the requirements of the council's Code of Conduct.

## 13. Closure of board meetings to the public

### Grounds on which meetings can be closed to the public

- 13.1 The Board or a committee of the council may close to the public so much of its meeting as comprises the discussion or the receipt of any of the following types of matters:

- (a) personnel matters concerning particular individuals (other than board members),
- (b) the personal hardship of any resident or ratepayer,
- (c) information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct) business,
- (d) commercial information of a confidential nature that would, if disclosed:
  - (i) prejudice the commercial position of the person who supplied it, or
  - (ii) confer a commercial advantage on a competitor of the council, or
  - (iii) reveal a trade secret,
- (e) information that would, if disclosed, prejudice the maintenance of law,
- (f) matters affecting the security of the council, board members, council staff or council property,
- (g) advice concerning litigation, or advice that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege,
- (h) information concerning the nature and location of a place or an item of Aboriginal significance on community land,
- (i) alleged contraventions of the council's Code of Conduct.

**Note: Clause 13.1 reflects section 10A(1) and (2) of the Act.**

- 13.2 The Board or a committee of the council may also close to the public so much of its meeting as comprises a motion to close another part of the meeting to the public.

**Note: Clause 13.2 reflects section 10A(3) of the Act.**

### **Matters to be considered when closing meetings to the public**

- 13.3 A meeting is not to remain closed during the discussion of anything referred to in clause 13.1:
- (a) except for so much of the discussion as is necessary to preserve the relevant confidentiality, privilege or security, and
  - (b) if the matter concerned is a matter other than a personnel matter concerning particular individuals, the personal hardship of a resident or ratepayer or a trade secret – unless the Board or committee concerned is satisfied that discussion of the matter in an open meeting would, on balance, be contrary to the public interest.

**Note: Clause 13.3 reflects section 10B(1) of the Act.**

- 13.4 A meeting is not to be closed during the receipt and consideration of information or advice referred to in clause 13.1(g) unless the advice concerns legal matters that:
- (a) are substantial issues relating to a matter in which the Board or committee is involved, and

- (b) are clearly identified in the advice, and
- (c) are fully discussed in that advice.

**Note: Clause 13.4 reflects section 10B(2) of the Act.**

- 13.5 If a meeting is closed during the discussion of a motion to close another part of the meeting to the public (as referred to in clause 13.2), the consideration of the motion must not include any consideration of the matter or information to be discussed in that other part of the meeting other than consideration of whether the matter concerned is a matter referred to in clause 13.1.

**Note: Clause 13.5 reflects section 10B(3) of the Act.**

- 13.6 For the purpose of determining whether the discussion of a matter in an open meeting would be contrary to the public interest, it is irrelevant that:
- (a) a person may misinterpret or misunderstand the discussion, or
  - (b) the discussion of the matter may:
    - (i) cause embarrassment to the Board or committee concerned, or to board members or to employees of the council, or
    - (ii) cause a loss of confidence in the Board or committee.

**Note: Clause 13.6 reflects section 10B(4) of the Act.**

- 13.7 In deciding whether part of a meeting is to be closed to the public, the Board or committee concerned must consider any relevant guidelines issued by the Departmental Chief Executive of the Office of Local Government.

**Note: Clause 13.7 reflects section 10B(5) of the Act.**

#### **Notice of likelihood of closure not required in urgent cases**

- 13.8 Part of a meeting of the Board, or of a committee of the council, may be closed to the public while the Board or committee considers a matter that has not been identified in the agenda for the meeting under clause 3.21 as a matter that is likely to be considered when the meeting is closed, but only if:
- (a) it becomes apparent during the discussion of a particular matter that the matter is a matter referred to in clause 13.1, and
  - (b) the Board or committee, after considering any representations made under clause 13.9, resolves that further discussion of the matter:
    - (i) should not be deferred (because of the urgency of the matter), and
    - (ii) should take place in a part of the meeting that is closed to the public.

**Note: Clause 13.8 reflects section 10C of the Act.**

## Representations by members of the public

13.9 The Board, or a committee of the council, may allow members of the public to make representations to or at a meeting, before any part of the meeting is closed to the public, as to whether that part of the meeting should be closed.

**Note: Clause 13.9 reflects section 10A(4) of the Act.**

13.10 A representation under clause 13.9 is to be made after the motion to close the part of the meeting is moved and seconded.

13.11 Where the matter has been identified in the agenda of the meeting under clause 3.21 as a matter that is likely to be considered when the meeting is closed to the public, in order to make representations under clause 13.9, members of the public must first make an application to the council in the approved form. Applications must be received by midday of the Monday preceding the Board meeting before the meeting at which the matter is to be considered.

13.12 The CEO (or their delegate) may refuse an application made under clause 13.11. The CEO or their delegate must give reasons in writing for a decision to refuse an application.

13.13 No more than four (4) speakers are to be permitted to make representations under clause 13.9.

13.14 If more than the permitted number of speakers apply to make representations under clause 13.9, the CEO or their delegate may request the speakers to nominate from among themselves the persons who are to make representations to the Board. If the speakers are not able to agree on whom to nominate to make representations under clause 13.9, the CEO or their delegate is to determine who will make representations to the Board.

13.15 The CEO (or their delegate) is to determine the order of speakers.

13.16 Where the Board or a committee of the council proposes to close a meeting or part of a meeting to the public in circumstances where the matter has not been identified in the agenda for the meeting under clause 3.21 as a matter that is likely to be considered when the meeting is closed to the public, the chairperson is to invite representations from the public under clause 13.9 after the motion to close the part of the meeting is moved and seconded. The chairperson is to permit no more than four (4) speakers to make representations in such order as determined by the chairperson.

13.17 Each speaker will be allowed three (3) minutes to make representations, and this time limit is to be strictly enforced by the chairperson. Speakers must confine their representations to whether the meeting should be closed to the public. If a speaker digresses to irrelevant matters, the chairperson is to direct the speaker not to do so. If a speaker fails to observe a direction from the chairperson, the speaker will not be further heard.

### **Expulsion of non-members from meetings closed to the public**

- 13.18 If a meeting or part of a meeting of the Board or a committee of the council is closed to the public in accordance with section 10A of the Act and this code, any person who is not a board member and who fails to leave the meeting when requested, may be expelled from the meeting as provided by section 10(2)(a) or (b) of the Act.
- 13.19 If any such person, after being notified of a resolution or direction expelling them from the meeting, fails to leave the place where the meeting is being held, a police officer, or any person authorised for the purpose by the council or person presiding, may, by using only such force as is necessary, remove the first-mentioned person from that place and, if necessary restrain that person from re-entering that place for the remainder of the meeting.

### **Obligation of board members attending meetings by audio-visual links**

- 13.20 Board members attending a meeting by audio-visual link must ensure that no other person is within sight or hearing of the meeting at any time that the meeting is closed to the public under section 10A of the Act.

### **Information to be disclosed in resolutions closing meetings to the public**

- 13.21 The grounds on which part of a meeting is closed must be stated in the decision to close that part of the meeting and must be recorded in the minutes of the meeting. The grounds must specify the following:
- (a) the relevant provision of section 10A(2) of the Act,
  - (b) the matter that is to be discussed during the closed part of the meeting,
  - (c) the reasons why the part of the meeting is being closed, including (if the matter concerned is a matter other than a personnel matter concerning particular individuals, the personal hardship of a resident or ratepayer or a trade secret) an explanation of the way in which discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

**Note: Clause 13.21 reflects section 10D of the Act.**

### **Resolutions passed at closed meetings to be made public**

- 13.22 If the Board passes a resolution during a meeting, or a part of a meeting, that is closed to the public, the chairperson must make the resolution public as soon as practicable after the meeting, or the relevant part of the meeting, has ended, and the resolution must be recorded in the publicly available minutes of the meeting.
- 13.23 Resolutions passed during a meeting, or a part of a meeting, that is closed to the public must be made public by the chairperson under clause 13.22 during a part of the meeting that is webcast.

## 14. Keeping order at meetings

### Points of order

- 14.1 A board member may draw the attention of the chairperson to an alleged breach of this code by raising a point of order. A point of order does not require a seconder.
- 14.2 A point of order cannot be made with respect to adherence to the principles contained in clause 2.1.
- 14.3 A point of order must be taken immediately it is raised. The chairperson must suspend the business before the meeting and permit the board member raising the point of order to state the provision of this code they believe has been breached. The chairperson must then rule on the point of order – either by upholding it or by overruling it.

### Questions of order

- 14.4 The chairperson, without the intervention of any other board member, may call any member to order whenever, in the opinion of the chairperson, it is necessary to do so.
- 14.5 A board member who claims that another member has committed an act of disorder, or is out of order, may call the attention of the chairperson to the matter.
- 14.6 The chairperson must rule on a question of order immediately after it is raised but, before doing so, may invite the opinion of the Board.
- 14.7 The chairperson's ruling must be obeyed unless a motion dissenting from the ruling is passed.

### Motions of dissent

- 14.8 A board member can, without notice, move to dissent from a ruling of the chairperson on a point of order or a question of order. If that happens, the chairperson must suspend the business before the meeting until a decision is made on the motion of dissent.
- 14.9 If a motion of dissent is passed, the chairperson must proceed with the suspended business as though the ruling dissented from had not been given. If, as a result of the ruling, any motion or business has been rejected as out of order, the chairperson must restore the motion or business to the agenda and proceed with it in due course.
- 14.10 Despite any other provision of this code, only the mover of a motion of dissent and the chairperson can speak to the motion before it is put. The mover of the motion does not have a right of general reply.

### Acts of disorder

- 14.11 A board member commits an act of disorder if the member, at a meeting of the Board or a committee of the council:

- (a) contravenes the Act or any regulation in force under the Act, the Regulation or this code, or
- (b) assaults or threatens to assault another board member or person present at the meeting, or
- (c) moves or attempts to move a motion or an amendment that has an unlawful purpose or that deals with a matter that is outside the jurisdiction of the Board or the committee, or addresses or attempts to address the Board or the committee on such a motion, amendment or matter, or
- (d) insults, makes unfavourable personal remarks about, or imputes improper motives to any other council official, or alleges a breach of the council's Code of Conduct, or
- (e) says or does anything that is inconsistent with maintaining order at the meeting or is likely to bring the Board or the committee into disrepute.

**Note: Clause 14.11 reflects section 182 of the Regulation**

14.12 The chairperson may require a board member:

- (a) to apologise without reservation for an act of disorder referred to in clauses 14.11(a), (b), or (e), or
- (b) to withdraw a motion or an amendment referred to in clause 15.11(c) and, where appropriate, to apologise without reservation, or
- (c) to retract and apologise without reservation for any statement that constitutes an act of disorder referred to in clauses 15.11(d) and (e).

**Note: Clause 14.12 reflects section 233 of the Regulation**

### How disorder at a meeting may be dealt with

14.13 If disorder occurs at a meeting of the Board, the chairperson may adjourn the meeting for a period of not more than fifteen (15) minutes and leave the chair. The Board, on reassembling, must, on a question put from the chairperson, decide without debate whether the business is to be proceeded with or not. This clause applies to disorder arising from the conduct of members of the public as well as disorder arising from the conduct of board members.

### Expulsion from meetings

14.14 All chairpersons of meetings of the Board and committees of the council are authorised under this code to expel any person including any board member, from a board or committee meeting, for the purposes of section 10(2)(b) of the Act.

14.15 Clause 14.14, does not limit the ability of the Board or a committee of the council to resolve to expel a person, including a board member, from a board or committee meeting, under section 10(2)(a) of the Act.

- 14.16 A board member may, as provided by section 10(2)(a) or (b) of the Act, be expelled from a meeting of the Board for having failed to comply with a requirement under clause 14.12. The expulsion of a board member from the meeting for that reason does not prevent any other action from being taken against the board member for the act of disorder concerned.

**Note: Clause 14.16 reflects section 233(2) of the Regulation**

- 14.17 A member of the public may, as provided by section 10(2)(a) or (b) of the Act, be expelled from a meeting of the board for engaging in or having engaged in disorderly conduct at the meeting.
- 14.18 Where a board member or a member of the public is expelled from a meeting, the expulsion and the name of the person expelled, if known, are to be recorded in the minutes of the meeting.
- 14.19 If a board member or a member of the public fails to leave the place where a meeting of the Board is being held immediately after they have been expelled, a police officer, or any person authorised for the purpose by the council or person presiding, may, by using only such force as is necessary, remove the board member or member of the public from that place and, if necessary, restrain the board member or member of the public from re-entering that place for the remainder of the meeting.

**How disorder by board members attending meetings by audio-visual link may be dealt with**

- 14.20 Where a board member is attending a meeting by audio-visual link, the chairperson or a person authorised by the chairperson may mute the board member's audio-link to the meeting for the purposes of enforcing compliance with the code.
- 14.21 If a board member attending a meeting by audio-visual link is expelled from a meeting for an act of disorder, the chairperson of the meeting or a person authorised by the chairperson, may terminate the board member's audio-visual link to the meeting.

**Use of mobile phones and the unauthorised recording of meetings**

- 14.22 Board members, council staff and members of the public must ensure that mobile phones are turned to silent during meetings of the board and committees of the council.
- 14.23 A person must not live stream or use an audio recorder, video camera, mobile phone or any other device to make a recording of the proceedings of a meeting of the board or a committee of the council without the prior authorisation of the Board or the committee.
- 14.24 Without limiting clause 14.17, a contravention of clause 14.23 or an attempt to contravene that clause, constitutes disorderly conduct for the purposes of clause 14.17. Any person who contravenes or attempts to contravene clause 14.23, may be expelled from the meeting as provided for under section 10(2) of the Act.

- 14.25 If any such person, after being notified of a resolution or direction expelling them from the meeting, fails to leave the place where the meeting is being held, a police officer, or any person authorised for the purpose by the council or person presiding, may, by using only such force as is necessary, remove the first-mentioned person from that place and, if necessary, restrain that person from re-entering that place for the remainder of the meeting.

## 15. Conflicts of interest

- 15.1 All board members and, where applicable, all other persons, must declare and manage any conflicts of interest they may have in matters being considered at meetings of the Board and committees of the council in accordance with the council's Code of Conduct. All declarations of conflicts of interest and how the conflict of interest was managed by the person who made the declaration must be recorded in the minutes of the meeting at which the declaration was made.
- 15.2 Board members attending a meeting by audio-visual link must declare and manage any conflicts of interest they may have in matters being considered at the meeting in accordance with the council's Code of Conduct. Where a board member has declared a pecuniary or significant non-pecuniary conflict of interest in a matter being discussed at the meeting, the board member's audio-visual link to the meeting must be suspended or terminated and the board member must not be in sight or hearing of the meeting at any time during which the matter is being considered or discussed by the Board or committee, or at any time during which the Board or committee is voting on the matter.

## 16. Decisions of the board

### Board decisions

- 16.1 A decision supported by a majority of the votes at a meeting of the Board at which a quorum is present is a decision of the Board.

**Note: Clause 16.1 reflects section 371 of the Act.**

- 16.2 Decisions made by the Board must be accurately recorded in the minutes of the meeting at which the decision is made.

### Rescinding or altering board decisions

- 16.3 A resolution passed by the Board may not be altered or rescinded except by a motion to that effect of which notice has been given under clause 3.10.

**Note: Clause 16.3 reflects section 372(1) of the Act.**

- 16.4 If a notice of motion to rescind a resolution is given at the meeting at which the resolution is carried, the resolution must not be carried into effect until the motion of rescission has been dealt with.

**Note: Clause 16.4 reflects section 372(2) of the Act.**

- 16.5 If a motion has been lost, a motion having the same effect must not be considered unless notice of it has been duly given in accordance with clause 3.10.

**Note: Clause 16.5 reflects section 372(3) of the Act.**

- 16.6 A notice of motion to alter or rescind a resolution, and a notice of motion which has the same effect as a motion which has been lost, must be signed by three (3) board members if less than three (3) months has elapsed since the resolution was passed, or the motion was lost.

**Note: Clause 16.6 reflects section 372(4) of the Act.**

- 16.7 If a motion to alter or rescind a resolution has been lost, or if a motion which has the same effect as a previously lost motion is lost, no similar motion may be brought forward within three (3) months of the meeting at which it was lost. This clause may not be evaded by substituting a motion differently worded, but in principle the same.

**Note: Clause 16.7 reflects section 372(5) of the Act.**

- 16.8 The provisions of clauses 16.5–16.7 concerning lost motions do not apply to motions of adjournment.

**Note: Clause 16.8 reflects section 372(7) of the Act.**

- 16.9 A notice of motion submitted in accordance with clause 16.6 may only be withdrawn under clause 3.11 with the consent of all signatories to the notice of motion.

- 16.10 A motion to alter or rescind a resolution of the Board may be moved on the report of a committee of the council and any such report must be recorded in the minutes of the meeting of the Board.

**Note: Clause 16.10 reflects section 372(6) of the Act.**

- 16.11 Subject to clause 16.7, in cases of urgency, a motion to alter or rescind a resolution of the Board may be moved at the same meeting at which the resolution was adopted, where:

- (a) a notice of motion signed by three(3) board members is submitted to the chairperson, and
- (b) a motion to have the motion considered at the meeting is passed, and
- (c) the chairperson rules the business that is the subject of the motion is of great urgency on the grounds that it requires a decision by the Board before the next scheduled ordinary meeting of the Board.

- 16.12 A motion moved under clause 16.11(b) can be moved without notice. Despite clauses 9.20–9.30, only the mover of a motion referred to in clause 16.11(b) can speak to the motion before it is put.
- 16.13 A motion of dissent cannot be moved against a ruling by the chairperson under clause 16.11(c).

### **Recommitting resolutions to correct an error**

- 16.14 Despite the provisions of this Part, a board member may, with the leave of the chairperson, move to recommit a resolution adopted at the same meeting:
- (a) to correct any error, ambiguity or imprecision in the Board's resolution, or
  - (b) to confirm the voting on the resolution.
- 16.15 In seeking the leave of the chairperson to move to recommit a resolution for the purposes of clause 16.14(a), the board member is to propose alternative wording for the resolution.
- 16.16 The chairperson must not grant leave to recommit a resolution for the purposes of clause 16.14(a), unless they are satisfied that the proposed alternative wording of the resolution would not alter the substance of the resolution previously adopted at the meeting.
- 16.17 A motion moved under clause 16.14 can be moved without notice. Despite clauses 9.20–9.30, only the mover of a motion referred to in clause 16.14 can speak to the motion before it is put.
- 16.18 A motion of dissent cannot be moved against a ruling by the chairperson under clause 16.14.
- 16.19 A motion moved under clause 16.14 with the leave of the chairperson cannot be voted on unless or until it has been seconded.

## **17. After the meeting**

### **Minutes of meetings**

- 17.1 The council is to keep full and accurate minutes of the proceedings of meetings of the Board.

**Note: Clause 17.1 reflects section 375(1) of the Act.**

- 17.2 At a minimum, the CEO must ensure that the following matters are recorded in the Board's minutes:
- (a) the names of board members attending a board meeting, and whether they attended the meeting in person or by audio-visual link
  - (b) details of each motion moved at a board meeting and of any amendments moved to it,

- (c) the names of the mover and seconder of the motion or amendment,
- (d) whether the motion or amendment was passed or lost, and
- (e) such other matters specifically required under this code.

17.3 The minutes of a board meeting must be confirmed at a subsequent meeting of the Board.

**Note: Clause 17.3 reflects section 375(2) of the Act.**

17.4 Any debate on the confirmation of the minutes is to be confined to whether the minutes are a full and accurate record of the meeting they relate to.

17.5 When the minutes have been confirmed, they are to be signed by the person presiding at the subsequent meeting.

**Note: Clause 17.5 reflects section 375(2) of the Act.**

17.6 The confirmed minutes of a meeting may be amended to correct typographical or administrative errors after they have been confirmed. Any amendment made under this clause must not alter the substance of any decision made at the meeting.

17.7 The confirmed minutes of a board meeting must be published on the council's website. This clause does not prevent the council from also publishing unconfirmed minutes of its meetings on its website prior to their confirmation.

### **Access to correspondence and reports laid on the table at, or submitted to, a meeting**

17.8 The Board and committees of the council must, during or at the close of a meeting, or during the business day following the meeting, give reasonable access to any person to inspect correspondence and reports laid on the table at, or submitted to, the meeting.

**Note: Clause 17.8 reflects section 11(1) of the Act.**

17.9 Clause 17.8 does not apply if the correspondence or reports relate to a matter that was received or discussed or laid on the table at, or submitted to, the meeting when the meeting was closed to the public.

**Note: Clause 17.9 reflects section 11(2) of the Act.**

17.10 Clause 17.8 does not apply if the Board or the committee resolves at the meeting, when open to the public, that the correspondence or reports are to be treated as confidential because they relate to a matter specified in section 10A(2) of the Act.

**Note: Clause 17.10 reflects section 11(3) of the Act.**

17.11 Correspondence or reports to which clauses 17.9 and 17.10 apply are to be marked with the relevant provision of section 10A(2) of the Act that applies to the correspondence or report.

## Implementation of decisions of the council

17.12 The CEO is to implement, without undue delay, lawful decisions of the Board.

**Note: Clause 17.12 reflects section 335(b) of the Act.**

## 18. Council committees (sec 20 in model code)

### Application of this Part

18.1 This Part only applies to committees of the council whose members are all board members.

### Council committees whose members are all board members

18.2 The Board may, by resolution, establish such committees as it considers necessary.

18.3 A committee of the council is to consist of the chairperson and such other board members as are elected by the members or appointed by the Board

18.4 The quorum for a meeting of a committee of the council is to be:

- (a) such number of board members as the Board decides, or
- (b) if the Board has not decided a number – a majority of the board members of the committee.

### Functions of committees

18.5 The Board must specify the functions of each of its committees when the committee is established, but may from time to time amend those functions.

### Notice of committee meetings

18.6 The CEO must send to each board member, regardless of whether they are a committee member, at least three (3) days before each meeting of the committee, a notice specifying:

- (a) the time, date and place of the meeting, and
- (b) the business proposed to be considered at the meeting.

18.7 Notice of less than three (3) days may be given of a committee meeting called in an emergency.

### Attendance at committee meetings

18.8 A committee member (other than the chairperson) ceases to be a member of a committee if the committee member:

- (a) has been absent from three (3) consecutive meetings of the committee without having given reasons acceptable to the committee for the member's absences, or

- (b) has been absent from at least half of the meetings of the committee held during the immediately preceding year without having given to the committee acceptable reasons for the member's absences.

18.9 Clause 18.8 does not apply if all of the members of the Board are members of the committee.

### **Non-members entitled to attend committee meetings**

18.10 A board member who is not a member of a committee of the council is entitled to attend, and to speak at a meeting of the committee. However, the board member is not entitled:

- (a) to give notice of business for inclusion in the agenda for the meeting, or
- (b) to move or second a motion at the meeting, or
- (c) to vote at the meeting.

### **Chairperson and deputy chairperson of council committees**

18.11 The chairperson of each committee of the council must be:

- (a) the chairperson, or
- (b) if the chairperson does not wish to be the chairperson of a committee, a member of the committee elected by the Board, or
- (c) if the Board does not elect such a member, a member of the committee elected by the committee.

18.12 The Board may elect a member of a committee of the council as deputy chairperson of the committee. If the Board does not elect a deputy chairperson of such a committee, the committee may elect a deputy chairperson.

18.13 If neither the chairperson nor the deputy chairperson of a committee of the council is able or willing to preside at a meeting of the committee, the committee must elect a member of the committee to be acting chairperson of the committee.

18.14 The chairperson is to preside at a meeting of a committee of the council. If the chairperson is unable or unwilling to preside, the deputy chairperson (if any) is to preside at the meeting, but if neither the chairperson nor the deputy chairperson is able or willing to preside, the acting chairperson is to preside at the meeting.

### **Procedure in committee meetings**

18.15 Subject to any specific requirements of this code, each committee of the council may regulate its own procedure. The provisions of this code are to be taken to apply to all committees of the council unless the Board or the committee determines otherwise in accordance with this clause.

- 18.16 Whenever the voting on a motion put to a meeting of the committee is equal, the chairperson of the committee is to have a casting vote as well as an original vote unless the Board or the committee determines otherwise in accordance with clause 20.15.
- 18.17 Voting at a council committee meeting is to be by open means (such as on the voices, by show of hands or by a visible electronic voting system).

### **Closure of committee meetings to the public**

- 18.18 The provisions of the Act and Part 13 of this code apply to the closure of meetings of committees of the council to the public in the same way they apply to the closure of meetings of the Board to the public.
- 18.19 If a committee of the council passes a resolution, or makes a recommendation, during a meeting, or a part of a meeting that is closed to the public, the chairperson must make the resolution or recommendation public as soon as practicable after the meeting or part of the meeting has ended, and report the resolution or recommendation to the next meeting of the Board. The resolution or recommendation must also be recorded in the publicly available minutes of the meeting.
- 18.20 Resolutions passed during a meeting, or a part of a meeting that is closed to the public must be made public by the chairperson under clause 19.19 during a part of the meeting that is webcast.

### **Disorder in committee meetings**

- 18.21 The provisions of the Act and this code relating to the maintenance of order in board meetings apply to meetings of committees of the council in the same way as they apply to meetings of the board.

### **Minutes of council committee meetings**

- 18.22 Each committee of the council is to keep full and accurate minutes of the proceedings of its meetings. At a minimum, a committee must ensure that the following matters are recorded in the committee's minutes:
- (a) details of each motion moved at a meeting and of any amendments moved to it,
  - (b) the names of the mover and seconder of the motion or amendment,
  - (c) whether the motion or amendment was passed or lost, and
  - (d) such other matters specifically required under this code.
- 18.23 All voting at meetings of committees of the council (including meetings that are closed to the public), must be recorded in the minutes of meetings with the names of board members who voted for and against each motion or amendment, (including the use of the casting vote), being recorded.

- 18.24 The minutes of meetings of each committee of the council must be confirmed at a subsequent meeting of the committee.
- 18.25 Any debate on the confirmation of the minutes is to be confined to whether the minutes are a full and accurate record of the meeting they relate to.
- 18.26 When the minutes have been confirmed, they are to be signed by the person presiding at that subsequent meeting.
- 18.27 The confirmed minutes of a meeting may be amended to correct typographical or administrative errors after they have been confirmed. Any amendment made under this clause must not alter the substance of any decision made at the meeting.
- 18.28 The confirmed minutes of a meeting of a committee of the council must be published on the council's website. This clause does not prevent the council from also publishing unconfirmed minutes of meetings of committees of the council on its website prior to their confirmation.

## 19. Irregularities

- 19.1 Proceedings at a meeting of the Board or a council committee are not invalidated because of:
- (a) a vacancy in a civic office, or
  - (b) a failure to give notice of the meeting to any board member or committee member, or
  - (c) any defect in the election or appointment of a board member or committee member, or
  - (d) a failure of a board member or a committee member to declare a conflict of interest, or to refrain from the consideration or discussion of, or vote on, the relevant matter, at a board or committee meeting in accordance with the council's code of conduct, or
  - (e) a failure to comply with this code.

**Note: Clause 19.1 reflects section 374 of the Act**

## 20. Definitions

the Act	the <i>Local Government Act 1993</i>
act of disorder	an act of disorder as defined in clause 14.11 of this code
amendment	In relation to an original motion, means a motion moving an amendment to that motion
audio recorder	Any device capable of recording speech
audio-visual link	Means a facility that enables audio and visual communication between persons at different places
business day	any day except Saturday or Sunday or any other day the whole or part of which is observed as a public holiday throughout New South Wales
chairperson	In relation to a meeting of the board – means the person presiding at the meeting as provided by section 369 of the Act and clauses 6.1 and 6.2 of this code, and in relation to a meeting of a committee – means the person presiding at the meeting as provided by clause 17.11 of this code
this code	the council's adopted <i>Code of Meeting Practice</i>
committee of the council	a committee established by the board in accordance with clause 18.2 of this code (being a committee consisting only of board members) or the board when it has resolved itself into committee-of-the-whole under clause 11.1
council official	Has the same meaning it has in the <i>Model Code of Conduct for Local Councils in NSW</i>
day	calendar day
division	a request by two members under clause 10.7 of this code requiring the recording of the names of the members who voted both for and against a motion
foreshadowed amendment	a proposed amendment foreshadowed by a board member under clause 9.18 of this code during debate on the first amendment
foreshadowed motion	a motion foreshadowed by a board member under clause 9.17 of this code during debate on an original motion
open voting	voting on the voices or by a show of hands or by a visible electronic voting system or similar means

planning decision	a decision made in the exercise of a function of a council under the <i>Environmental Planning and Assessment Act 1979</i> including any decision relating to a development application, an environmental planning instrument, a development control plan or a development contribution plan under that Act, but not including the making of an order under Division 9.3 of Part 9 of that Act
performance improvement order	an order issued under section 438A of the Act
quorum	the minimum number of board members or committee members necessary to conduct a meeting
the Regulation	the <i>Local Government (General) Regulation 2021</i>
webcast	a video or audio broadcast of a meeting transmitted across the internet either concurrently with the meeting or at a later time
year	the period beginning 1 July and ending the following 30 June

## 21. Cross referencing with Model Code of Meeting Practice

The Model Code of Meeting Practice (the Model Code) includes both mandatory and non-mandatory sections. Each council is free to adapt the Model Code to its purposes, ensuring that all mandatory sections are included in their Code of Meeting Practice.

As a number of non-mandatory clauses and sections have been removed from Riverina Water's Code of Meeting Practice it should be noted that the numbering of sections and clauses within Riverina Water's Code may differ from that of the Model Code.

## 22. Policy details

Policy number	Policy 1.02
Responsible area	Chief Executive Office
Approved by	Riverina Water Board –
Approval date	
Legislation or related strategy	Local Government Act 1993 Model Code of Conduct 2018 Procedures for the Administration of the Code of Conduct 2018
Documents associated with this policy	Policy 1.6 Conflict of Interest Policy 1.3 Good Governance Policy 1.14 Fraud & Corruption Prevention Policy 1.28 Related Parties Disclosure
Policy history	Amended 26 Aug 2020 (Res 20/081) 26 June 2019 Resolution No 19/86 Replaces Code of Meeting Practice 2017 Res 17/136

Policy details may change prior to review date due to legislative or other changes, therefore this document is uncontrolled when printed.

# R4 Board Member Expenses and Facilities Policy 1.10

**Organisational Area** Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** The Board Member Expenses and Facilities Policy 1.0 is presented for adoption following a 28 day public exhibition period.

**RECOMMENDATION** that Council adopt the Board Member Expenses and Facilities Policy 1.02, noting no public submissions were received during the twenty eight day exhibition period.

## Report

The revised Board Member Expenses and Facilities Policy 1.02 was presented to the February 2022 meeting of the board for consideration prior to being placed on public exhibition for a period of twenty eight days.

The draft policy was advertised through The Daily Advertiser, Border Mail and Riverina Water's social media accounts. The draft policy was made available on Riverina Water's website with the ability to make online submissions. No submissions regarding the policy were received.

The Board Member Expenses and Facilities Policy 1.02 is now presented for adoption with no changes to the Policy as considered at the February 2022 meeting.

› **R4.1 Board member expenses and facilities Policy 1.10.docx** [↓](#) 

## Financial Implications

Not applicable.

## Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



## Board member expenses and facilities policy

### Purpose

The purpose of this policy is to ensure there is accountability and transparency in the reimbursement of expenses incurred, or to be incurred, by members of the Riverina Water County Council board. The policy also ensures that the facilities provided to assist board members to carry out their duties are reasonable.

### Scope

All expenses provided under this policy will be for a purpose specific to the functions of a Riverina Water board member including the chairperson. Allowances for general expense are not permitted under this policy.

Expenses not explicitly addressed in this policy will not be paid or reimbursed.

### Definitions

Term	Definition
accompanying person	Means a spouse, partner or other person who has a close personal relationship with, or provides carer support to, a board member
appropriate refreshments	Means food and beverages, excluding alcohol, provided by Riverina Water to support board members undertaking official business
Act	Means the <i>Local Government Act 1993</i> (NSW)
Board	The appointed governing body of Riverina Water County Council – the board
Board member	A councillor from a Riverina Water member council that has been appointed to the board of Riverina Water County Council who is not suspended - includes the chair
CEO	Means the Chief Executive Officer of Riverina Water County Council and includes their delegate or authorised representative
clause	Unless stated otherwise, a reference to a clause is a reference to a clause of this policy

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Code of Conduct	Means the Code of Conduct Policy 1.1
Council	Riverina Water County Council, also referred to in this policy as Riverina Water
DCS	Means the Director Corporate Services of Riverina Water County Council and includes their delegate or authorised representative
incidental personal use	Means use that is infrequent and brief and use that does not breach this policy or the Code of Conduct
long distance intrastate travel	Means travel to other parts of NSW of more than three hours duration by private vehicle
official business	Means functions that the chair or board members are required or invited to attend to fulfil their legislated role and responsibilities for Riverina Water or result in a direct benefit for council and/or for the Riverina Water service area, and includes: <ul style="list-style-type: none"> <li>• meetings of the board and committees of the whole</li> <li>• meetings of committees facilitated by Riverina Water</li> <li>• official functions hosted or sponsored by Riverina Water</li> <li>• meetings, functions, workshops and other events to which attendance by a board member has been requested or approved by the board</li> </ul>
professional development	Means a seminar, conference, training course or other development opportunity relevant to the role of a board member or the chair
Regulation	Means the Local Government (General) Regulation 2005 (NSW)
year	Means the financial year, that is the 12 month period commencing on 1 July each year

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## PART A - EXPENSES

### 1.0 Payment of Expenses – General Provisions

#### 1.1 General expenses

This policy sets levels of expenses and facilities to realistically account for costs incurred by board members and the chairperson independent of the level of their annual fees.

#### 1.2 Allowances and expenses

The Local Government Remuneration Tribunal annually determines the minimum and maximum limit of fees payable to the chairperson and board members.

The board will review the fees and expenses paid to or facilities provided for the chairperson and members in June each year and determine the amounts to be paid for the ensuing year. The annual fee for the chairperson and board members will be paid in monthly instalments in arrears.

Vehicle expenses to official council functions by car will be determined by the rates provided in the Council's Award and will be paid monthly in arrears. This will be applicable to board members that do not reside in the Local Government Area where the function is being held.

Where a board member ceases to be the chairperson, the fee to be paid will be calculated on a daily basis for the proportion of the month that the board member remained the chairperson. Similarly, where a board member is elected chairperson, the fee to be paid will be calculated on a daily basis for the proportion of the month in which the board member became chairperson.

#### 1.3 Reimbursement and reconciliation of expenses

Actual expenses incurred by board members in carrying out civic duty are only reimbursed upon the production of appropriate receipts, tax invoices and other documentation. Expenses and costs incurred must be in accordance with the requirements of this policy and any fringe benefit guidelines.

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## 2.0 Payment of Expenses – Specific expenses

### 2.1 General travel arrangements and expenses

- 2.1.1 All travel by board members should be undertaken using the most direct route and the most practicable and economical mode of transport.
- 2.1.2 If required, Riverina Water will endeavour to make a council vehicle available for the use of board members for official business. Where this is not possible, an allowance will be paid for use of private vehicles.
- 2.1.3 Allowances for the use of a private vehicle will be reimbursed by kilometre at the rate contained in the Local Government (State) Award.
- 2.1.4 Board members will be reimbursed for travel expenses incurred while undertaking official business or professional development or attending approved conferences and seminars. This includes reimbursement:
- for public transport fares
  - for the use of a private vehicle or hire car
  - for parking costs for board and other meetings
  - for tolls
  - by Cabcharge card or equivalent
  - for documented ride-share programs, such as Uber, where tax invoices can be issued.
- 2.1.5 Board members seeking to be reimbursed for use of a private vehicle must keep a logbook recording the date, distance and purpose of travel being claimed. Copies of the relevant logbook are to be provided if requested to support travel claims.

### 2.2 Travel expenses not paid by Riverina Water

The driver of the vehicle is personally responsible for all traffic or parking fines incurred while travelling in private or Council-owned vehicles and should abide by Council's Safe Driving Policy. Riverina Water will not pay any traffic or parking fines or administrative charges for road toll accounts.

### 2.3 Overseas travel expenses

Overseas travel should be avoided unless direct and tangible benefits can be established for Riverina Water and the local community. Travel must be approved on an individual trip basis.

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Board members seeking approval for any overseas travel must submit a case to, and obtain the approval of, a full board meeting prior to travel.

The details to be included in the business paper are: the board member undertaking the trip; purpose of the trip and expected benefits. The duration, itinerary and approximate costs should also be provided. The report should also include any inherent risks that might be associated with the trip.

Retrospective reimbursement of overseas travel expenses is not allowed unless prior authorisation of the travel has been obtained.

Details of overseas travel is included in council's annual report and board members are strongly encouraged to report on their overseas travel to a full meeting of the board following the trip.

## **2.4 Interstate or long-distance intrastate travel**

Board members planning any interstate and long-distance intrastate travel must obtain the approval of the CEO prior to travel.

## **2.5 Air Travel**

For international travel, the class of air travel is to be premium economy if available. Otherwise, the class of travel is to be economy.

For interstate and intrastate journeys by air, the class of air travel is to be economy class, unless an option of premium economy is available and has been approved by the CEO.

Bookings for approved air travel are to be made through the CEO's office.

For air travel that is reimbursed as council business, board members will not accrue points from the airline's frequent flyer program. This is considered a private benefit.

## **2.6 Accommodation and meals**

In circumstances where it would introduce undue risk for a board member to travel to or from official business in the late evening or early morning, reimbursement of costs for accommodation and meals on the night before or after the meeting may be approved by

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the CEO. This includes where a meeting finishes later than 9.00pm or starts earlier than 7.00am and the board member lives more than 50 kilometres from the meeting location.

Council will reimburse costs for accommodation and meals while board members are undertaking prior-approved travel or professional development outside the Riverina Water area.

The daily limits for accommodation and meal expenses within Australia are to be consistent with those set out in Part B Monetary Rates of the NSW Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009, as adjusted annually.

The daily limits for accommodation and meal expenses outside Australia are to be determined in advance.

## **2.7 Refreshments for council-related meetings**

Appropriate refreshments will be available for board meetings, committee meetings, board member briefings, approved meetings and engagements, and official council functions as approved by the CEO.

As an indicative guide for the standard of refreshments to be provided at council related meetings, the CEO must be mindful of Part B Monetary Rates of the NSW Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009, as adjusted annually.

## **2.8 Professional development**

Council will set aside funding annually in its budget to facilitate professional development of board members through programs, training, education courses and membership of professional bodies as required.

In the first year of a new board term, Riverina Water will provide an induction program for all board members which considers any guidelines issued by the Office of Local Government (OLG). The cost of the induction program will be in addition to any ongoing professional development funding.

Annual membership of professional bodies will only be covered where the membership is relevant to the exercise of the board member's duties, the board member actively participates in the body and the cost of membership is likely to be fully offset by savings from attending events as a member.

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Approval for professional development activities is subject to a prior written request to the CEO.

All travel, accommodation and training fees, as well as approved incidental expenses will be met by Riverina Water.

## 2.9 Conferences and seminars

Board members may be required to represent Riverina Water from time to time at seminars and conferences.

Decisions regarding attendance at conferences and seminars will be made at board meetings. All travel, accommodation and seminar/conference fees, as well as incidental expenses, will be met by Riverina Water. Arrangements are normally made by the Executive Assistant.

Council will meet the reasonable cost of registration fees, transportation and accommodation associated with attendance at conferences.

Council will also meet the reasonable cost of meals when they are not included in the conference fees. Receipts of purchases are required for reimbursement. Costs for alcohol are not reimbursed. If meals are included in the conference, claims for meals at other venues will not be paid.

## 2.10 Spouse and partner expenses

There may be limited instances where certain costs incurred by the board member on behalf of their spouse, partner or accompanying person are properly those of the board member in the performance of their functions. An accompanying person is a person who has a close personal relationship with the board member, and /or provides carer support to the board member. Requests for spouse, partner or accompanying person expenses should be submitted to the CEO for review and approval if deemed appropriate.

Travel expenses, any additional accommodation expenses, and the cost of partner/accompanying person tours etc are the personal responsibility of board members.

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### **2.11 Attendance at dinners and other non-council functions**

Consideration will be given to meeting the cost of board member's attendance at dinners and other non-council-related functions which provide briefings to board members from key members of the community, politicians and business. Approval to meet expenses will only be given when the function is relevant to Riverina Water's interests.

No payment will be reimbursed for any component of a ticket that is additional to the cost of the function, such as a donation to a political party or some other private benefit.

### **2.12 Information and communications technology (ICT) expenses**

Council will reimburse board members for expenses associated with the use of appropriate ICT devices and services in the course of their council business. Claims are to be supported by receipts.

### **2.13 Carer expenses**

Riverina Water will reimburse the reasonable cost of carer arrangements for board members who are the principal carer of a child or elderly, disabled and/or sick immediate family member to enable them to undertake their council obligations.

In the event of caring for an adult person, board members will need to provide suitable evidence to the CEO that reimbursement is applicable. This may take the form of advice from a medical practitioner.

### **2.14 Home office expenses**

A board member may be reimbursed for reasonable costs for consumables such as printer ink cartridges used in the course of their formal duties.

## **3.0 Insurances**

In accordance with Section 382 of the Local Government Act, council is insured against public liability and professional indemnity claims. Members of the board are insured on this Policy.

Insurance protection is only provided if a claim arises out of or in connection with the board member's performance of his or her duties, or exercise of his or her functions as a board member. All insurances are subject to any limitations or conditions set out in the policies of insurance.

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Council will pay the insurance policy excess in respect of any claim accepted by council's insurers, whether defended or not.

Appropriate travel insurances will be provided for any board member travelling on approved interstate and overseas travel on council business.

## 4.0 Legal assistance

4.1 Council may, if requested, indemnify or reimburse the reasonable legal expenses of:

- a board member defending an action arising from the performance in good faith of a function under the Local Government Act provided that the outcome of the legal proceedings is favourable to the board member
- a board member defending an action in defamation, provided the statements complained of were made in good faith in the course of exercising a function under the Act and the outcome of the legal proceedings is favourable to the board member
- a board member for proceedings before an appropriate investigative or review body, provided the subject of the proceedings arises from the performance in good faith of a function under the Act and the matter has proceeded past any initial assessment phase to a formal investigation or review and the investigative or review body makes a finding substantially favourable to the board member.

4.2 In the case of a Code of Conduct complaint made against a board member, legal costs will only be made available where the matter has been referred by the CEO to a conduct reviewer and the conduct reviewer has commenced a formal investigation of the matter and makes a finding substantially favourable to the board member.

4.3 Legal expenses incurred in relation to proceedings arising out of the performance by a board member of his or her functions under the Act are distinguished from expenses incurred in relation to proceedings arising merely from something that a board member has done during his or her term in office. For example, expenses arising from an investigation as to whether a board member acted corruptly would not be covered by this section.

4.4 Council will not meet the legal costs:

- of legal proceedings initiated by a board member under any circumstances
- of a board member seeking advice in respect of possible defamation, or in seeking a non-litigious remedy for possible defamation
- for legal proceedings that do not involve a board member performing their role as a member of the board.

4.5 Reimbursement of expenses for reasonable legal expenses must have Council approval by way of a resolution at a board meeting prior to costs being incurred.

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## PART B - FACILITIES

### 5.0 General Provision of Facilities

Board members are provided with access and use of the following to discharge their official duties:

- Access to a room suitably furnished for use by all board members
- Access to a motor vehicle for the purpose of attending conferences, seminars, official functions or meetings outside of Wagga Wagga
- Use of Riverina Water photocopiers, telephones, computers, fax and associated equipment in the course of undertaking official business

#### 5.1 Accessible facilities

- 5.1.1 Council encourages wide participation and interest in membership of the board. It will seek to ensure council premises and associated facilities are accessible, including provision for sight or hearing- impaired board members and those with other disabilities.
- 5.1.2 Transportation provisions outlined in this policy will also assist board members who may be unable to drive a vehicle.
- 5.1.3 In addition to the provisions above, the CEO may authorise the provision of reasonable additional facilities and expenses in order to allow a board member with a disability to perform their official duties.

#### 5.2 Stationery

Board members will be provided with business cards and name badge for official business.

#### 5.3 ICT Equipment

Board members will be issued with an iPad for official use. IT support will be provided to enable board members to conduct their official business including the receiving and reading of business papers.

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#### 5.4 Return or retention of ICT equipment

5.4.1 All equipment supplied under this policy is to be relinquished immediately upon a board member or chairperson ceasing to hold office or at the cessation of their civic duties.

5.4.2 Should a board member or chairperson desire to keep any equipment allocated by council, then this policy enables the board member to make application to the CEO to purchase any such equipment. The CEO will determine an agreed fair market price or written down value for the item of equipment.

5.4.3 The prices for all equipment purchased by board members under Clause 5.3.2 will be recorded in Council's annual report.

#### 5.5 Administrative support

The chairperson will be provided administrative support in relation to official correspondence.

#### 5.6 Sustenance/Meals

Board members will, at the discretion of the CEO, be provided with a meal and/or refreshments in conjunction with their attendance at board meetings, or at any official ceremony or gathering authorised by the board, or the chairperson, or in carrying out their council responsibilities, including meetings with residents, customers or guests of Riverina Water.

## PART C - PROCESSES

### 5 Approval, payment and reimbursement arrangements

Expenses are only to be incurred by board members in accordance with the provisions of this policy.

Approval for incurring expenses, or for the reimbursement of such expenses, should be obtained before the expense is incurred.

Approval for the following may be sought after the expense is incurred:

- local travel relating to the conduct of official business
- carer costs

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Approval of board members to attend conference and other council business that involves travel and/or accommodation should be, where possible, approved by a full meeting of the board. If this is not possible, the approval should be given jointly by the chairperson and the CEO.

If the chairperson requires approval to travel outside of council meetings, it should be given jointly by the deputy chairperson, or another board member, if the deputy chairperson is unavailable, and the CEO.

### **5.5 Direct payment**

Council may approve and directly pay expenses. Requests for direct payment must be submitted to the CEO or DCS for assessment against this policy, with sufficient information and time to allow for the claim to be assessed and processed.

### **5.6 Reimbursement**

All claims for reimbursement of expenses incurred must be supported by appropriate receipts and/or tax invoices and be submitted to the CEO or DCS.

The supporting documentation should be dated and show details of the nature of the transaction if possible. Expenses claimed but not supported with receipts will not be paid, unless authorised by the CEO.

### **5.7 Timeframe for reimbursement claims**

Unless otherwise specified in this policy, board members must provide all claims for reimbursement within three months of an expense being incurred. Claims made after this time may not be approved.

### **5.8 Reimbursement to council**

If council has incurred an expense on behalf of a board member that exceeds reasonable incidental private use or is not provided for in this policy, the board member will be invoiced for the expense.

Alternatively, the CEO may deduct the amount from the board member's allowance.

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## 5.9 Disputes

If a board member disputes a determination under this policy, the board member should discuss the matter with the CEO. If the board member and the CEO cannot resolve the dispute, the board member may submit a notice of motion to a board meeting seeking to have the dispute resolved.

## Policy Implementation and reporting

This policy will be published on Riverina Water's website and internally on the intranet.

Council will report on the provision of expenses and facilities to board members as required in the Act and Regulations.

## Non Compliance

Non-compliance with adopted policy may be considered a breach under the Code of Conduct. As such, any suspected or known non-compliance will be reported to the CEO.

Alleged breaches of this policy will be dealt with by following the processes outlined for breaches for the Code of Conduct, as detailed in the Code and in the Procedures for the Administration of the Code.

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<b>Policy number</b>	<b>1.10</b>
Responsible area	CEO - Governance
Approved by	Riverina Water Board (Res 21/089)
Approval date	24 August 2021
Legislation or related strategy	Local Government Act 1993, sections 252 and 253 Local Government (General) Regulation 2005, clauses 217 and 403 Guidelines for the payment of expenses and the provision of facilities for Mayors and Councillors in NSW 2009 Code of Conduct Policy 1.1
Documents associated with this policy	Local Government Circular 09-36 Guidelines for Payment of Expenses and Facilities Local Government Circular 05-08 legal assistance for Councillors and Council Employees.
Policy history	Original publication date: August 1997 Reviewed annually from 2005 – 2016 Last review date (13): October 2016 – Res 16/189
Review schedule	4 years (once per board term)

Policy details may change prior to review date due to legislative or other changes, therefore this document is uncontrolled when printed.

## END OF POLICY STATEMENT

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## R5 Public Access to Information Policy 1.15

**Organisational Area** Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** The Public Access to Information Policy 1.15 has been reviewed and is now submitted to the board for adoption.

**RECOMMENDATION** that Council adopt the Public Access to Information Policy 1.15

### Report

The Government Information (Public Access) Act 2009 (GIPA Act) establishes a proactive, more open approach to gaining access to government information in NSW.

The GIPA Act:

- Authorises and encourages the proactive release of information by NSW public sector agencies (including Riverina Water)
- Gives members of the public a legally enforceable right to access government information
- Ensures that access to government information is restricted only when there is an overriding public interest against releasing that information.

The Public Access to Information Policy 1.15 sets out the documents and types of information that are available to members of the public as a matter of routine (open access information), and information not made publicly available which may be requested via the formal access application process. This policy was last reviewed in June 2017.

It should be noted that the policy is supported by an Access to Information Procedure to be followed by staff when dealing with requests for information by the public. Upon adoption of the policy, a form will be made available on the Riverina Water website for the public to use when requesting information.

Given the policy is in support of legislation, it is not necessary to be placed on public exhibition prior to adoption. Advice on the adoption of the policy and availability of the form will be made on Riverina Water's website and social media accounts.

› **R5.1 Public Access to Information Policy 1.15.docx** [↓](#) 

### Financial Implications

Not applicable

**Risk Considerations**

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



## Public Access to Information

### Purpose

The purpose of this Policy is to facilitate the public's right to access council information under the Government Information (Public Access) 2009 (GIPA Act).

This policy sets out the documents and types of information that are available to members of the public as a matter of routine (open access information), and information not made publicly available which may be requested via the formal access application process.

### Policy Statement

Riverina Water County Council is committed to providing, as far as possible, an open, accountable and transparent process which enables members of the public access to council records which do not require recourse to formal procedures.

Council will seek to ensure that legitimate requests for access to information are handled promptly and that members of the public are able to access information, subject to the need to protect the privacy of others, commercially sensitive information and information the disclosure of which would not be in the public interest.

### Scope

This Policy applies to all members of the public wishing to access Council information, all Board members and staff of Riverina Water.

### Definitions

Contracts Register	A register that records information about each contract to which Council is a party that has a value of \$150,000 or more (GST inclusive)
council	Riverina Water County Council
Council officials	Includes board members, members of staff, council committee members, delegates of council and anyone who operates under official capacity as a member of Riverina Water

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Disclose information	Making information available or providing access to information
Disclosure log	Is a list of documents released following a decision about a valid access application for access under the Act, which is published on Riverina Water's website
Formal access application	Valid application for access to government information under Part 4 of the GIPA Act
GIPA Act or GIPAA	The Government Information (Public Access) Act 2009
Government information	The information contained in a record held by Riverina Water including: any paper or other material on which there are marks, figures, symbols or perforations having a meaning for a person qualified to interpret them; or any disc, tape or other article or any material from which sounds, images, writings or messages are capable of being produced or reproduced (with or without the aid of another article or device)
Open access information	Records containing government (council) information that are publicly available
Personal information	Information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion (definition from NSW PPIPA 1998)
Publication guide	Sets out the kinds of information that Council makes publicly available and routinely publishes on the website

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## Principles

### 1. Legislative compliance

Members of the public have a legally enforceable right to access government information held by Riverina Water County Council. The Government Information (Public Access) Act 2009 extends the right of the community to have access to information held by State Government departments, local and public authorities with a view to achieving more open, accountable, fair and transparent government.

Riverina Water County Council is committed to the following principles regarding public access to government information held by Council:

- Service quality
- Open and transparent government
- Respect for the privacy of individuals
- Consideration of the public interest in relation to access requests

### 2. Accessing personal information & amendment of council records

**2.1** The GIPA Act recognises privacy as a key principle against disclosure - Section 14 (2). Where an application for access to personal information involves the disclosure of personal information about another person, Council must consult with that other person before providing the applicant with access to the information requested.

**2.2** All applications for amendment of Council's records will be dealt with under Part 6A of the Privacy and Personal Information Protection Act 1998 (PPIPA) - Schedule 3, Part 2, Section 4.

### 3. Ways to access council information

**3.1** In accordance with Part 2, Division 1 of the GIPA Act, access to government information may be exercised in four ways:

**3.1.1.** Mandatory proactive release of certain government information. Council publishes open access information, defined in Section 18 of the GIPA Act, on its website.

The following publications constitute open access information:

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- Publication guide - described in Part 3, Division 2 of the GIPA Act
- Policy documents - described in Part 3, Division 3 of the GIPA Act
- Disclosure log - described in Part 3, Division 4 of the GIPA Act.
- Register of government contracts - described in Part 3, Division 5 of the GIPA Act.
- Additional open access information - described in Part 3, Division 1 Section 18(b), (f) & (g) of the GIPA Act.

**3.1.2.** Authorised proactive release of government information, which must be exercised in an appropriate manner by or with the authority of the CEO or delegate, free of charge (or at the lowest reasonable cost), unless there is an overriding public interest against disclosure of the information - Part 2, Section 7 of the GIPA Act.

**3.1.3.** Informal release of government information via release of the information to a person in response to an informal request unless there is an overriding public interest against disclosure of the information. This may only be exercised by or with the authority of the CEO or their delegate - Part 2, Section 8 of the GIPA Act.

**3.1.4** Formal access application. According to Part 2, Section 9 of the GIPA Act, in some limited circumstances, people seeking access to government information will need to make a formal request for that information (eg. where consultation with other agencies or third parties is required, or where the scope of request means that it will take significant agency resources to provide information).

#### **4. Public interest considerations and the public interest test**

**4.1** *Part 2, Division 2* of the GIPA Act provides a description of public interest considerations in favour (*Section 12*) and against disclosure of government information (*Section 14*).

**4.2** In deciding which information to release, council may apply the public interest test - in accordance with *Part 2, Division 2 Section 13* of the GIPA Act.

**4.3** *Schedule 1* of the GIPA Act provides 12 categories of information for which there is always an overriding public interest against disclosure. Any formal access applications for information described in those categories are invalid under the GIPA Act.

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## 5 Making a formal access application

In some limited circumstances, when the government information is not open access information published on the website or available from Customer Service, or when releasing of the information requires previous consultation with third parties, this information may be accessed through a formal access application process.

### 5.1 How to make an access application

In accordance with Part 4, Division 1, Section 41 of the GIPA Act, a valid formal access application must:

- be in writing
- specify it is made under the GIPA Act
- state a postal address in Australia
- be accompanied by the required fee if applicable
- provide sufficient detail to enable the council to identify the requested information.

In making an application, a person may include any other additional information they think is relevant to the public interest test, which should be taken into account in determining whether or not there is an overriding public interest against disclosure of the information. An access application may be amended or withdrawn by the applicant at any time.

The application form for access to information is available from Council's website, and from our administration office in Hammond Avenue.

### 5.2 Initial determination on validity of application.

The relevant nominated officer (Information Access Officer) is to decide whether the application is a valid access application (made in accordance with Part 4, Division 1, Section 41) or not (falls outside the scope of the Act) and notifies the applicant about the decision within 5 working days after the application is received - Part 4, Division 3, Section 51 of the GIPA Act.

If the application is deemed not valid, the notification must include - according to *Part 4, Division 3, Section 52* of the GIPA Act - a statement of the reason why it is not valid and assist

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the applicant to provide such information as may be necessary to enable the applicant to make a valid access application.

### **5.3 Outcome of the application and providing notice of the decision**

According to Part 4, Division 4, Section 57 of the GIPA Act, the Information Access Officer must determine the outcome of a valid access application and give the applicant a notice of the decision within 20 working days after receiving an application.

If consultation with a third party is required and/or records are required to be retrieved from the archive - the decision period can be extended by up to 10 -15 working days.

### **5.4 The decision**

In accordance with Part 4, Division 4, Section 58 of the GIPA Act - to respond to valid access applications, the Information Access Officer may make the following types of decision:

- Decision that the information is already available to the applicant (open access)
- Decision to refuse to deal with the application
- Decision to refuse to provide access to information
- Decision to provide access to the information

### **5.5 Providing access to the information**

In accordance with Part 4, Division 6, Section 72 of the GIPA Act, access to the information in response to a successful application may be exercised by:

- Providing opportunity to inspect a record
- Providing a copy of a record
- Providing written transcript of the information

Council must provide access in the way requested by the applicant.

Exceptions to that rule are described in Part 4, Division 6, Section 72 (2) of the GIPA Act.

The applicant has a period of 6 months to access the information. The access period starts from when the notice of the decision to grant access is provided to the applicant.

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## 5.6 Review of the Decision

In accordance with Part 5, Division 1 of the GIPA Act, any member of the public who is dissatisfied with council's decision for access to information, may lodge a request for review.

An application for internal review must be made within 20 working days of receiving the decision, and accompanied by a review fee - Part 5, Division 2 of GIPA Act.

There are three ways of review:

- Internal review by a Senior Officer of council. Council must complete its internal review within 15 working days of receiving the application, which may be extended by up to 10 working days if further consultation is required.
- External review by the Information Commissioner – an application for Information Commissioner's review must be made within eight weeks of the person receiving notice of the council's decision - Part 5, Division 3 of the GIPA Act.
- External review by the Administrative Decisions Tribunal – an aggrieved person may seek review by the ADT within eight weeks of the decision or four weeks after the Information Commissioner's review - Part 5, Division 4 of the GIPA Act.

## 6 Other Provisions

### 6.1 State Records Act not affected

The GIPA Act does not affect the operations of the State Records Act 1998 (SRA) - Section 123.

### 6.2 Copying of public access documents

Published and released council records are intended for general use and information. Information and files may be downloaded, stored, displayed and printed. Content must not be modified, copied, reproduced, or republished except with the written authorisation of Riverina Water County Council.

Copyright laws apply to all copies of documents provided for information purposes by council, where the documents are used for any other purpose.

### 6.4 Personal Information about Council Employees

Personal information about employees of Council is not available to the general public unless it is subpoenaed or required by law.

### 6.5 Information about Tenders and Contractors

Information about the name and price of successful tenders, and information about contracts, is publicly available from the Council's Contract Register, published on Council's website - Part

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3, Division 5 of the GIPA Act. Accessing any further information about tenders will be processed on receipt of formal access application for information access.

## 7 Responsibilities

<b>Customer Service</b>	Receiving applications, answering incoming informal enquiries, releasing information held by Council through authorised proactive release
<b>Information Access Officer</b>	Responsible for processing of informal requests, formal access applications, making decisions regarding the release of information within the timeframes stipulated in the Act, providing assistance to the applicants with invalid applications, searching for information held by Council, maintaining and updating of Publication Guide and Disclosure Log
<b>Contract Services</b>	Maintaining contracts register
<b>All Council Officers</b>	Responsible for ensuring the security of all Council records and refusing to directly provide ad-hoc information to any person without forwarding it to the appropriate Council officer for processing, unless the document is otherwise available e.g. on Council's website.

## 8 Policy Implementation

This policy and supporting procedure will be provided to customer service staff to ensure understanding and correct application of the policy. It will be made available on the Riverina Water website along with a Request for Information request form.

### 8.1 Reporting Requirements

Council must prepare an annual report on its obligations under the GIPA Act and submit it to the responsible Minister. A copy of the report must be also forwarded to the Information Commissioner.

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## Non Compliance

Non-compliance with adopted policy may be considered a breach under the Code of Conduct. As such, any suspected or known non-compliance will be reported to the CEO

<b>Policy number</b>	<b>1.15</b>
Responsible area	CEO
Approved by	Riverina Water Board
Approval date	TBA
Legislation or related strategy	<ul style="list-style-type: none"> <li>• NSW Government Information (Public Access) Act 2009 (GIPA A)</li> <li>• NSW Local Government Act NSW 1993 (LGA)</li> <li>• NSW Privacy and Personal Information Protection Act NSW 1998 (PPIPA)</li> <li>• NSW Privacy Code of Practice (Local Government)</li> <li>• NSW Health Records and Information Privacy Act 2002 (HRIPA)</li> <li>• NSW State Records Act 1998 (SRA)</li> <li>• Federal Copyright Act 1968</li> </ul>
Documents associated with this policy	<ul style="list-style-type: none"> <li>• Requests for Information Guidelines</li> <li>• Code of Conduct Policy 1.01</li> <li>• Privacy Policy 1.20</li> <li>• Privacy Management Plan</li> </ul>

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Policy history

Vers 2 – 28 June 2017 – Res 17/98

Vers 1 – 15 Oct 2014 – Res 14/134

Number change from Policy 5.26 22/11/13

Original date of adoption – 24 Oct 2012 – Res 12/152

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Review schedule

Every 4 years (once per term of the Board)

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Policy details may change prior to review date due to legislative or other changes, therefore this document is uncontrolled when printed.

## END OF POLICY STATEMENT

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## R6 Donations Policy 1.25

**Organisational Area** Corporate Services

**Author** Josh Lang, Customer and Communications Team Leader

**Summary** The Donations Policy 1.25 is due for review and presented for adoption by Council.

**RECOMMENDATION** that Council adopt the Donations Policy 1.25

### Report

All public policies are currently being reviewed during the first twelve month period of the Board.

Riverina Water supports the community in a number of ways, including through funding and sponsorship for events and initiatives across its supply area via the Donations Policy 1.25. The policy was first adopted in December 2019, replacing the previous Sponsorship Policy. The intention of the new policy at the time was to provide more rigour around donations.

The policy has now been in place for just over two years. In that time, some elements of the policy have worked well, while others have proven to be unnecessary and not reflect Riverina Water's intentions in supporting the community.

The revised policy recommends minor adjustments; including the removal of donation categories, which have made it challenging to support some initiatives; and adding more flexibility around sponsorship of events or initiatives, to make it clear these requests are permissible and measured on community benefit.

It is not proposed to advertise the revised policy as the changes to the policy are minor in nature.

› **R6.1** [Donation Policy 1.25 2022 review.docx](#)  

### Financial Implications

Riverina Water has a budget of \$45,000 for donations this financial year.

**Risk Considerations**

<b>Community Partnerships</b>	
Accept	When considering options for community partnerships or external party relationships, Council may choose to accept risks to maximise potential benefits to Council and the community.



# Donation Policy 1.25

## Part 1: Introduction

### 1.1 Policy Summary

Riverina Water desires to provide financial donations to support new or existing programs, services or events which contribute to the quality of life for communities in the Riverina Water supply area (see map in section 2.2).

This policy sets out the principles for Riverina Water's financial donation towards a program, service or event.

This policy also outlines Riverina Water's position regarding donations to Riverina Water.

### 1.2 Policy Objectives

This policy aims to provide clear definitions and guidelines for donations, to ensure an accessible, open and transparent process for donation requests and requests to make donations to Riverina Water.

### 1.3 Background

Riverina Water retired its Sponsorship Policy and replaced it with this Donations Policy in December 2019.

Donations can be reapplied for year-on-year using the application form on the Riverina Water website. Each application will be assessed based on merit against the criteria stated in this policy by the CEO and the Chairperson. Donation and sponsorship requests that are for \$5000 or more, or at the CEO and Chairperson's discretion, will be reported to the Board for determination.

All donations will be undertaken in a professional and co-ordinated manner and in accordance with relevant Riverina Water policies.

### 1.4 Scope of Policy

This policy applies to all Riverina Water staff and Board Members.

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This policy operates in addition to all other obligations under the Local Government Act 1993, any other legislation, or relevant codes and policies regarding the disclosure of any interests.

## Part 2: Application and process information

### 2.1 Definition of donation

For the purposes of this Policy, donation is defined as an altruistic arrangement in which Riverina Water provides a contribution in money, to support a program, service or event in the Riverina Water supply area without specified benefits to Riverina Water. Donations can include sponsorship of programs, services and events that are deemed to have worthwhile community outcomes and meet the eligibility criteria.

A donation is not:

- An endorsement of any product, service or factional cause by Riverina Water
- Part of normal assistance programs of Riverina Water
- Advertising, or any part of an advertising package (excluding recognition of a donation or sponsorship arrangement)
- Merchandise
- Access to water or reduced charges

### 2.2 Eligibility

To be eligible for donation, applicants must be:

- Incorporated not-for-profit community organisations
- Preschool, primary and high schools
- Sporting clubs

Incorporated not-for-profit bodies are organisations that are registered and approved as not-for-profit bodies by NSW Fair Trading including:

- Charities
- Organisations with Deductible Gift Recipient (DGR) or Public Benevolent Institution (PBI) status
- Cooperatives
- Trusts that are registered with the Australian Charities and Not-for-profits Commission (ACNC)

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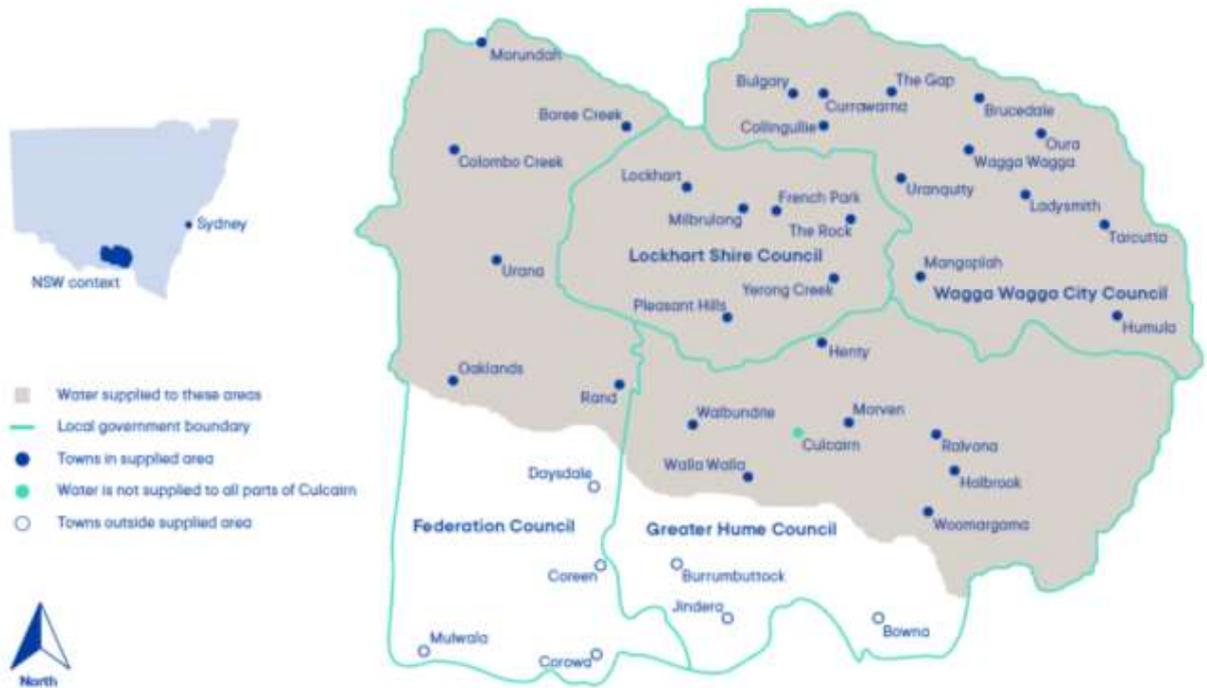
Eligible applicants must be located in the Riverina Water supply area (see map below) and projects must be delivered in the Riverina Water supply area.

Donations must fund a program, service or event which occurs in the same financial year the donation is requested.

Where applicable, eligible applicants will need to provide an acquittal of past funding in order to reapply for a further donation.



Riverina Water supply area



Riverina Water will not provide donations to:

- Individuals or groups of individuals
- Unincorporated organisations
- For-profit commercial organisations excluding sporting clubs
- Local Government Councils

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- Political parties or unions

Riverina Water does not donate funds for:

- Conferences
- Seminars
- Individuals
- Record attempts

### 2.3 Key information

#### Donation amounts

Donations can be requested for amounts on a sliding scale up to a maximum of \$5000.

The application process is contained in the associated online application form.

Riverina Water reserves the right to propose a different donation amount to that originally requested.

#### Other donation amounts

Applicants can make a request for a donation outside funding guidelines set in the application process. These requests will be assessed on a case-by-case basis at the discretion of the CEO and the Chairperson in line with policy guidelines.

Applicants must consider this process in the timing of their request.

Riverina Water reserves the right to decline requests for alternative donation amounts or to make an offer different to the requested amount.

#### Requests for donations

Requests for donations will be accepted from the start of each new financial year.

Requests will be considered as they are received throughout each financial year until the annual program budget is exhausted.

Eligible organisation can receive one approved request per financial year.

#### Invoices

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Invoices for donation payments must be sent to Riverina Water within 10 working days of approval.

Invoices must be received by the end of financial year.

## 2.4 Application assessment

Riverina Water may approve donations based on the below financial thresholds:

- Donations between up to \$5000 will be assessed and approved against the criteria stated in this policy by the Riverina Water CEO and Chairperson
- Donation amounts of more than \$5000 will be assessed and approved against the criteria stated in this policy by the Riverina Water Board

The CEO will report to the Riverina Water Board on an annual basis, providing an overview of all donations made by Riverina Water.

Riverina Water is obliged to consider the provisions relating to granting financial assistance in the Local Government Act (Section 356).

## Part 3: Governance

### 3.1 Merchandise

Riverina Water will only provide promotional merchandise for initiatives that have a significant community benefit and may decline requests for merchandise.

### 3.2 Donations to Riverina Water

Tickets for events, functions, shows etc are not invited and not accepted.

If there is a business reason for a Riverina Water representative to attend a function in an official capacity such as a guest speaker or award presenter, the Riverina Water CEO will assess these requests on a case-by-case basis.

Gifts from past, current and potentially future donation applicants are not accepted under any circumstances.

### 3.3 Conflict of interest

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Riverina Water staff and Board members assessing and determining donation requests must identify and declare any potential conflicts of interest in accordance with the Conflicts of Interest Policy 1.6.

Groups/associations must declare if any members are Riverina Water employees. This will be assessed as part of the application form.

#### **Part 4: Legislation, terminology and references**

Part 2.3 of the Local Government Act establishes the role, functions and objectives of councils which provide the basis for Riverina Water's active role in community, cultural and social development.

#### **Part 5: Implementation and delegation**

Donations will be approved and administered in line with this policy and application and acquittal forms.

#### **Part 6: Non compliance**

Non-compliance with adopted policy may be considered a breach under the Code of Conduct. As such, any suspected or known non-compliance will be reported to the General Manager or, in the case of non-compliance by the CEO, to the Board Chairperson.

<b>Policy number</b>	<b>1.25</b>
<b>Responsible area</b>	CEO
<b>Approved by</b>	19/180
<b>Approval date</b>	18 December 2019
<b>Legislation or related strategy</b>	Local Government Act 1993

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Conflicts of Interest Policy

**Documents associated with this policy** Donation Application Form

**Policy history** Policy adopted 18 December 2019 (19/180), replacing the former Sponsorship Policy 1.25 originally adopted 26 April 2016

Policy details may change prior to review date due to legislative or other changes, therefore this document is uncontrolled when printed.

**END OF POLICY STATEMENT**

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# R7 Assistance for Undetected Water Leaks Policy 4.19

**Organisational Area** Corporate Services

**Author** Josh Lang, Customer and Communications Team Leader

**Summary** The Assistance for Undetected Water Leaks Policy 4.19 is presented to the Board for adoption following a public exhibition period.

**RECOMMENDATION** that Council adopt the Assistance for Undetected Water Leaks Policy 4.19, noting no public submissions were received during the exhibition period.

## Report

The newly Assistance for Undetected Water Leaks Policy 4.19 was presented to the February 2022 meeting of the Board for consideration prior to being put on public exhibition for a period of 28 days.

A public notice was advertised in The Daily Advertiser and Border Mail and published on Riverina Water's social media channels. The policy was also made available on Riverina Water's website with the ability to make online submissions. No submissions have been received regarding the Policy.

The Assistance for Undetected Water Leaks Policy 4.19 is now presented to the April meeting of the Board for adoption.

› **R7.1 Assistance for Undetected Water Leaks Policy 4.19** [↓](#) 

## Financial Implications

Not applicable.

## Risk Considerations

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



# Assistance for Undetected Water Leaks Policy

## 4.19

### Purpose

Provide a consistent and clear approach to how Riverina Water can financially support customers who have been impacted by undetected leaks.

### Policy Statement

Riverina Water is not responsible for plumbing beyond the water meter. However, where possible Council tries to support those customers who may have been impacted by an undetected leak at their property.

Undetected leaks are typically discovered due to an unexplained increase in usage in the next quarterly billing cycle. This policy details the process and criteria to be eligible for assistance with a water account.

The objectives of this policy are to:

- Maintain a consistent outcome for all Riverina Water customers
- Provide members of the public with the criteria that must be met when applying for assistance following an undetected leak

### Scope

This policy is relevant to all Riverina Water County Council customers who own a residential or commercial property within our supply area.

### Definitions

- **Undetected Leak:** An undetected leak is where there is no visible sign of water loss, and both the fault and/or loss could not have been reasonably identified prior to Riverina Water issuing you an account.
- **Licensed Plumber:** Any individual wishing to perform any type of commercial, industrial or residential draining, plumbing, or gas fitting work in New South Wales must

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possess a plumbing licence issued by New South Wales Fair Trading. NSW plumbing licences are limited to water, sanitary and sewerage plumbing only.

- **Similar consumption:** Comparing a customer's water consumption with both previous quarters and the same period in previous years.
- **Assistance:** A reduction in an eligible customer's bill when it is recalculated following an undetected water leak.

## Principles

Applications for assistance following an undetected leak are to be submitted via the undetected leak assistance form on Riverina Water's website or by requesting a copy by contacting Council Administrative Offices in Hammond Avenue, Wagga Wagga.

Applicants will only be successful if the undetected leak assistance form is completed in full, all required information is enclosed and the request meets the eligibility criteria.

In exceptional circumstances, Riverina Water may provide support to an ineligible applicant at the discretion of the Director Corporate Services.

To be eligible for assistance, applications must meet and address all the criteria as outlined on the undetected leak assistance form.

Riverina Water customers are required to provide evidence from a licensed plumber once the leak has been repaired (copy of tax invoice will suffice).

Riverina Water will not accept applications for assistance when the high consumption is caused due to a leak that can be discovered within the property. For example, leaking tap, toilet cistern, dishwasher or washing machine.

Further information on eligibility and ineligibility is as follows:

### Applications must meet the following criteria:

- The fault must be repaired by a licensed plumber
- The application for assistance must be submitted within 30 days of the due date shown on your bill
- No previous assistance for an undetected leak has been granted to the owner/s of the property within the last three years

Applications may be denied in instances where:

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- Water is found seeping, spraying, pooling, bubbling, running, flowing, gushing etc.
- There is dampness on the surface, in walls or floors
- There is additional or unusual growth of grass or vegetation
- The loss of water was the result of faulty plumbing fixtures (eg taps, toilet cisterns, hot water services, cattle troughs, sprinkler or irrigation systems)
- The property is connected via a non-standard water service
- The leak is due to a known or recurring issue
- The fault was repaired by someone other than a licensed plumber

Riverina Water will provide the Tier 1 assistance to successful applicants as per the following table. Assistance beyond Tier 1 will be dependent on the individual circumstances of the leak as assessed by Riverina Water.

<b>Support tier</b>	<b>Assistance provided</b>
Tier 1	Recalculating up to two quarters of the bill based on typical consumption from previous years
Tier 2	Recalculating a bill up to two quarters based on the lower tariff for some or all consumption (for stepped tariff customers)
Tier 3	Other support dependant on exceptional circumstances or financial hardship as at the discretion of the Director Corporate Services

Riverina Water will report the total amount of assistance provided to customers to the Board at the conclusion of each financial year.

### **Non-Compliance**

Non-compliance with the adopted policy may be considered a breach under Council's Code of Conduct. As such, any suspected or known non-compliance will be reported to the Chief Executive Officer.

Customers found to be dishonest in an application for an undetected leak may have future applications denied.

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**Policy number** 4.19

Responsible area Corporate Services

Approved by Resolution number TBD

Approval date TBD

Legislation or related strategy N/A

Documents associated with this policy Adopted Fees & Charges

Policy history Nil

Policy details may change prior to review date due to legislative or other changes, therefore this document is uncontrolled when printed.

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**Author:** J Lang

**Version** 1.0

**Last revised date** 27/04/22

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## R8 Revised Environmental Policy 5.0

**Organisational Area** Engineering

**Author** Austin Morris, Manager Works

**Summary** Attached is the revised Environmental Policy report 5.0 for review and adoption.

**RECOMMENDATION** that Council review and adopt the Environmental Policy 5.0 as attached to this report.

### Report

The current Environmental Policy was due for review in September 2020 however was moved into 2021-2022 to allow the new board time to review. The revised Policy is attached for review and adoption. As the Policy is already in existence and the changes will not directly impact the public, it is suggested that this policy does not need to go on public exhibition prior to adoption.

› **R8.1** **Environmental Policy 5.0** [↓](#) 

### Financial Implications

Not applicable

### Risk Considerations

Environmental Influences	
Avoid	Council will avoid risks that negatively impact the environment. Council will ensure that successful delivery is achievable without negative environmental impacts.



# Environmental Policy

## Purpose

To effectively integrate the principles of ecological sustainability into all council and community functions to achieve a clean, healthy, and ecologically sustainable environment.

## Policy Statement

Riverina Water's service area should be a place where the natural environment is valued, respected, and carefully managed for public benefit and future generations and where sound urban planning ensures outstanding local amenity and ecological and economic sustainability.

## Definitions

'Ecological sustainability' means the following statements of principle (as per the definition of ecologically sustainable development (ESD) in the Local Government Act 1993):

Ecological sustainability requires the effective integration of economic and environmental considerations in decision-making processes. Ecological sustainability can be achieved through the implementation of the following principles and programs:

- (a) the precautionary principle - namely, that if there are threats of serious or irreversible environmental damage, lack of full scientific certainty should not be used as a reason for postponing measures to prevent environmental degradation. In the application of the precautionary principle, public and private decisions should be guided by:
  - (i) careful evaluation to avoid, wherever practicable, serious, or irreversible damage to the environment, and
  - (ii) an assessment of the risk-weighted consequences of various options,
- (b) inter-generational equity - namely, that the present generation should ensure that the health, diversity, and productivity of the environment is maintained or enhanced for the benefit of future generations,
- (c) conservation of biological diversity and ecological integrity - namely, that conservation of biological diversity and ecological integrity should be a fundamental consideration,
- (d) improved valuation, pricing, and incentive mechanisms - namely, that environmental factors should be included in the valuation of assets and services, such as:

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- (i) polluter pays - that is, those who generate pollution and waste should bear the cost of containment, avoidance, or abatement,
- (ii) the users of goods and services should pay prices based on the full life cycle of costs of providing goods and services, including the use of natural resources and assets and the ultimate disposal of any waste,
- (iii) environmental goals, having been established, should be pursued in the most cost-effective way, by establishing incentive structures including market mechanisms, that enable those best placed to maximise benefits or minimise costs to develop their own solutions and responses to environmental problems.

### Policy Implementation

Through the Riverina Water Management Plan we will set objectives, targets, and measures that will reflect the Councils commitment to:

1. Complying with all the relevant Commonwealth and State environment legislation, regulations, standards, policies, and initiatives.
2. Minimising the adverse environmental impacts of development through the integration of the principles of ESD.
3. Develop an Operational Environmental Management Plan for the Wagga Treatment Plant, to identify, minimise and monitor environmental impacts of Riverina Water operations and provision of services.
4. Preventing and minimising adverse environmental impacts from incidents or accidents that release pollution into the environment.
5. Remediating adverse environmental impacts associated with past and future pollution incidents.
6. Protecting and conserving natural resources, biodiversity, and Aboriginal and non-Aboriginal cultural heritage.
7. Reducing waste and increasing resource recovery in accordance with the Resource NSW Waste Avoidance and Resource Recovery hierarchy.
8. Reducing adverse environmental impacts of Riverina Water's fleet and exploring cleaner, greener technologies.

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9. Reducing consumption of natural resources in Riverina Water operations and services and facilitate the purchase of environmentally friendly products.

10. Requiring suppliers and independent contractors to demonstrate commitment to best practice environmental management performance consistent with the principles of ESD.

11. Communicating the Environment Policy to Riverina Water staff, contractors and Board Members and providing training to ensure they are fully informed of their obligations and empowered in their decision making and actions.

12. Implementing a process of review and improvement of operational performance

### Non Compliance

Non-compliance with adopted policy may be considered a breach under the Code of Conduct. As such, any suspected or known non-compliance will be reported to the Chief Executive Officer.

### References

Policy number	POL 5.0
Responsible area	Chief Executive Officer
Approved by	Council resolution number #
Approval date	Wednesday 27 February 2019
Legislation or related strategy	Local Government Act 1993 and subsequent Regulations under the Act. NSW Water Management Act 2000 Water Act 1912 Integrated Planning and Reporting Framework

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Documents associated with this policy	RWCC Management Plan RWCC Strategic Business Plan & Resource Strategy Rev 3 RWCC Asset Management Plan Four (4) Year Capital Works Program Assets Register Integrated Water Cycle Management (IWCM)
Policy history	Version 2.0
Review schedule	Every 2 years

Policy details may change prior to review date due to legislative or other changes, therefore this document is uncontrolled when printed.

**END OF POLICY STATEMENT**

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## R9 Disclosures by Councillors and Designated Persons

### Organisational Area Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** Board members are required to complete a 'Disclosure by Councillors and Designated Persons' within 3 months of being appointed to the Riverina Water County Council Board. The completed disclosures are tabled for information.

### RECOMMENDATION that Council :

- a) Note the register of disclosures by councillors and designated persons tabled at the meeting; and
- b) Note that the home addresses of board members will be redacted prior to the register being placed on the Riverina Water website.

### Report

Under the Local Government Act 1993, board members are required to complete and provide a 'Disclosure by Councillors and Designated Persons' within three months of their appointment to the Riverina Water County Council Board. The completed disclosures are to be tabled at the next available Board meeting following receipt.

It should be noted that there are three sections within the declaration that are not mandatory this first time – being sections C, D and I. Board members along with other designated persons (senior management and Audit, Risk & Improvement Committee members) will be required to complete a further declaration following the end of the financial year. All sections will be mandatory to be completed at that time.

Any personal information that could pose a security risk for the person completing the disclosure (i.e., the person's residential address) will be redacted prior to it being made publicly available under advisement of the Privacy Commissioner and GIPA guidelines.

The disclosures will be physically tabled at the Council meeting.

### Financial Implications

There are no financial implications associated with the tabling of the disclosures.

**Risk Considerations**

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

# R10 Payments of Superannuation to Councillors

## Organisational Area Corporate Services

**Author** Emily Tonacia, Director Corporate Services

**Summary** This report outlines new provisions under Section 254B of the *Local Government Act 1993* (NSW) that now allow for the payment of superannuation contributions to Board Members.

**RECOMMENDATION** that Council pay superannuation to Board Members at the superannuation guarantee rate in accordance with section 254B of the *Local Government Act 1993*.

## Report

New provisions under Section 254B of the *Local Government Act 1993* (NSW) (the Act) now allow for the payment of superannuation contributions to Board Members. From 1 July 2022, Council has the option to decide whether to make a Superannuation Contribution Payment (SCP) to its Board Members provided that:

- the SCP is payable at the same intervals as a Board Members annual fee;
- the Board Member nominates a registered superannuation fund for the receipt of the SCP before the end of the month to which the SCP relates; and
- the Board Member has not agreed in writing to forgo or reduce the SCP.

To make an SCP to its Board Members, a resolution needs to be made at an open meeting, thereby ensuring public accountability and transparency. The provision under the Act limits the SCP to the amount Council would have been required to contribute under the Commonwealth superannuation legislation as superannuation if the Board Member were an employee of Council. This amount is 10.5% for the financial year ended 30 June 2023.

The Act does not preclude Board Members from salary sacrificing for the purposes of superannuation. This arrangement may still be entered into by council resolution, as was the case prior to the introduction of superannuation payments to councillors under Section 254B of the Act.

The payment of an SCP to Board Members is considered to be appropriate as it increases the overall remuneration and reflects the increased workloads placed on Board Members, including training and other demands on Board Members time.

By way of information Federation Council, Wagga Wagga City Council and Lockhart Shire Council have resolved to pay superannuation to their councillors. It is understood that Greater Hume Council are yet to make a decision.

### **Financial Implications**

If it is determined to make SCPs to Board Members, the 2022/23 operational expenditure budget would need to be increased by \$11,500. This amount will be included in the Operational Plan prior to adoption in June 2022.

### **Risk Considerations**

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

# R11 Appointment of Independent Members - Audit, Risk & Improvement Committee

**Organisational Area** Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** This report recommends the reappointment of the existing independent members of Riverina Water's Audit, Risk & Improvement Committee. The reappointment of Mr David Maxwell as Independent Chairperson for twelve months, and Mr Bryce McNair as independent external member for two years. This report also outlines the selection of a third independent external committee member and the payment of fees moving forward.

**RECOMMENDATION** that Council:

- a) reappoint Mr David Maxwell as Independent Chairperson of the Audit, Risk & Improvement Committee for a further 12 months in accordance with the Audit, Risk & Improvement Committee Charter;
- b) reappoint Mr Bryce McNair as independent member of the Audit, Risk & Improvement Committee for a further two years in accordance with the Audit, Risk & Improvement Committee Charter;
- c) write to Mr David Maxwell and Mr Bryce McNair to thank them for their guidance with the operation of Riverina Water's Audit, Risk & Improvement Committee and for their continued support and commitment to the Committee;
- d) note that the selection process for a third independent external Audit, Risk & Improvement Committee member will commence in line with the adopted Committee Charter, with a report to appoint the independent external member to be presented to the June 2022 board meeting;
- e) Endorse the proposed increased fees for external independent committee members as referenced in this report.

## Report

Council resolved to establish an Audit, Risk & Improvement Committee on 22 February 2012 (Res 12/08).

The most recent version of the Audit, Risk & Improvement Committee Charter (the Charter) was adopted by Council on 18 December 2019 (Res 19/170). The Charter outlines the roles and responsibilities of the Committee and provides the structure of the Committee which is to consist of the following voting members:

- One board member;

- Not fewer than two, or more than three, independent external members (not employed or elected representatives of the Council)
- Chair (to be one of the independent members)

Councillor Georgie Davies is the current appointed Board member representative on the Committee, with an alternate still to be elected. There is a separate report on this matter in this business paper.

In accordance with the Charter, independent members are to be selected as voting members of the Committee by the Board.

The Charter allows independent members to be appointed for an agreed term with the option to reappoint subject to Office of Local Government Guidelines. This also applies to the appointment of the Independent Chair.

The Charter was intentionally written to be less prescriptive in length of tenure, to enable support to the new Guidelines (as it was believed that the release of these Guidelines was imminent)). The new Guidelines refer to an initial period of appointment of four years, with a possible re-appointment of four years (i.e., a term on the Committee not to exceed eight years in total).

#### Current Membership

Mr David Maxwell:

- was initially appointed as an independent committee member to the ARIC by council on 24 June 2015 (res 15/80)
- was subsequently appointed as Chairperson by the Committee on 6 August 2015
- was re-appointed to the Committee by council 22 February 2017 (Res 17/41) for the remaining term of council (i.e. until September 2020);
- was extended by council on 26 August 2020 (res 20/085) as an independent member of the Committee and Chair to November 2021, due to the delay of the local government elections;
- was extended by council on 8 September 2021 as an independent member of the Committee and Chair to 30 June 2022 (Res 21/090) due to the delay in the local government elections.

Given the new Guidelines state that tenure on an Audit Risk & Improvement Committee should not exceed eight years, Mr Maxwell may be reappointed for a further 12 months (i.e. to 30 June 2023) before the maximum allowable period (8 years) has been reached.

Mr Bryce McNair:

- was initially appointed by council as an independent member on 22 February 2017 (Res 17/41) for the remaining term of council (i.e., until September 2020);

- was extended by council on 26 August 2020 (res 20/085) as an independent member of the Committee to November 2021, due to the delay of the local government election;
- was extended by council on 8 September 2021 as an independent member of the Committee to 30 June 2022 (Res 21/090) due to a further delay in local government elections.

Mr McNair may be reappointed for a further period of 2 years before the maximum allowable period (8 years) has been reached.

The recommendation for the term of reappointment for both Mr Maxwell and Mr McNair made in 2020 was made in line with the uncertainty of the proposed release by the NSW Office of Local Government of the new *Risk Management and Internal Audit Guidelines for Local Councils in NSW*. The framework had been in draft format for nearly two years which prompted any immediate changes to the structure of the Committee to be placed on hold.

To allow continuity of independent membership, and effective onboarding of new members, it is recommended that Mr Maxwell and Mr McNair be appointed for the remainder of their maximum allowable period. This will ensure that future appointments are staggered. This recommendation is also in line with the draft new Guidelines which promote different terms of tenure to ensure there is continuity.

Mr Maxwell and Mr McNair have indicated their interest in continuing their membership on the Committee.

#### New Independent Committee member

In line with the current adopted Committee Charter, the Committee may comprise of up to 4 voting members (3 independent external members, one of whom is Chair, and 1 board member).

Noting previous comments regarding staggered tenure to ensure continuity and taking into consideration the remaining period of memberships for Mr Maxwell and Mr McNair, recruitment for a third independent external member, who is not pre-qualified, will commence in this financial year. It is intended that the new independent external member will commence membership of the ARIC on 1 July 2022.

Selection of the third independent external member will be undertaken at the minimum by the Riverina County Council Chairperson and the Chairperson of the Audit, Risk & Improvement Committee. A further report will be presented to the June 2022 meeting recommending the appointment of the independent external member.

Management understands the finalised Guidelines are set to be released prior to 30 June 2022 and have developed a proposed forward action plan using the current draft framework. It is proposed that once the Guidelines have been adopted, a revised Audit, Risk & Improvement Committee Charter that determines the required committee structure and responsibility in line with the new Guidelines is presented to the Board for endorsement. This

will also outline Riverina Water's requirements for pre-qualification of the Chair and independent members.

At the conclusion of the proposed terms for Mr Maxwell and Mr McNair, an Expression of Interest (EOI) process will be undertaken to appoint new members and Chair in accordance with the adopted Charter and Guidelines.

#### Audit Risk & Improvement Committee Fees

The fees for independent external committee members currently paid in comparison with other Councils are significantly under market rate. It is proposed to better remunerate the value existing external members bring to committee, and to ensure future attraction of high-level skills and competency, that the current fees paid are increased on 1 July 2022.

The existing fees are as follows:

Independent Member Fee (per annum): \$1,770 (ex GST – 5 meetings per year)

Independent Chairperson Fee (per annum): \$2,370 (ex GST – 5 meetings per year)

The proposed fees payable for 2022/23 are as follows:

Independent Member Fee (per annum): \$3,550 (ex GST – 5 meetings per year)

Independent Chairperson Fee (per annum): \$4,750 (ex GST – 5 meetings per year)

The above amounts are exclusive of GST and any superannuation contributions.

Upon adoption of the new guidelines, it is intended a review will be undertaken against prequalification requirements and fee amounts prescribed, with a recommended fee schedule moving forward to be presented to the board. This is planned to occur prior to 30 June 2023.

Mr Maxwell and Mr McNair are not currently prequalified.

Councillor representatives of the Audit, Risk & Improvement Committee do not receive a fee for their membership.

#### **Financial Implications**

If resolved, the additional amount of \$5,940 associated with the proposed increased fees for the independent external members of the Audit, Risk & Improvement Committee will be factored into the 2022/23 Operational Plan presented to Council in June 2022.

#### **Risk Considerations**

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

# R12 Alternate Board member representation on Audit Risk & Improvement Committee

## Organisational Area Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** This report requests the appointment of an alternative to the Riverina Water Risk Audit & Improvement Committee (ARIC) until February 2023.

**RECOMMENDATION** that Council appoint an alternate Board representative to the Audit Risk & Improvement Committee until February 2023.

### Report

Councillor Davies was elected as the board representative for the ARIC for a 12-month term on 2 February 2022. At the same meeting however, an alternate for Councillor Davies was not determined. The board needs to now elect an alternate member to the Audit, Risk & Improvement Committee.

It should be noted that the appointment of a Board member to the ARIC is until February 2023 in accordance with the current charter (12 month appointment of Board representative). With the new *Risk Management and Internal Audit Framework for Local Councils in NSW* (the Guidelines) coming into effect during 2022, the role of the Board representative on the ARIC will change from voting member to an observer. It is proposed that this change will become effective for the Riverina Water Audit, Risk & Improvement Committee from February 2023 when a new Board representative (and an alternate) will be appointed as an observer only.

### Financial Implications

Not applicable

### Risk Considerations

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

# R13 Business Activity Strategic Plan 2022-2032

**Organisational Area** Chief Executive Officer

**Author** Andrew Crakanthorp, Chief Executive Officer

**Summary** Riverina Water has developed a draft ten year Business Activity Strategic Plan (BASP). The BASP outlines Council's strategic priorities for the next ten years and identifies the strategies Council will adopt to achieve those priorities.

**RECOMMENDATION** that Council:

- a) Endorse the Draft Business Activity Strategic Plan and place it on public exhibition from Monday 2 May 2022 until Tuesday 31 May and invite public submissions on the draft plan during that period.
- b) Receive a further report following the public exhibition and submission period:
  - (i) Addressing any submissions made in respect of the draft BASP
  - (ii) Proposing adoption of the Plan unless there are any recommended amendments deemed to be substantial and requiring a further public exhibition period.

## Report

The BASP is a local water utility's (LWU's) strategy for implementing the priorities from its 30-year Integrated Water Cycle Management Plan (IWCMP). It ensures that Council aligns itself to the provision of appropriate, affordable, cost-effective and sustainable urban water services that meet community needs and protect public health and the environment.

The BASP is a key strategic tool in Council's overall strategic planning framework. The BASP replaces the 2013 BASP and should be read alongside Council's Resourcing Strategy and Community Engagement Strategy. The BASP has been developed having regard to the Community Strategic Plans of our four constituent councils.

The BASP also complies with the NSW Government's Best-Practice Management of Water Supply and Sewerage Guidelines (2007). The plan has informed the drafting of the 2022/24 Delivery Plan and the 2022/23 Operational Plan.

The BASP has established 3 strategic priorities being:

- **Our People** – “we have a high-performance culture, achieved through accountability, diversity, respect and investment in our people”
- **Our Business** – “We strive to be an industry leader by continuously improving our operations and the management of our assets”

- **Our Community** – “We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility”.

These three priorities are underpinned by our three focus areas (or themes) being:

- **Customer Centricity** – We put customers at the heart of everything we do
- **Innovation** - We are a successful organisation that pursues innovation and continuous improvement at all times.
- **Sustainability** - We are environmentally responsible, financially secure and aspire to have a positive impact on our natural world

A workshop with Board Members on the Plan was held in February 2022.

A key outcome of Council's IWCMP Strategy also included the preparation of a 30-year total asset management plan (TAMP) and 30-year financial plan.

Council is now well advanced in replacing the suite of strategic planning documents prepared in 2012/13. The successful development of these plans underpins the future successful operation of Riverina Water for years to come. There is a further report in this business paper that recommends the exhibition of the Council's updated Development Servicing Plan for Water Supply

Council staff will report to the Board on a quarterly basis providing an update on the extent to which the key performance targets in the BASP are being achieved.

The BASP is attached for the review of the Board.

I acknowledge the efforts of all staff involved with this project which has taken place over the last six months.

› **R13.1 Riverina Water Business Activity Strategic Plan 2022-2032** [↓](#) 

### Financial Implications

The adoption of the draft BASP will provide guidance and structure to the formulation of future Delivery Plans and Operational Plans.

### Risk Considerations

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



# Riverina Water Business Activity Strategic Plan 2022 - 2032

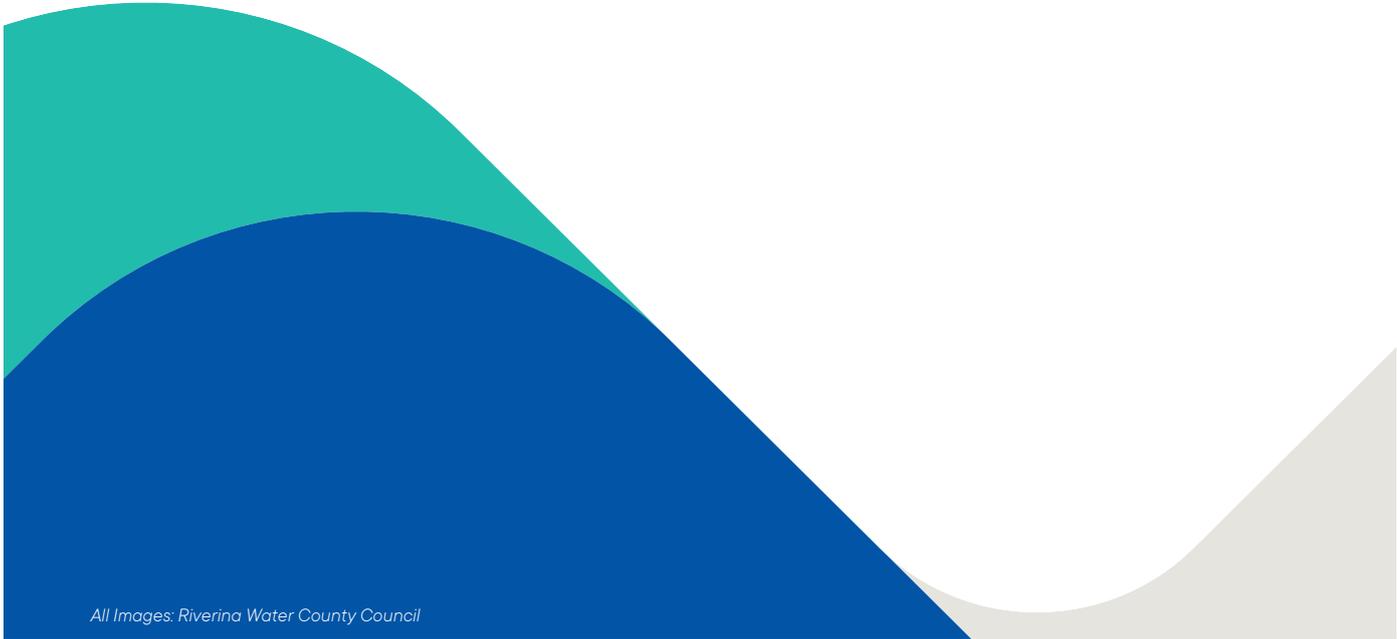


# Our vision

Provide passionate and professional leadership in the water industry.

# Our mission

To provide our community with safe, reliable water at the lowest sustainable cost.



*All Images: Riverina Water County Council*

# Our strategic priorities

## Our people

We have a high-performance culture, achieved through accountability, diversity, respect and investment in our people.



## Our business

We strive to be an industry leader by continuously improving our operations and the management of our assets.



## Our community

We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility.



## Our focus areas

- > **Customer-centricity**  
We put customers at the heart of everything we do
- > **Innovation**  
We are a successful organisation that pursues innovation and continuous improvement at all times
- > **Sustainability**  
We are environmentally responsible, financially secure and aspire to have a positive impact on our natural world

# Foreword

**Riverina Water acknowledges the traditional custodians of the land, the Wiradjuri people, and pays respect to Elders past, present and emerging and extends our respect to all First Nations peoples in our supply area.**

As a regional water utility it is important for us to have a document that defines how we want to grow into the future. We also need to outline how we commit to delivering on our mission which is to provide our community with safe, reliable water at the lowest sustainable cost.

This document is called a Business Activity Strategic Plan.

The Business Activity Strategic Plan guides us all in how to achieve these goals and how we can measure if we are on track or not.

This document is us.

This Business Activity Strategic Plan paints a picture of what we want the future to look like, and provides solutions on how we are going to get there

The Plan emphasises that partnerships are not only essential, but demonstrates the opportunities for shared value. This plan is a document that influences our other strategic Council documents and has the potential to influence the NSW State Government.

Local businesses, community clubs and organisations can also use this document when planning for

the future. Not only does this plan lay out what we want as a community and how we are going to do this , it also identifies who is responsible for doing it.

To see how successful we have been in reaching our future goals and to monitor our performance this includes a number of measures. A report on our progress against these measures will be conducted in 2024, at the conclusion of the term of the current Board.

We commend this plan to our community and look forward to seeing it come to fruition.



**Councillor Tim Koschel**  
Chairperson



**Andrew Crakanthorp**  
Chief Executive Officer



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# 1. Background



## 1.1 Who we are

**Water is the backbone of the Southern Riverina. It helps our communities grow and thrive. It's an essential resource which underpins everything we do from drinking, cooking and cleaning through to recreation, heating, cooling and the running of business, industry and agriculture – which not only feeds the Riverina, but Australia.**

Our mission is to provide our community with safe, reliable water at the lowest sustainable cost.

Formed in 1997 as a county council (a single-purpose water supply council), we supply water to customers across four constituent local government areas.

Our Board is made up of a mix of councillors from each of these constituent councils.

Our formation is built on a long and proud history of 80 years of water supply in the Southern Riverina.

We look forward to building on this legacy as we move to position ourselves to succeed into the future.

## 1.2 What we do

**We deliver safe and reliable drinking water to a community of more 73,000 people across more than 15,000 square kilometres in the Southern Riverina of NSW.**

We have more than 33,000 properties connected directly to our water supply network across towns including Holbrook, Lockhart, Urana and Wagga Wagga.

Our customers are diverse. They range from households, to farmers, business, industry and other institutions such as hospitals, aged care facilities, the Royal Australian Air Force Base Wagga and education institutions including Charles Sturt University.

We draw water from the Murrumbidgee River which runs through the heart of Wagga Wagga.

We also source water from 10 bores which makes up about 60 per cent of our source water supply.

Our water supply network includes:

- › 16 water treatment plants, and
- › more than 80 reservoirs

# Council July 2022 – September 2024

## Board Members



**Councillor Tim Koschel**  
(Chairperson)  
City of Wagga Wagga



**Councillor Doug Meyer**  
(Deputy Chairperson)  
Greater Hume Council



**Councillor Pat Bourke**  
Federation Council



**Councillor Tony Quinn**  
Greater Hume Council



**Councillor Gail Driscoll**  
Lockhart Shire Council



**Councillor Georgie Davies**  
City of Wagga Wagga



**Councillor Dan Hayes**  
City of Wagga Wagga



**Councillor Michael Henderson**  
City of Wagga Wagga



**Councillor Jenny McKinnon**  
City of Wagga Wagga

## Management



**Andrew Crakanthorp**  
Chief Executive Officer

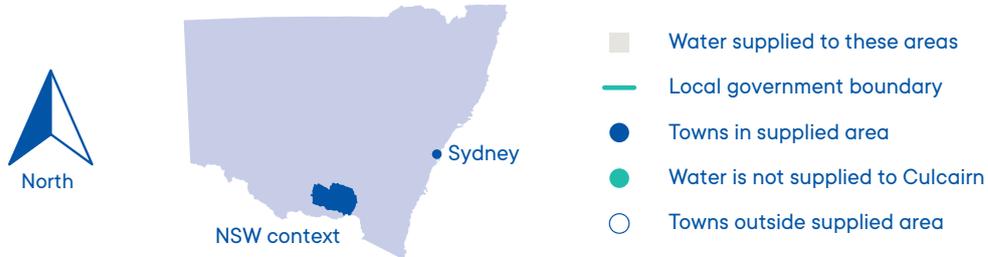
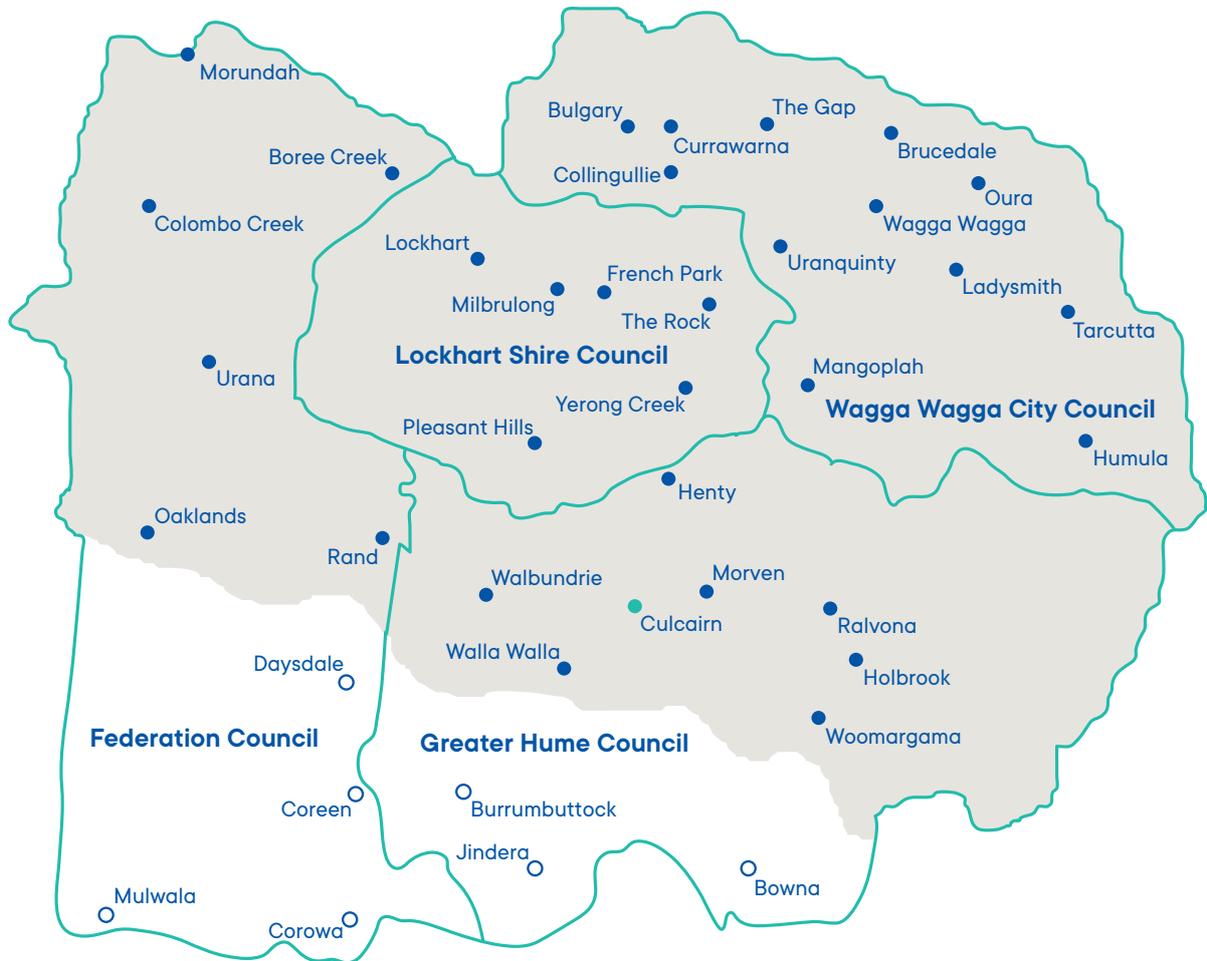


**Bede Spannagle**  
Director Engineering



**Emily Tonacia**  
Director Corporate Services

### 1.3 Area of supply



# 1.4 Our constituent Councils

Our future direction aligns with the social, economic and environmental needs of the communities we serve - Wagga Wagga, Federation, Greater Hume and Lockhart Shire Councils.

### Community strategic priorities

Constituent Council	Actions we can help deliver	Inclusive & accessible services	Economic growth	Affordability	Infrastructure	Environmental sustainability	Communication & collaboration	Strong leadership
<b>Wagga Wagga City Council</b>	“Provide and maintain appropriate infrastructure and services that support current and future needs.”	✓	✓			✓	✓	✓
<b>Federation Council</b>	“Maintain and improve water supply... services and systems to meet the needs of residents and industry.”	✓	✓	✓	✓	✓	✓	✓
<b>Greater Hume Council</b>	“Manage water resources and water quality responsibly.”	✓	✓		✓	✓	✓	✓
<b>Lockhart Shire Council</b>	“Explore opportunities to utilise renewable energy and water saving practices.”	✓	✓		✓	✓	✓	✓

# 1.5 About this document

Riverina Water County Council must comply with the NSW local government Integrated Planning and Reporting Framework.

This Business Activity Strategic Plan (BASP) outlines:

- > our strategic priorities for the next 10 years, and
- > the strategies we will adopt to achieve these priorities

Additional detail on the projects, activities and actions we will deliver to achieve these strategic priorities and strategies, is outlined in our Delivery Program and Operational Plan.

The BASP should also be read alongside our Resourcing Strategy and Community Engagement Strategy. This BASP has been developed having regard to the Community Strategic Plans of our four constituent councils.

As we are responsible for water supply we must also comply with the requirements and timeframes of the NSW Government's Best-Practice Management of Water Supply and Sewerage Guidelines (2007).

Our Integrated Water Cycle Management Strategy (2021) sets out our strategy for delivering water in accordance with these requirements.



# 1.6 How to read this document

	Business Activity Strategic Plan	Delivery Program	Operational Plan	Resourcing Strategy
<b>Coverage</b>	10 years	4 years	1 year	
<b>Describes</b>	<ul style="list-style-type: none"> <li>› Our vision and mission for the council</li> <li>› The business and strategic priorities we will strive to achieve</li> <li>› How our strategic objectives for the future align with the Community Strategic Plans of our constituent councils</li> </ul>	<ul style="list-style-type: none"> <li>› The strategies and activities we will undertake to implement the strategic priorities in the Business Activity Strategic Plan</li> <li>› Who is responsible for delivery</li> <li>› Four-year budget projections</li> </ul>	<ul style="list-style-type: none"> <li>› The individual projects, actions and activities we will undertake each year to achieve the commitments in our Delivery Program</li> <li>› Who is responsible for delivery</li> <li>› Detailed annual budget forecasts</li> </ul>	<ul style="list-style-type: none"> <li>› <b>Long Term Financial Plan</b> 30 year projections</li> <li>› <b>Workforce Management Plan</b> 4 year timeframe</li> <li>› <b>Asset Management Strategy and Plan</b> 20 year timeframe</li> </ul>
<b>Reviewed</b>	Every 4 years	Every 4 years	Annually	Every 4 years Updated annually

# 2. Our strategic direction



## 2.1 Our plan on a page

### Our people

We have a high-performance culture, achieved through accountability, diversity, respect and investment in our people.



### Our business

We strive to be an industry leader by continuously improving our operations and the management of our assets.



### Our community

We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility.



### Our focus areas

- > **Customer-centricity**  
We put customers at the heart of everything we do
- > **Innovation**  
We are a successful organisation that pursues innovation and continuous improvement at all times
- > **Sustainability**  
We are environmentally responsible, financially secure and aspire to have a positive impact on our natural world

## 2.2 Our people

Strategic objective	We have a high-performance culture, achieved through accountability, diversity, respect and investment in our people.	
Strategies	Workforce	<ul style="list-style-type: none"> <li>› Attract, retain and develop our people</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>› Foster diversity, inclusion, respect and gender equality at all levels of our organisation</li> <li>› Create an engaging, positive, collaborative and innovative workplace culture</li> <li>› Build upon our strong history of safety and wellbeing</li> </ul>
	Systems & Practices	<ul style="list-style-type: none"> <li>› Invest in and evolve our HR systems, processes and frameworks</li> </ul>

## 2.3 Our business

Strategic objective	We strive to be an industry leader by continuously improving our operations and the management of our assets.	
Strategies	Assets & Networks	<ul style="list-style-type: none"> <li>› Optimise our network and infrastructure</li> <li>› Enhance and integrate our asset management system</li> <li>› Seek opportunities to reach new customers in existing supply area</li> </ul>
	Technology & Data	<ul style="list-style-type: none"> <li>› Collect and utilise data in new ways to measure our success</li> <li>› Adopt emerging technology that increases our efficiency</li> <li>› Deliver improved service, greater value, agility and security with our digital assets and tools</li> </ul>
	Operational Excellence	<ul style="list-style-type: none"> <li>› Improve strategic planning and accountability</li> <li>› Take actions that ensure financial sustainability</li> <li>› Improve our operations to future proof our business</li> <li>› Collaborate and share our knowledge with other organisations</li> </ul>

## 2.4 Our community

Strategic objective	We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility.	
Strategies	Community Engagement	<ul style="list-style-type: none"> <li>› Actively support and participate in our community</li> <li>› Provide our community stakeholders with tailored opportunities to engage with us</li> <li>› Respectfully engage with our First Nations community and their heritage</li> </ul>
	Customer Focus	<ul style="list-style-type: none"> <li>› Engage and understand the current needs of our customers</li> <li>› Provide exceptional customer service by tailoring and improving our systems, processes and service offers</li> <li>› Understand and prepare to serve our customers of the future</li> </ul>
	Civic Leadership	<ul style="list-style-type: none"> <li>› Demonstrate our commitment to environmental sustainability</li> <li>› Help the community better manage its water usage through demand management initiatives</li> <li>› Share our knowledge and expertise to make a positive change in our global community</li> </ul>

## 2.5 Our focus areas

**Three areas of focus support and inform our strategic priorities and the strategies. These are areas of importance to Riverina Water and are the lenses through which we consider our people, our business and our community.**

This means we:

<b>Customer-centricity</b> We put customers at the heart of everything we do	<ul style="list-style-type: none"> <li>› Use data and evidence to engage our customers and understand their current and future needs</li> <li>› Tailor and adapt our services to meet customer expectations</li> <li>› Collaborate with colleagues to deliver exceptional service to our internal customers</li> </ul>
<b>Innovation</b> We are a successful organisation that pursues innovation and continuous improvement at all times	<ul style="list-style-type: none"> <li>› Identify and implement changes to our approaches, processes and ways of working to improve service delivery</li> <li>› Look for ways to use technology to innovate</li> <li>› Capture, recognise and reward innovative and new ideas</li> <li>› Create a culture of innovation and continuous improvement</li> </ul>
<b>Sustainability</b> We are an environmentally responsible and financially secure organisation. We aspire to have a positive impact on our natural world	<ul style="list-style-type: none"> <li>› Deliver our net zero commitment and improve the long-term environmental sustainability of our business</li> <li>› Communicate our sustainability commitments and actions to our customers, our people and the broader community</li> <li>› Explore new opportunities to further reduce our overall environmental impact</li> <li>› Take actions to secure our financial sustainability and ensure our investments achieve the best returns</li> </ul>

		Customer centricity	Innovation	Sustainability
<b>Our people</b>	> Attract, retain and develop our people		●	●
	> Foster diversity, inclusion, respect and gender equality at all levels of our organisation			●
	> Create an engaging, positive, collaborative and innovative workplace culture		●	●
	> Build upon our strong history of safety and wellbeing		●	
	> Invest in and evolve our HR systems, processes and frameworks		●	●
<b>Our business</b>	> Optimise our network and infrastructure	●	●	●
	> Enhance and integrate our asset management system		●	●
	> Seek opportunities to reach new customers in existing supply area	●	●	●
	> Collect and utilise data in new ways to measure our success	●	●	
	> Adopt emerging technology that increases our efficiency		●	●
	> Deliver improved service, greater value, agility and security with our digital assets and tools	●	●	●
	> Improve strategic planning and accountability		●	●
	> Take actions that ensure financial sustainability			●
	> Improve our operations to future proof our business	●	●	●
	> Collaborate and share our knowledge with other organisations		●	
<b>Our community</b>	> Actively support and participate in our community	●		
	> Provide our community stakeholders with tailored opportunities to engage with us	●		
	> Respectfully engage with our First Nations community and their heritage	●		●
	> Engage and understand the current needs of our customers	●		
	> Provide exceptional customer service by tailoring and improving our systems, processes and service offers	●		
	> Understand and prepare to serve our customers of the future	●		
	> Demonstrate our commitment to environmental sustainability			●
	> Help the community better manage its water usage through demand management initiatives	●		
	> Share our knowledge and expertise to make a positive change in our global community	●	●	●

# 3. How we measure success



### 3.1 What success looks like

	Our people	Our business	Our community
<b>In 10 years</b>	<ul style="list-style-type: none"> <li>› Riverina Water is a recognised and awarded employer of choice</li> <li>› Staff turnover levels sit below industry benchmarks</li> <li>› We have the right combination of skills, knowledge and experience to achieve our goals</li> <li>› Staff indicate Riverina Water is a positive, respectful and safe place to work</li> <li>› Our workforce reflects the diversity of our community</li> <li>› We continue our tradition of strong safety culture</li> <li>› We have a culture of innovation and continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>› We deliver agreed service levels with our assets efficiently</li> <li>› Our asset management is compliant with ISO 55000</li> <li>› We have effective two-way communication with our constituent councils</li> <li>› Our customer base is increased on 2022 levels</li> <li>› Our KPIs are relevant, ambitious and quantifiable</li> <li>› We apply contemporary technology to operate efficiently</li> <li>› We plan ahead and are accountable for our promises</li> <li>› We are financially secure</li> </ul>	<ul style="list-style-type: none"> <li>› Our communities' lives are enriched by Riverina Water</li> <li>› Our communities and customers understand the vital role we play in their everyday lives</li> <li>› We have a meaningful and genuine relationship with the First Nations community</li> <li>› We receive excellent feedback and awards for our customer service</li> <li>› We are acknowledged as an industry leader</li> <li>› We operate with net-zero emissions</li> <li>› Average household water consumption trends downwards</li> </ul>

## 3.2 How we measure success

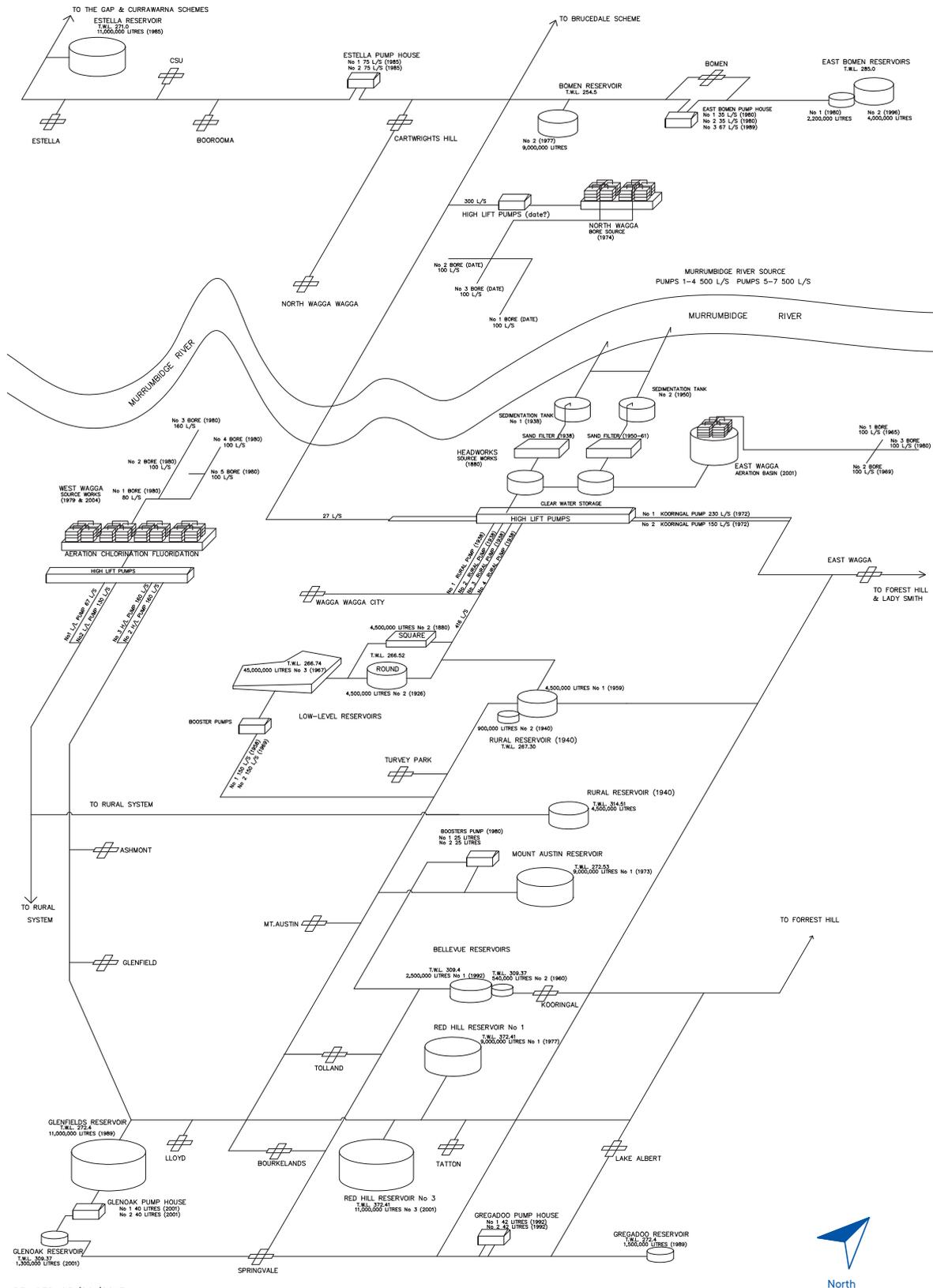
- › Riverina Water is committed to delivering on our promises; to our customers, our community and our people
- › To ensure we deliver our strategic priorities, their supporting strategies and actions, we set, monitor and report against clear performance measures
- › Responsibility for delivering our strategies and actions is allocated to senior leaders across the Council
- › Ongoing monitoring and review of performance against this Business Activity Strategic Plan will also satisfy the requirements of the NSW Government's Integrated Planning and Reporting Framework for local government
- › Details of the performance measures and accountability for our strategies and actions are outlined in detail in our Delivery Program and Operational Plan documents

# Appendices



# Appendix A - Areas services map

## Wagga Wagga distribution scheme

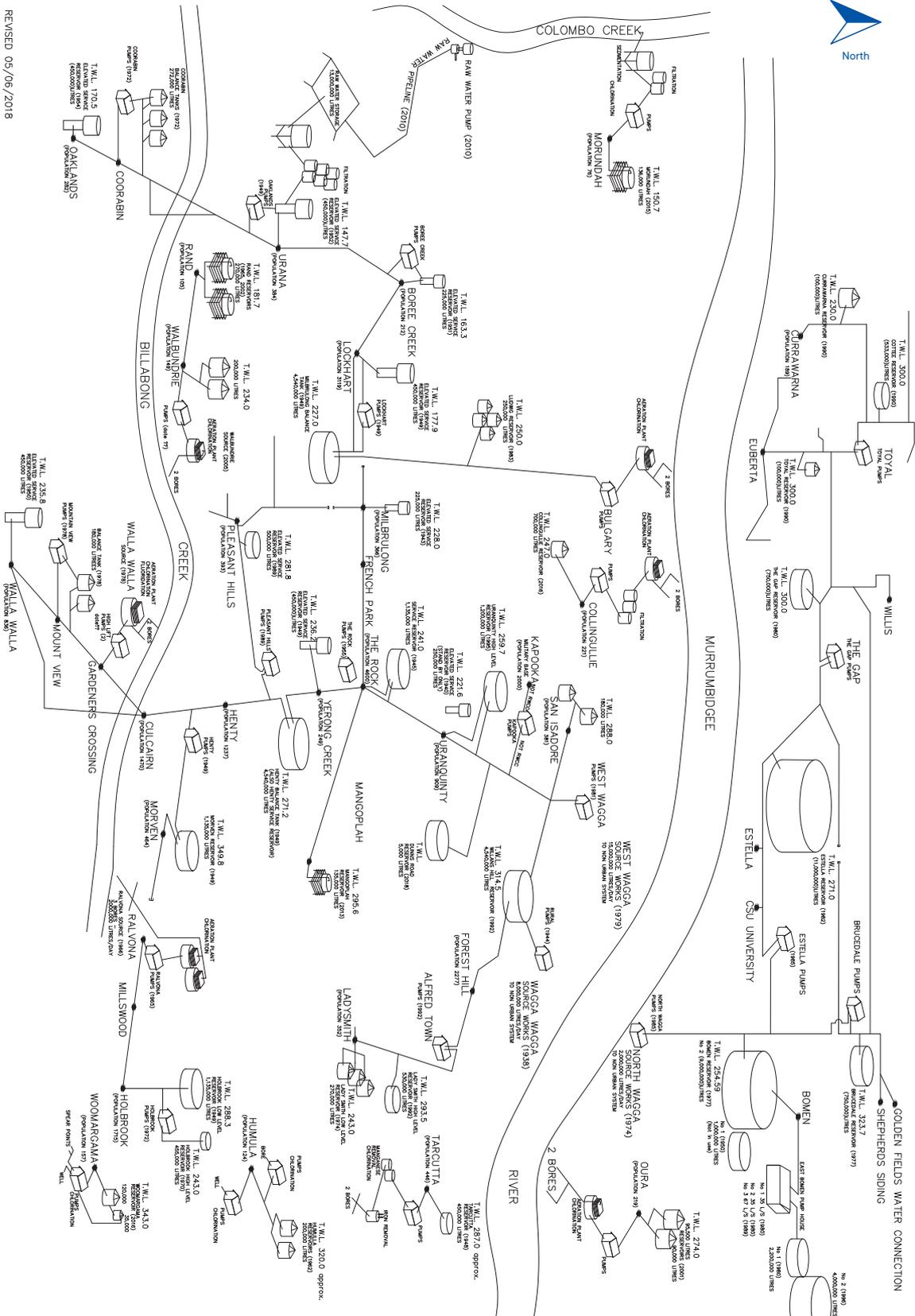


REVISED 05/06/2017



North

Non-urban distribution scheme



REVISED 05/06/2018

## Appendix B - Demand management plan

### Executive Summary

This Demand Management Plan reviews Riverina Water County Council's (RWCC) existing and potential demand management measures and recommends further actions to achieve best-practice demand management and to satisfy the drivers of demand management for Riverina Water.

#### Methodology and Background Data

Due to the large size and number of the RWCC water supply schemes, different demand analyses approaches were used (see section 4). The Wagga Wagga, Southern Trunk Main and Western Trunk Main Systems analyses included a climate corrected historical baseline water production and baseline demand forecast analyses with 1% customer growth (see section 5 and 6). The demand analyses of the independent villages (which have populations of less than 1500) were undertaken using historical demand records and local growth rate assumptions (see section 7). These analyses are derived from the RWCC's IWCM Detailed Strategy (November 2011).

#### Demand Management Drivers

Some of the demand management drivers within RWCC serviced areas are:

- ❑ Peak Day Demand (PDD) infrastructure, including cost of infrastructure, high discretionary water use (PDD to average daily demand ratio in RWCC is very high)
- ❑ Only 20% of existing infrastructure is designed to supply 1 or 2 consecutive days of PDD
- ❑ Stringent groundwater sharing allocations
- ❑ Lack of water availability during drought
- ❑ Need to reduce capital works costs (i.e. new Wagga Wagga Water Treatment Plant)
- ❑ Increasing regulatory requirements

#### Demand Management Planning

The demand management end use model prepared for the IWCM Detailed Strategy study was used to analyse the benefits of implementing demand management programs in RWCC serviced areas. Outcomes of the Integrated Resource Planning (IRP) for the Urban Water Project prepared by the Institute for Sustainable Futures, were also used in the preparation of this study. RWCC has implemented some programs that have been completed and is currently implementing some other programs. Some of the demand management measures that are currently in place such as public and schools education programs and water pricing change were also analysed to identify

## Appendix C - Drought management plan

### Executive Summary

This Drought Management Plan has been developed to address demand-side and supply-side management of drought issues in the Riverina County Council (RWCC) water supply area. These actions are key components of RWCC's Drought Management System. The underlying approach is to address drought in accordance with the NSW Office of Water's Best-Practice Management Guidelines and the Water Directorate Guidelines.

This plan is presented to satisfy NSW Office of Water Best-Practice Management Guidelines' requirement and aims to regulate water supply in the events of reduced supply in RWCC water supply area. It includes actions and responses to drought situations that may affect RWCC's water supply.

This Drought Management Plan provides a series of scenarios and actions required by RWCC to respond to drought situations. These responses are in the form of water restrictions and options for additional actions addressing both demand and supply.

A drought end use model has been applied to develop demand triggers for the Wagga Wagga & Southern Trunk Main Systems and the Western Trunk Main System. Demand triggers were also developed for each of the independent village systems and the Holbrook System.

This plan includes a new set of water restrictions triggers for each water restriction trigger zone. These triggers are developed on the basis of considering the supplies from each trigger zones.

Council also needs to ensure there are appropriate documented drought communication systems in place. These are needed to implement and to monitor the effectiveness of the drought management actions implementation. This will ensure the community is informed in a timely manner and comply with restriction requirements.

Drought Management is subject to weather variability and consumer reactions to restrictions. This Plan provides a guide to management of drought and will need to be varied if circumstances require.

## Appendix D – Integrated water cycle management (IWCM) strategy

### Executive Summary

The Integrated Water Cycle Management (IWCM) Strategy is a local water utility's (LWU's) 30-year strategy for the provision of appropriate, affordable, cost-effective and sustainable urban water services that meet community needs and protect public health and the environment. The key outcomes of a LWU's IWCM Strategy are a 30-year Total Asset Management Plan (TAMP), a 30-year financial plan and a drought and emergency response contingency plan (DERCP). The development of Riverina Water's IWCM Strategy has followed the DPIE Water IWCM Strategy Check List. The following tasks have been completed to date.

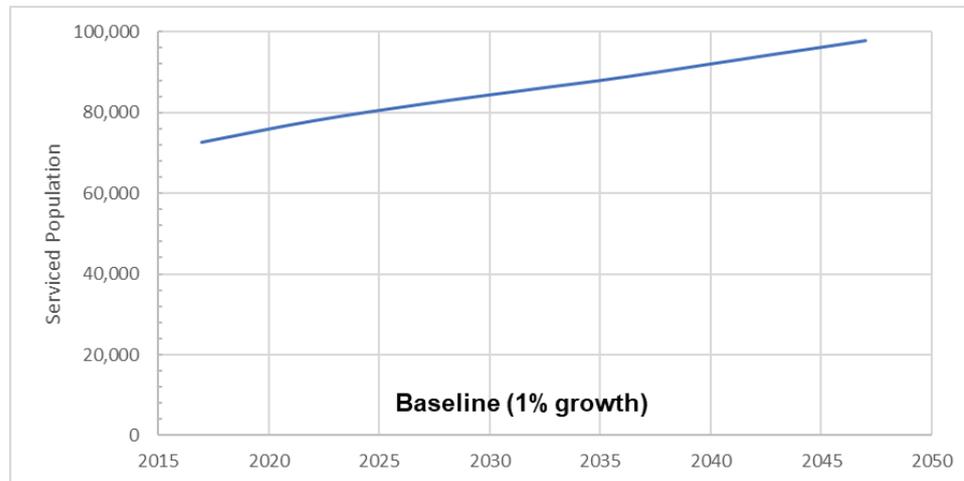
- IWCM Issues Paper
- Integrated Water Supply Systems Modelling
- Stakeholder and community consultation

### Growth Strategy

#### Residential

Wagga Wagga City has played host to two distinct housing market roles; drawing young adults, attracted to education, transport, employment opportunities and providing homes to both young and mature family households. The importance of Wagga Wagga as a destination for both families and young adults is expected to continue over the forecast period. New residential development opportunities in Estella (University), Springvale (Lloyd), North Wagga Wagga (Bomen), and Forest Hill will cater for an increase in families to the area while continued 'infill' development in Wagga Wagga (Central) will provide household growth for young adults.

Growth in the areas outside Wagga Wagga is expected to be minimal, based on projections from Riverina Water's constituent councils. This expectation is reflected in the Department of Planning projections that show relatively little or no growth in the other LGAs. The forecast 30-year service population is shown in Figure S.1.



**Figure S.1: Forecast service population for Riverina Water**

#### Non-residential

The bulk supply to the RAAF Airbase and Kapooka Army Recruit Training Centre is expected to increase over the next ten years as a result of a 10% and 33% increase in recruits respectively, over this period.

The NSW Government has announced the creation of a Special Activation Precinct (SAP) in the north-east area of Wagga Wagga (called Bomen) to create a world-class business precinct, capitalise on the inland rail, and promote advanced manufacturing, agribusiness, and freight and logistics. The Wagga Wagga precinct will cover an area of approximately 4,500 hectares, including 300 hectares already developed as part of the Bomen Business Park. Building on already-planned private and government investments, the precinct will create up to 6,000 new jobs across a range of industries.

Other major non-residential customers such as Charles Sturt University, Teys Abattoirs and Heinz Watties already have active programs to minimise water consumption with respect to their future operations.

### Business Objectives and performance

Riverina Water's Delivery Program sets out the following goals with respect to services to be provided:

- To provide water supply to customers in accordance with acceptable levels of service at lowest sustainable cost.
- To build on a reputation as a leading water utility service provider.
- To offer a comprehensive service in the abstraction, treatment, storage, movement and delivery of water and associated services.
- To achieve a substantial reduction in outdoor water use through demand management measures with a focus on outdoor use and the irrigation of turf.
- To include demand reduction as an alternative to augmentation where systems are stressed.

The service objectives have been developed in line with the above goals.

An IRIS Research survey, commissioned by Riverina Water in 2018, produced some very strong results for Council. The vast majority of residents who have had dealings with Riverina Water have expressed a high level of satisfaction with their experience. Residents across the board have expressed their satisfaction with the quality of the water service that Riverina Water delivers.

A review of the business performance was also undertaken, to identify risks and issues to be addressed in the IWCM Strategy.

### The IWCM Strategy

A list of management actions and non-build solutions to address the identified risks are listed in Table S.1.

**Table S.1: List of management actions and non-build solutions**

Issue/Risk	Action
Potential for LTAAEL to be exceeded	Riverina Water to manage its annual groundwater extraction up to its LTAAEL. If LTAAEL is to be exceeded, consult with Goldenfields.  Prepare a Memorandum of Understanding (MoU) with Goldenfields Water.
Proposed replacement Water Sharing Plan (WSP)	Maintain watching brief on changes to legislation and consider acquiring further water entitlements and seek to maintain a buffer for variable climatic conditions.
Fluoridation plants do not comply with COP	Continue to work with NSW Health to minimize risk of replacing fluoridation plants that may be inconsistent with future changes to the Code of Practice (COP).  Replace existing fluoridation plants to meet NSW Health and NSW DPIE's requirements.

Issue/Risk	Action
Surface water entitlement expected to be exceeded	Initiate the process to acquire additional town water supply surface water entitlements and obtain additional high security licenses to supply new industries.  Implement demand management strategies to reduce demand.
Wagga Wagga SAP will greatly increase water demand; which Riverina Water will not be able to supply within its current license entitlements	Require developers provide their own water entitlement, which Riverina Water will use to source water on their behalf, then treat and supply it.
The sustainable yield and drought resilience of the groundwater source outside of Wagga Wagga are not known	Undertake secure yield assessments of the groundwater sources outside of Wagga Wagga.
Yanco Creek weir update	Maintain a 'watching brief' on the Yanco weir upgrade project to determine whether it impacts drought reliability and raw water quality at Yanco Creek (Morundah water supply system)
Drought resilience of the Wagga Wagga aquifer, and other town groundwater sources	Investigate the impact of the extraction over the last decade on the sustainable yield and drought resilience of the Wagga Wagga alluvial groundwater source.  Undertake secure yield assessments of other town groundwater sources, including Woomargama bores, Walla Walla bores, Humula bores, Tarcutta Bores and Bulgary Bores
MIB and Geosmin causing taste issues	Investigate catchment source of MIB if it reoccurs at Wagga Murrumbidgee River intakes, and suitable management/treatment options.
PFAS in Lachlan aquifer	Continue annual PFAS testing and investigate removal options.  Undertake a 30-year assessment of production/demand water balance with less/no input from East Wagga Bores and investigate options to supplement/replace the source.  Advocate greater involvement and correction activities from state agencies and Department of Defence to treat, remove, and manage PFAS before impact East Wagga bore field
Risk of contamination at Humula wells	Develop a Standard Operating Procedure (SOP) to utilize the alternate water source in Humula when the wells are affected by flood water inundation (ie. use of Humula Bore).  Investigate replacing the Humula wells with closed bores, or to protect the wells with a levee system.
Water clarity at Oura due to iron and manganese in the bore.	Investigate another bore source, water treatment options, supply from adjacent systems, or a reduced level of service.
Morundah filtered water clarity impacted	Maintained chlorination dosages for effective disinfection above what's required

Issue/Risk	Action
	Digitisation and upgrade control systems remote monitoring at the Morundah WTP Morundah WTP upgrade to include filter replacements
No Service Levels Agreements (SLAs) with Major Users	Establish service level agreements (SLAs) with the major users and GWCC, based on the outcome of historical demand analysis.
No alternative supply to Southern Trunk in case there was a supply interruption at West Wagga water treatment plant, pump station or West Wagga bore field	Investigate an alternate water supply options into Southern Trunk other than from West Wagga treatment plant, considering surface water option e.g. from the Wagga Wagga system supplied by Murrumbidgee River.
Supply reliability in San Isidore	Investigate a potential new water supply system adjacent to Mt Moorong with a supply reservoir located at a higher elevation, as part of water supply options for future residential development in the area.
Condition rating is not based on recent inspection.	Asset management system is being reviewed in conjunction with council's digital strategy, namely the Enterprise Resource Planning (ERP) system.  Develop condition ratings for all asset classes and update as assets are replaced in a central asset management system
Customer Relationship Management (CRM) system does not capture data effectively and is not linked	Update the CRM system in line with Riverina Water's digitization strategy, namely the ERP system.

A list of infrastructure works that form part of the strategy is provided in Table S.2.

**Table S.2: List of infrastructure works to address identified risks**

Issue/Risk	Action	Timeframe
Yield constraint of Bulgary bores	Investigate supply, treatment and transfer options into Western Trunk Main to supply 30-year projected demands. Consideration include: Augment the supply from the Urana Filtration Plant to supply both Urana and Oaklands to reduce the requirement from Bulgary Bores, consider transfer of water from Southern Trunk system into Western Trunk system. To be investigated with 30-year hydraulic model that includes interconnected supply systems	2020-2025
Dirty water originating from raw water rising mains from East and North Wagga borefields	Install access points into North Wagga and East Wagga bore rising mains for water jetting.	2020-2025
WQ Risk to Woomargama bores	Upgrade the Woomargama Treatment Plant, together with online turbidity/ chlorine meters and develop SOPs. Investigate replacement of abandoned spear points with second bore source to improve reliability/redundancy	2020-2025

Issue/Risk	Action	Timeframe
Oura bore water quality, and reservoir capacity and condition	Replace Oura reservoirs: <ul style="list-style-type: none"> <li>New 1.2ML of storage or</li> <li>Two 600 kL reservoirs</li> </ul>	2020-2030 2020-2030 and 2040-2050
WQ Risk due to Yanco weir upgrade	<ul style="list-style-type: none"> <li>Replace Morundah WTP with robust treatment processes taking into account possible degradation of raw water quality, or</li> <li>Construct pipeline from Urana Raw Water pump station to be investigated</li> <li>Maintain watching brief of DPIE Water / WaterNSW project scope and business case justifying Yanco Weir upgrade</li> </ul>	2020-2025
WQ Risk due to Morundah plant performance	Upgrade/replace Morundah WTP. Consideration of issues listed above.	2020-2025
Supply from Southern Trunk to Western Trunk causing low pressure	Stop supply to the Western Trunk from the Southern Trunk. To be investigated with 30-year hydraulic model that includes interconnected supply systems.	by 2030
Pressure issues in Western Trunk. Capacity of Bulgary Bores and West Wagga WTP pumps insufficient	Investigate Urana WTP and the Clear Water Storage Pump to supply both Urana and Oaklands, whilst Bulgary bores supply the rest of the Western Trunk Stop supplying Western Trunk from Southern Trunk. To be investigated with 30-year hydraulic model that includes interconnected supply systems	by 2030
WQ Risk due to uncovered aeration tanks	Ongoing CapEx programme to cover all aeration basins	2020-2025
WQ Risk due to iron bacteria in Tarcutta bore	Replace Tarcutta bore 5.	2022/2023
Supply reliability risks	These issues were investigated with 30-year hydraulic model that includes interconnected supply systems with the following outcomes:  Bellevue-Glenoak <ul style="list-style-type: none"> <li>New 6.2 ML Glenoak Reservoir</li> <li>Upgrade Bellvue PS to 10.2 ML/day</li> <li>Upgrade Glenoak PS to 10.5 ML/day</li> </ul> North Wagga system <ul style="list-style-type: none"> <li>Augment capacity of the Wagga Wagga WTP from 75ML/day to 105ML/day, with around 30 ML/day transferred to the North Wagga System.</li> </ul> Estella <ul style="list-style-type: none"> <li>New 11 ML Estella Reservoir</li> <li>Upgrade Estella PS to 20.7 ML/day</li> </ul>	2037/2038 2035/2036 2029/2030   2028/2029 by 2030

Issue/Risk	Action	Timeframe
	Brucedale <ul style="list-style-type: none"> <li>New 1.5 ML Brucedale Reservoir</li> <li>Upgrade Brucedale PS to 1.5 ML/day</li> </ul>	2025/2026 by 2040
	East Bomen <ul style="list-style-type: none"> <li>New 6.0 ML East Bomen Reservoir</li> <li>Upgrade East Bomen PS to 12.0 ML/day</li> </ul>	2032/2033 by 2040
	Western trunk <ul style="list-style-type: none"> <li>Upgrade Urana WTP to 3.2 ML/day and upgrade Clear Water Storage pumps to 2.7 ML/day.</li> </ul>	2021/2022
	Oaklands and Urana <ul style="list-style-type: none"> <li>New 0.5 ML Oaklands Reservoir.</li> <li>New 1.0 ML Urana Reservoir</li> <li>Upgrade Oaklands PS to 0.7 ML/day</li> <li>New Urana Reservoir PS 1.7 ML/day</li> </ul>	after 2050 by 2030 2028/2029 by 2030
	Lockhart <ul style="list-style-type: none"> <li>New 2.5 ML Lockhart Reservoir</li> </ul>	by 2030
	The Rock <ul style="list-style-type: none"> <li>Supply from a new 2.0 ML reservoir to be constructed at The Rock, with new 1.6 ML/day PS</li> </ul>	2021/2022
	Collingullie <ul style="list-style-type: none"> <li>New 1.5 ML Collingullie Reservoir</li> </ul>	2035
	Woomargama <ul style="list-style-type: none"> <li>Replace WTP and pump station.</li> <li>Construct a second bore.</li> </ul>	2024/2025 2021/2022

### Total Asset Management Plan

Riverina Water's current Total Asset Management Plan has been updated to include the capital works for growth and improved levels of service (ILOS) identified, to address the risks. The 30-year capital works programs and the Total Asset Management Plan (TAMP) for the IWCM strategy, are presented in Figure S.2 and Figure S.3 respectively.

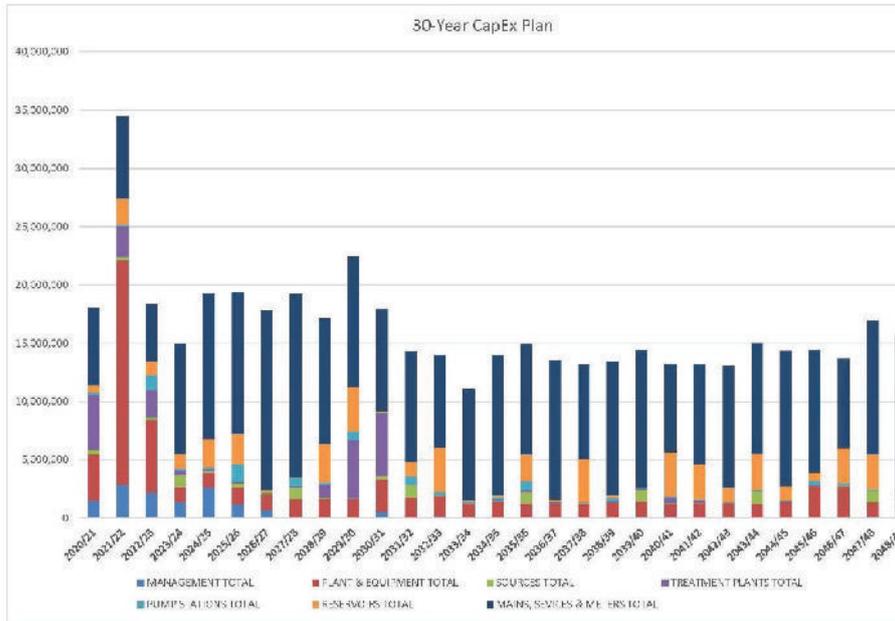


Figure S.2: 30-Year Capital Works Schedule

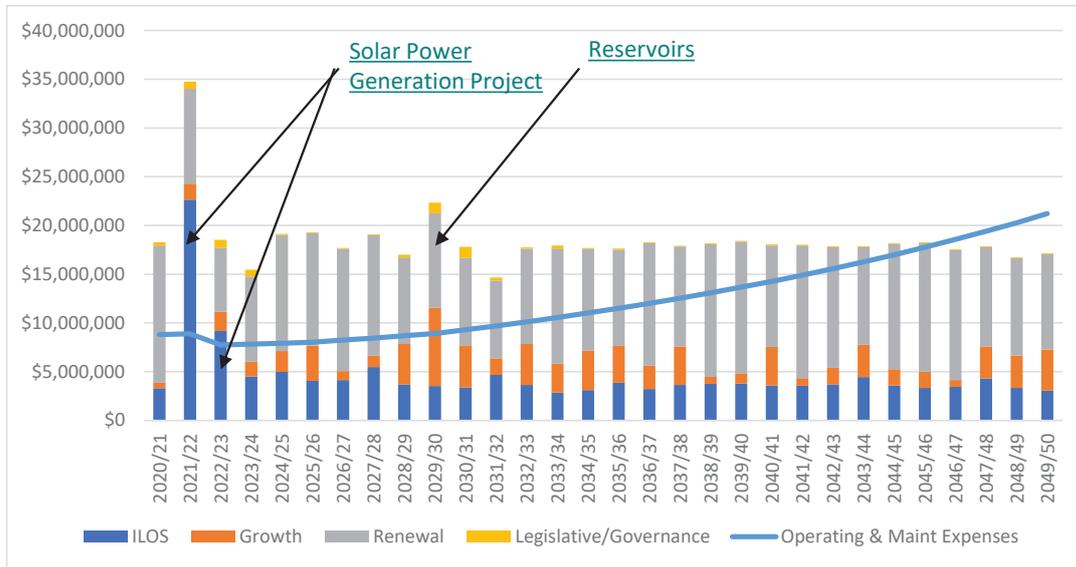


Figure S.3: 30-Year Total Asset Management Plan Expenditure

Long-term Financial Plan (LTFP)

The overall goal of financial planning is to determine the lowest, sustainable price path for the water supply services on which to base Riverina Water’s tariff structure. The plan also presents the

sensitivity of financial forecasts to possible changes in key model variables. The impact of three variables were assessed in the financial modelling. These were:

- A percentage increase in the annual Typical Residential Bill (TRB)
- The reduction in annual energy costs from the Photovoltaic (PV) energy generation project
- The forecast annual growth rate.

Riverina Water’s preferred Scenario includes a 1.5% annual increase in the TRB, \$1.3M annual reduction in energy costs and a 1.0% forecast growth rate.

The typical residential bill, levels of cash and investments, and borrowing outstanding during the forecast period are depicted in Figure S.4.

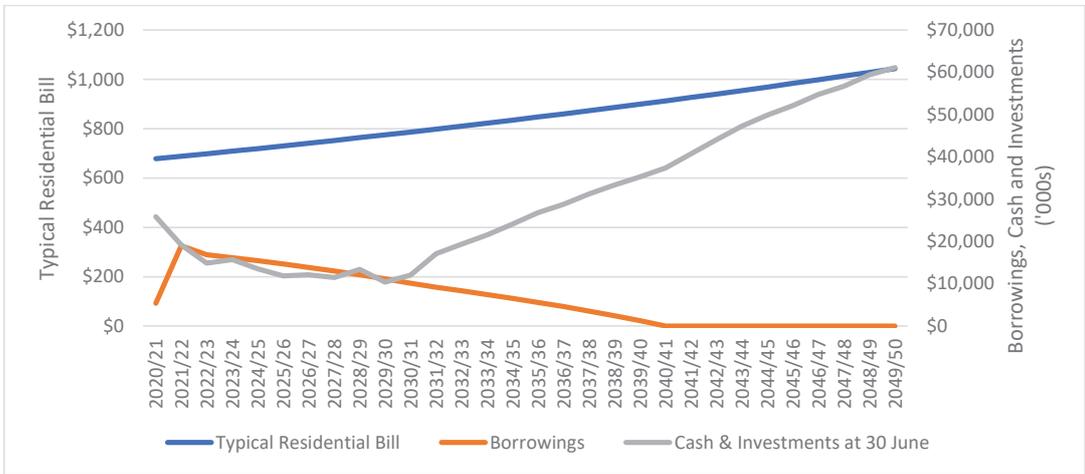


Figure S.4: Cash & Borrowing Projections 1.5% TRB increase, \$1.3m electricity reduction, 1% annual growth

The forecast Developer Charge, and its percentage of the total revenue is shown in Figure S.5.

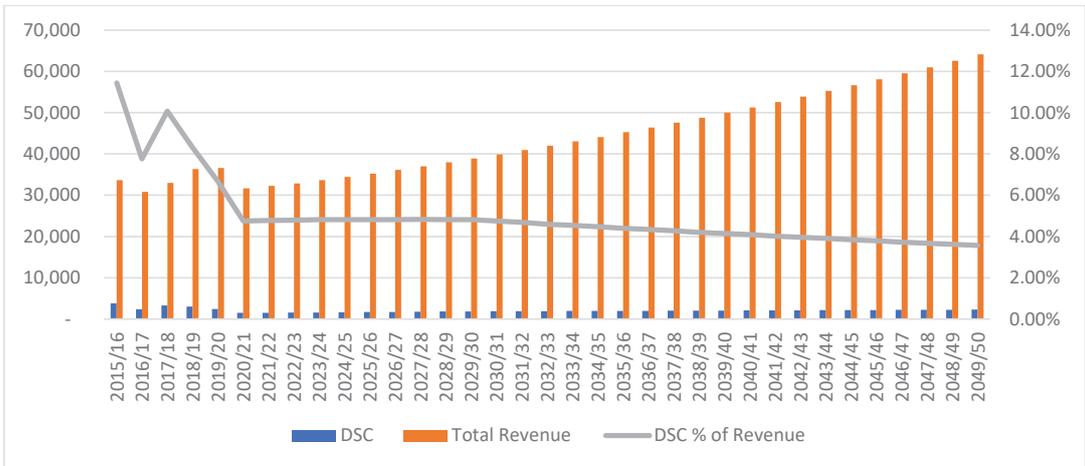


Figure S.5: Forecast Developer Charge and its percentage of total revenue

## Directory

### Headquarters

91 Hammond Avenue Wagga Wagga

### Postal address

PO Box 456 Wagga Wagga 2650

### E-mail

admin@rwcc.nsw.gov.au

### Web

www.rwcc.nsw.gov.au

### Telephone

(02) 6922 0608 (all hours)

### Office hours

8.30am to 4.30pm  
Monday to Friday

### Bank

National Australia Bank Ltd

### External auditors

NSW Audit Office

### Internal auditors

National Audits Group

### Emergency

Wagga Wagga  
**(02) 6922 0608 (all hours)**

The Rock  
**(02) 6922 0608 (all hours)**

Lockhart  
**(02) 6922 0608 (all hours)**

Uranquinty  
**(02) 6922 0608 (all hours)**

Urana/Oaklands  
**(02) 6922 0608 (all hours)**

Culcairn/Holbrook/Walla Walla  
**(02) 6922 0608 (all hours)**

## Customer information – payment facilities



### Telephone

Australia Post  
Telephone Billpay



### Billpay

Please call **13 18 16** to pay your bill using your credit card, or register to pay using your savings or cheque account from your bank, building society or credit union. Please have your water account ready as you will be required to key in payment details. **Your Billpay code and reference number is located beside the Australia Post symbol on the front of your account.** This service is available 7 days a week, 24 hours per day. **(For the cost of a local call).**



### Credit cards

Ring the **13 18 16** number as listed above.



### To pay by the internet

[www.postbillpay.com.au](http://www.postbillpay.com.au)

(Access to this option is also available via Council's Internet site listed above).



### Bpay

Phone your participating Bank, Credit Union or Building Society to make this payment from your cheque, savings or credit card account. **Your Biller Code and Reference Number is located beside the BPAY symbol located on the front of your account.**



### Mail

Send cheques to PO Box 456, Wagga Wagga with the "tear off payment slip". Keep the top portion of the account (with details of cheque etc.) for your record. No receipts will be issued unless the whole of the account is returned with the cheque.



### In person

Bring your account with you to pay at Australia Post Shops or Post Offices anywhere throughout Australia. Riverina Water County Council office at 91 Hammond Avenue, Wagga Wagga.





# R14 Delivery Program 2022/2023 - 2025/2026 and Operational Plan 2022/2023

## Organisational Area Corporate Services

**Author** Emily Tonacia, Director Corporate Services

**Summary** The draft delivery program 2023/23 to 2025/26 and draft Operational Plan for the period 1 July 2022 to 30 June 2023 is submitted for Council's consideration. In accordance with Sections 404 and 405 of the Local Government Act 1993, the draft plans must be placed on public exhibition for a period of at least 28 days.

**RECOMMENDATION** that Council, in accordance with Sections 404 and 405 of the Local Government Act 1993, place the draft Delivery Program and draft Operational Plan on public exhibition for a period of 28 days.

## Report

The draft Delivery Program 2022/23 to 2025/26 and draft Operational Plan for the period 1 July 2022 to 30 June 2023 is submitted for Council's consideration.

A workshop to assist in the development of the budget was held in February 2022. At this workshop Council looked at several options regarding pricing for 2022/23 and future years.

The consensus at the workshop was to increase consumption charges by 1.5%. The resulting total increase for the average residential customer is approximately an additional \$8 per year, or 15c per week. It was agreed that availability charges would not incur an increase, allowing customers greater opportunity to control their costs.

An increase of 1.5% has also been applied to Council's Sundry Fees and Charges, rounded to nearest 50c.

The proposed Operating Result for the 2022/23 is forecasted to be \$5,953,000. Water sales have been calculated utilising trends from previous years' consumption and predicted weather patterns and have been budgeted at 14,171 megalitres.

The proposed pricing increase is vital in ensuring the continued delivery of Council's capital works program of over the next four years which has been proposed at \$79,086,278. Of this total amount, \$18m is attributable to the Solar Pilot Plant project. To assist in the funding of this significant project, a proposed loan of \$18,000,000, directly related to the Solar Pilot Plant project has been included for 2022/23.

The 1.5% increase in consumption charges will assist ensure the ongoing financial sustainability of Council.

› **R14.1 Riverina Water Delivery Program & Operational Plan** [↓](#) 

### Financial Implications

The report, and the prior workshop, has outlined the financial implications of the likely impact of the decisions made by the Board during their consideration.

### Risk Considerations

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



**Riverina Water**  
**Delivery Program**  
**2022/2023 – 2025/2026**  
**and Operational Plan**  
**2022/2023**



All Images: Riverina Water County Council

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# 1.1 About this document

Riverina Water County Council must comply with the NSW local government Integrated Planning and Reporting Framework. To meet these obligations, we have developed a Business Activity Strategic Plan (BASP) that outlines:

- › our strategic priorities for the next 10 years, and
- › the strategies we will adopt to achieve these priorities.

This document provides additional detail on the projects, activities and actions we will deliver to achieve these strategic priorities and strategies.

It combines:

- › a Delivery Program – that outlines the principle activities we will deliver over the next four years (2022/2023 – 2025/2026)
- › an Operational Plan – that details the specific actions and projects we will undertake this year (2022/2023), and
- › our budget forecasts for the coming four years



We will engage and update our community in accordance with our Community Engagement Strategy and provide updates on our progress and achievements via:

- › 6-monthly reports against the Delivery Program, and
- › the Riverina Water Annual Report.

We will also adopt a new Operational Plan each financial year.

**Our strategies, activities and actions have been developed with regard for the social, economic and environmental needs of the communities we serve in the Southern Riverina:**

- › Wagga Wagga City Council
- › Federation Council
- › Greater Hume Council
- › Lockhart Shire Council



# 1.2 Guiding documents and plans

The IP&R Framework does not exist in isolation.

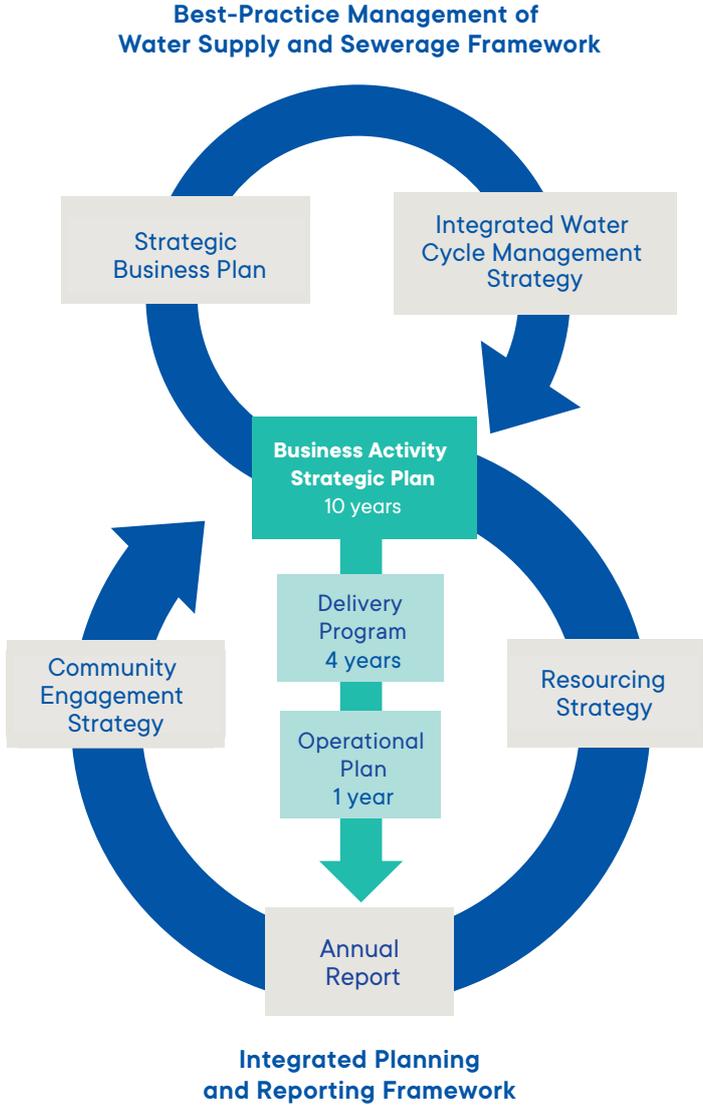
As a council responsible for water supply, Riverina Water must also comply with the requirements of the NSW Government’s Best-Practice Management of Water Supply and Sewerage Guidelines (2007).

Our Integrated Water Cycle Management Strategy (2021) sets out our 30-year strategy for delivering water in accordance with these requirements.

This DP and OP document seeks to integrate and align with these requirements.

It also seeks to align with a range of internal strategies and plans, including:

- › Asset Management Plan 2022
- › Community Engagement Strategy 2019-21
- › Demand Management Plan 2012
- › Digital Strategy 2021
- › Internal Communications Strategy 2021-23
- › Net Zero Emissions Policy 2021
- › Workforce Management Plan 2020-2024



# 1.3 Our strategic priorities

## Our people

We have a high-performance culture, achieved through accountability, diversity, respect and investment in our people.



## Our business

We strive to be an industry leader by continuously improving our operations and the management of our assets.



## Our community

We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility.



## Our focus areas

- > **Customer-centricity**  
We put customers at the heart of everything we do
- > **Innovation**  
We are a successful organisation that pursues innovation and continuous improvement at all times
- > **Sustainability**  
We are environmentally responsible, financially secure and aspire to have a positive impact on our natural world

# Delivery Program 2022/2023 – 2025/2026



# Objective 1 - Our people

We have a high-performance culture, achieved through accountability, diversity, respect and investment in our people.



<b>Strategic objective</b>	<b>We have a high-performance culture, achieved through accountability, diversity, respect and investment in our people.</b>	
<b>Strategies</b>	<b>Workforce</b>	1.1 Attract, retain and develop our people
	<b>Culture</b>	1.2 Foster diversity, inclusion, respect and gender equality at all levels of our organisation
		1.3 Create an engaging, positive, collaborative and innovative workplace culture 1.4 Build upon our strong history of safety and wellbeing
<b>Systems &amp; Practices</b>	1.5 Invest in and evolve our HR systems, processes and frameworks	

## Objective 1 - Our people

Workforce	Culture	Systems & Practices				
<b>1.1: Attract, retain and develop our people</b>						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
1.1.1. Develop and implement workforce strategies to ensure capacity, capability and readiness for future organisational requirements	Workforce strategies are developed Workforce Management Plan 2024 – 2028 is reviewed and implemented	Corporate Services	●	●	●	●
1.1.2. Continue to develop leadership skills across our organisation	Leadership development program is endorsed by Senior Exec and implemented	Corporate Services		●	●	●
1.1.3. Gear recruitment and onboarding practices towards attracting talent and inducting them into our good organisational culture	Recruitment processes and supporting HR policies are reviewed	Corporate Services			●	
1.1.4. Proactively engage in initiatives that make Riverina Water an employer of choice	Applications for advertised Riverina Water positions produce strong candidate fields	CEO Corporate Services	●		●	

Workforce	Culture	Systems & Practices				
<b>1.2: Foster diversity, inclusion, respect and gender equality at all levels of our organisation</b>						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
1.2.1. Establish programs and systems that enhance and support our commitment to diversity, equity and inclusion	Programs and systems are developed and implemented	CEO Corporate Services	●	●	●	
1.2.2. Embed our organisational values into people practices and culture to support a quality employee experience	Organisational values are updated and embedded within the organisation	CEO	●			

Workforce	Culture	Systems & Practices				
<b>1.3: Create an engaging, positive, collaborative and innovative workplace culture</b>						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
1.3.1. Collaborate with our staff and ensure strong employee engagement and communication across the organisation	Internal staff engagement strategies are reviewed and updated	Corporate Services	●	●	●	●
1.3.2. Prepare our people to embrace change based on the organisational and community needs	Change management strategies are developed and implemented	Corporate Services			●	
1.3.3. Create a value based reward system that rewards outstanding performance and fosters adequate feedback	Values based reward system is developed and implemented	Corporate Services	●			
1.3.4. Strengthen mechanisms to capture staff ideas and implement innovative or transformative business solutions	Staff engagement is embedded in project planning and employee participation is encouraged	CEO		●		

Workforce	Culture	Systems & Practices				
<b>1.4: Build upon our strong history of safety and wellbeing</b>						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
1.4.1. Prioritise employee mental health, physical health and overall wellbeing	Wellbeing program is implemented Staff survey results show improved wellbeing	Corporate Services		●		
1.4.2. Maintain a strong safety culture across the organisation	Safety obligations are well understood and adhered to	CEO	●	●		
1.4.3. Develop and monitor WHS metrics	WHS metrics are developed, monitored regularly and modifications are made where required based on the insights	CEO		●	●	●

## Objective 1 - Our people

Workforce	Culture	Systems & Practices
-----------	---------	---------------------

1.5: Invest in and evolve our HR systems, processes and frameworks						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
1.5.1. Implement and evolve fit for purpose systems, processes and frameworks	HR management framework and action plan are developed and implemented	Corporate Services	●	●	●	
1.5.2. Develop and implement Knowledge Management processes to improve efficiency and enable informed decisions	Knowledge management framework is developed and implemented	Corporate Services		●		

# Objective 2 - Our business

We strive to be an industry leader by continuously improving our operations and the management of our assets.



<b>Strategic objective</b>	<b>We strive to be an industry leader by continuously improving our operations and the management of our assets.</b>	
<b>Strategies</b>	<b>Assets &amp; Networks</b>	<ul style="list-style-type: none"> <li>2.1 Optimise our network and infrastructure</li> <li>2.2 Enhance and integrate our asset management system</li> </ul>
	<b>Technology &amp; Data</b>	<ul style="list-style-type: none"> <li>2.3 Deliver business value through digitisation with a focus on accessible and accurate information, integrated and secure services that promote agile operations</li> <li>2.4 Adopt emerging technology that increases our efficiency</li> </ul>
	<b>Operational Excellence</b>	<ul style="list-style-type: none"> <li>2.5 Improve strategic planning and accountability</li> <li>2.6 Take actions that deliver responsible financial management and ensure long term sustainability</li> <li>2.7 Improve our operations to future proof our business</li> <li>2.8 Collaborate and share our knowledge with other organisations</li> </ul>

## Objective 2 - Our business

Assets & Networks	Technology & Data	Operational Excellence				
<b>2.1: Optimise our network and infrastructure</b>						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.1.1. Supply water to all viable urban areas, villages and rural land within the County district	Reticulated water supply is available where practical and economically recoverable	Engineering	●	●	●	●
2.1.2. Ensure our water supply system is capable of meeting current and future levels of service	Regularly monitor and maintain water supply system	Engineering	●	●	●	●
2.1.3. Monitor water quality to ensure supply is in accordance with 2011 Australian Drinking Water Guidelines	Ongoing water sampling and testing	Operations	●	●	●	●
2.1.4. Monitor and manage the risks posed by PFAS in the Lachlan Aquifer in collaboration with DPIE Water	Ongoing monitoring of PFAS levels	Operations	●	●	●	●
2.1.5. Build, operate, monitor and maintain assets at least lifecycle cost, while meeting agreed levels of service	Operational costs are minimised without adversely affecting performance through the use of an asset renewal and augmentation timetable	Engineering / Corporate Services	●	●	●	●
2.1.6. Undertake a number of demand management strategies to mitigate overall consumption and peak demand pressures on the system	Apply water restrictions and management strategies when necessary	Engineering	●	●	●	●

Assets & Networks	Technology & Data	Operational Excellence
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**2.2: Enhance and integrate our asset management system and practices**

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.2.1. Implement central asset management system in ERP solution (FLOW)	Asset management register operational in FLOW	Engineering	●			
2.2.2. Develop condition ratings for all asset classes in the central asset management system	Condition ratings uploaded to system	Assets	●	●	●	
2.2.3. Integrate central asset management system with financial information	Asset management system integrated with financial system	Engineering	●			
2.2.4. Implement Esri GIS system	GIS system operational	Works	●			
2.2.5. Identify, assess and appropriately manage risks associated with asset failures	Risk management approach in place	Engineering			●	●
2.2.6. Develop and input asset maintenance schedules for major assets	All assets that require maintenance have schedules built	Engineering	●	●	●	●

## Objective 2 - Our business

Assets & Networks	Technology & Data	Operational Excellence
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**2.3: Deliver business value through digitisation with a focus on accessible and accurate information, integrated and secure services that promote agile operations**

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.3.1. Ensure secure and accurate data that is actionable and enables intelligent decision making	Accurate data supports all decision making activities of Board and Senior Executive	CEO/Corporate Services/ Engineering	●	●	●	
2.3.2. Ensure seamless and intelligent systems and processes that enable us to do our job well	100% of business processes are captured electronically	Corporate Services	●	●	●	●
2.3.3. Strengthen mechanisms to capture staff ideas and implement innovative or transformative business solutions	85% of R&D budget is expended	Corporate Services		●		
2.3.4. Riverina Water structures provide clear direction, transparency, and accountability	Staff survey	Corporate Services	●	●	●	●

Assets & Networks	Technology & Data	Operational Excellence
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#### 2.4: Adopt emerging technology to increase our efficiency

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.4.1. Implement our Net Zero policy	Net Council emissions reduced	Engineering	●	●	●	●
2.4.2. Invest in research and development (e.g. renewables)	Opportunities for investment are investigated and a business case is developed and considered	CEO		●		
2.4.3. Transition to renewable energy sources and reduce greenhouse gas emissions	Meet targets in Net Zero policy	CEO		●	●	●

Assets & Networks	Technology & Data	Operational Excellence
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#### 2.5: Improve strategic planning and accountability

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.6.1. Develop accountability tools in line with our mission and vision	Implement KPIs for the Council and its departments	CEO	●	●	●	●
2.6.2. Deliver, monitor and review plans and frameworks in line with regulatory and governance requirements	All legislative requirements are met and ARIC audits are completed	CEO	●	●	●	●

## Objective 2 - Our business

Assets & Networks	Technology & Data	Operational Excellence				
<b>2.6: Take actions that deliver responsible financial management and ensure long term sustainability</b>						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.6.1. Implement and review sound financial processes and practices	Nil management letter or all management items addressed	Corporate Services	●			
2.6.2. Ensure sufficient funds are available for long term organisational requirements	Capital and liquidity ratios	Corporate Services	●	●	●	●
2.6.3. Drive smart business decisions through proactive development and delivery of financial metrics and business insights	Management reports are provided for each meeting	Corporate Services	●	●	●	●

Assets & Networks	Technology & Data	Operational Excellence				
<b>2.7: Improve our operations to future proof our business</b>						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.7.1. Investigate sustainable and ethical procurement practices	Current state and gap analysis are completed	Finance & Sourcing	●			
2.7.2. Adopt viable circular economy practices in the planning and delivery of assets, products and services	Circular economy policy and action plan is developed and endorsed by the Board	CEO	●	●		
2.7.3. Update our water cycle and environmental management plans	Plans approved by DPIE Water	Engineering	●			
2.7.4. Protect and restore field work-sites to eliminate and prevent degradation	No soil loss or siltation and vegetation is restored	Engineering	●	●	●	●

Assets & Networks	Technology & Data	Operational Excellence
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**2.8: Collaborate and share our knowledge with other organisations**

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.8.1. Identify other organisations as benchmarks for operational excellence	Undertake benchmarking via the analysis of current data and insights available	CEO	●	●	●	●
2.8.2. Create opportunities for Riverina Water to collaborate with other industry experts	Ongoing participation in committees and conferences	CEO	●	●	●	●

# Objective 3 - Our community

We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility.



<b>Strategic objective</b>	<b>We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility.</b>	
	<b>Community Engagement</b>	<ul style="list-style-type: none"> <li>3.1 Actively support and participate in our community</li> <li>3.2 Create stronger connections with our diverse community to help deliver positive impact</li> <li>3.3 Continue to develop positive relationships with our First Nations community</li> </ul>
<b>Strategies</b>	<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>3.4 Provide exceptional customer service by tailoring and improving our systems, processes and service offers</li> <li>3.5 Understand and prepare to serve our customers of the future</li> </ul>
	<b>Civic Leadership</b>	<ul style="list-style-type: none"> <li>3.6 Share our knowledge and expertise to make a positive change in our global community</li> </ul>

Community Engagement	Customer Focus	Civic Leadership
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### 3.1: Actively support and participate in our community

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
3.1.1. Provide and support education opportunities for youth, tertiary and the wider community	Participate in at least one youth education opportunity per annum	Corporate Services	●	●	●	●
3.1.2. Strengthen opportunities to collaborate with constituent councils, JOs and industry	Annual meeting between Riverina Water CEO and Chairperson, and GM and Mayor of the constituent councils	CEO	●	●	●	●
3.1.3. Provide access to tap water in community spaces in the Riverina Water supply area	Installation of Tap2Go refill stations in consultation with constituent councils	Engineering	●	●	●	●
3.1.4. Investigate and implement ways we can invest in our community to achieve desired outcomes	Review the Community Grants Program and investigate opportunities to support our communities in the most impactful ways	Corporate Services	●	●	●	●

Community Engagement	Customer Focus	Civic Leadership
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### 3.2: Create stronger connections with our diverse community to help deliver positive impact

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
3.2.1. Drive strong community engagement through an endorsed strategy	Updated Community Engagement Strategy endorsed by Board	Corporate services	●	●	●	●
3.2.2. Improve our understanding and strengthen our connection with our diverse community	Diverse community groups are engaged to understand their needs Community Engagement Strategy is updated to reflect findings	Corporate services		●		

## Objective 3 - Our community

Community Engagement	Customer Focus	Civic Leadership				
<b>3.3: Continue to develop positive relationships with our First Nations community</b>						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
3.3.1. Develop and implement adequate strategies, frameworks and education systems to support Council's commitment to strengthening our relationship with our First Nations community	Values and viewpoints of Aboriginal peoples and communities are reflected in our operations and decisions	CEO	●	●	●	●

Community Engagement	Customer Focus	Civic Leadership				
<b>3.4: Provide exceptional customer service by understanding our customers and tailoring and improving our systems, processes and service offerings to their needs</b>						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
3.4.1. Develop and capture data regularly in regards to our customers to help us understand them, their needs and expectations	Annual customer survey is completed	Corporate Services	●	●	●	●
3.4.2. Ensure we have the best systems, processes and frameworks that reflect our commitment to our customer centricity	Review and implement a revised Customer Service Charter	Corporate Services	●	●	●	
3.4.3. Strive to support customers with sustainable pricing models that meet levels of service and both operational and infrastructure requirements.	Customer support framework is reviewed and implemented	Corporate Services	●	●	●	●

Community Engagement	Customer Focus	Civic Leadership
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### 3.5: Understand and prepare to serve our customers of the future

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
3.5.1. Collaborate with constituent councils to attract businesses and encourage supply area growth	Marketing material to support industry growth is created Annual meeting with GM and constituent council staff	CEO	●	●	●	●
3.5.2. Monitor emerging trends in customer service technology and business processes	Attend industry conferences and/or participate in industry groups	CEO	●	●	●	●

Community Engagement	Customer Focus	Civic Leadership
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### 3.6: Share our knowledge and expertise to make a positive change in our global community

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
3.6.1. Ongoing support and participation in altruistic and/or knowledge-sharing programs and initiatives	Participated in programs and initiatives that have impact broader than our local community	CEO	●			
3.6.2. Continue to provide professional input to the Federal Government	Ongoing engagement	CEO	●	●	●	●

# Operational Plan 2022/2023



# Objective 1 - Our people

We have a high-performance culture, achieved through accountability, diversity, respect and investment in our people.



Workforce		1.1 Attract, retain and develop our people					
	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>1.1.1</b>	<b>Develop and implement workforce strategies to ensure capacity, capability and readiness for future organisational requirements</b>						
1.1.1.1	Create and adopt a new workforce plan	New workforce plan created and endorsed	People & Culture			●	
1.1.1.2	Complete a full skills systems review	Skills system review completed	People & Culture		●		
1.1.1.3	Equip all staff with annual training plan - budget	Annual training plans in place for all staff	People & Culture				●
1.1.1.4	Develop and implement a professional development program	Professional development program is operational	People & Culture		●		
<b>1.1.4</b>	<b>Proactively engage in initiatives that make Riverina Water an employer of choice</b>						
1.1.4.1	Create and support flexibility in work arrangements and practices	Flexible work policy and employee guidance are implemented	People & Culture	●			

## Objective 1 - Our people

### Culture 1.2: Foster diversity, inclusion, respect and gender equality at all levels of our organisation

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>1.2.1</b>	<b>Establish programs and systems that enhance and support our commitment to diversity, equity and inclusion</b>						
1.2.1.1	Develop a Disability Inclusion Action Plan	Disability Inclusion Action Plan endorsed by Senior Executive	People & Culture		●		
1.2.1.2	Implement the Equal Employment Opportunity policy and operational plan	EEO policy and plan endorsed by Senior Executive	People & Culture		●		
<b>1.2.2</b>	<b>Embed our organisational values into people practices and culture to support a quality employee experience</b>						
1.2.2.1	Engage staff to review and refresh Riverina Water's values and embed them within the organisation	New values are endorsed by the Board	CEO	●			

### Culture 1.3: Create an engaging, positive, collaborative and innovative workplace culture

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>1.3.1</b>	<b>Collaborate with our staff and ensure strong employee engagement and communication across the organisation</b>						
1.3.1.1	Develop an internal Communications Strategy	Internal Communications Strategy is endorsed by Senior Executive and implemented	Customer & Community	●			
1.3.1.2	Continue to drive internal communications between staff on relevant platforms (e.g. Yammer)	Increased staff registration and engagement on Yammer	Customer & Community	●	●	●	●
1.3.1.3	Conduct staff surveys at least triennially, delivering on actions arising from results	All actions completed	People & Culture				●
1.3.1.4	Continue collaboration and consultation through the Staff Consultative Committee	SCC meetings are held twice yearly	CEO	●	●	●	●
<b>1.3.3</b>	<b>Create a value based reward system that rewards outstanding performance and fosters adequate feedback</b>						
1.3.3.1	Implement a reward and recognition program	Reward and Recognition program is endorsed by the Senior Executive	People & Culture		●		

## Culture

## 1.4: Build upon our strong history of safety and wellbeing

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>1.4.2</b>	<b>Maintain a strong safety culture across the organisation</b>						
1.4.2.1	Promote regular and appropriate WHS education and training to staff	WHS education is provided to staff annually	WHS		●		●
1.4.2.2	WHS policies, procedures, guidelines and frameworks are regularly reviewed (and updated as required)	Results of annual WHS review are provided to Senior Executive	WHS				●
1.4.2.3	Continue to provide systems and frameworks for managing workplace safety and rehabilitation of injured workers	Systems and frameworks are reviewed annually	WHS	●			
1.4.2.4	Improve musculoskeletal, ergonomic and workplace modification as required	All staff have access to a workplace assessment as required	WHS	●			

## Systems &amp; Practices

## 1.5: Invest in and evolve our HR systems, processes and frameworks

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>1.5.1</b>	<b>Collaborate with our staff and ensure strong employee engagement and communication across the organisation</b>						
1.5.1.1	Review current human resource policies & procedures - update existing or create new documents as required to ensure a fit for purpose framework	A review of HR policies and procedures is completed every two years	People & Culture			●	
1.5.1.2	Review the organisation structure as required by the Local Government Act	Report is presented to each incoming Board within 12 months of election	CEO	●			

## Objective 2 - Our business

We strive to be an industry leader by continuously improving our operations and the management of our assets.



## Assets &amp; Networks

## 2.1: Optimise our network and infrastructure

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.1.1</b>	<b>Supply water to all viable urban areas, villages and rural land within the County district</b>						
2.1.1.1	Investigate and respond to requests to connect	Potential new connections are provided with the information to make an informed decision	Works	●	●	●	●
2.1.1.2	Identify viable areas to supply in conjunction with forward capital works.	Viable service areas identified	Works		●	●	
2.1.1.3	Continue discussions with constituent Councils on future service delivery opportunities	Viable service delivery opportunities identified	Engineering	●	●		
<b>2.1.2</b>	<b>Ensure our water supply system is capable of meeting current and future levels of service</b>						
2.1.2.1	Identify potential system capacity deficiencies and incorporate in Capital Works Program (CWP)	Network analysis undertaken and deficiencies incorporated into CWP	Operations / Works		●	●	
2.1.2.2	Understand industrial and residential demand growth in various areas with particular regard to the Bomen Special Activation Precinct.	Implement infrastructure upgrades in advance of demand growth.	Engineering		●	●	
2.1.2.3	Implement 30-year Peak Day 'game plan' to optimise the production and transfer of supplies between the integrated water supply systems: Wagga Wagga, North Wagga and Western Trunk systems	30-year Peak Day game plan is successfully implemented	Engineering	●	●	●	●
2.1.2.4	Deliver annual adopted Capital Expenditure program	85% delivered by 30 June	Engineering				●

## Objective 2 - Our business

### Assets & Networks

### 2.1: Optimise our network and infrastructure

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.1.3</b>	<b>Monitor water quality to ensure supply is in accordance with 2011 Australian Drinking Water Guidelines</b>						
2.1.3.1	Undertake water quality testing per regulations and Drinking Water Management System	Nil Department of Health alerts Water demand and water quality results reported to DPIE	Operations / Works	●	●	●	●
2.1.3.2	Investigate and implement options to treat blue green algae	Outbreaks are appropriately managed	Operations / Works	●	●	●	●
<b>2.1.4</b>	<b>Monitor and manage the risks posed by PFAS in the Lachlan Aquifer in collaboration with DPIE Water</b>						
2.1.4.1	Monitor the risks posed by PFAS in the Lachlan Aquifer in collaboration with DPE Water	Risk of PFAS contamination is minimised	Operations	●		●	
<b>2.1.5</b>	<b>Build, operate, monitor and maintain assets at sustainable lifecycle cost, while meeting agreed levels of service</b>						
2.1.5.1	Manage assets within control appropriately	Operational costs are minimised without adversely affecting performance through the use of an asset renewal and augmentation timetable	Operations / Works / Projects / Information & Technology	●	●	●	●
<b>2.1.6</b>	<b>Undertake a number of demand management strategies to mitigate overall consumption and peak demand pressures on the system</b>						
2.1.6.1	Apply water restrictions and management strategies when necessary	PDD remains under peak capacity	Engineering		●	●	
2.1.6.2	Revise existing Demand Management Plan	Demand Management Plan is endorsed by Senior Exec and implemented	Engineering	●	●		

## Assets &amp; Networks

## 2.2: Enhance and integrate our asset management system and practices

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.2.1</b>	<b>Implement central asset management system in ERP solution (FLOW)</b>						
2.2.1.1	Implement asset management module in FLOW	AM module successfully implemented	Assets	●	●		
<b>2.2.2</b>	<b>Develop condition ratings for all asset classes in the central asset management system</b>						
2.2.2.1	Migrate existing condition ratings for pipe assets	Conditions ratings are fully migrated	Assets		●	●	
2.2.2.2	Migrate existing condition ratings for above ground assets	Conditions ratings are fully migrated	Assets			●	●
<b>2.2.3</b>	<b>Integrate central asset management system with financial information</b>						
2.2.3.1	Integrate asset management system with financial system	Integration is completed	Assets	●	●		
<b>2.2.4</b>	<b>Implement Esri GIS system</b>						
2.2.4.1	Establish Esri GIS system operations	System operations are established	Works (GISO)	●	●	●	●
2.2.4.2	Migrate existing GIS data	Existing data is migrated	Works (GISO)	●			
2.2.4.3	Cleanse data and reconnect broken links	Data cleanse and links are completed	Works (GISO)	●	●		
2.2.4.4	Commission Esri/Decommission MapInfo	Commissioning is completed	Works (GISO)				●
<b>2.2.6</b>	<b>Develop and input asset maintenance schedules for major assets</b>						
2.2.6.1	Develop and input asset maintenance schedules for major assets	All assets that require maintenance have schedules built	Assets			●	●

## Objective 2 - Our business

### Technology & Data

**2.3: Deliver business value through digitisation with a focus on accessible and accurate information, integrated and secure services that promote agile operations.**

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.3.1</b>	<b>Increase capacity for data analytics</b>						
2.3.1.1	Develop a data strategy	Data strategy is endorsed by Senior Executive	Technology & Information				●
<b>2.3.2</b>	<b>Utilise data collection and analytics tools</b>						
2.3.2.1	Implementation of Enterprise Resource Planning (ERP) program	ERP is implemented in line with project plan	CEO	●	●	●	●
2.3.2.2	Document end to end enterprise solution architecture	Architecture is documented and implemented	Information & Technology				●
<b>2.3.4</b>	<b>Riverina Water structures provide clear direction, transparency, and accountability</b>						
2.3.4.1	Develop and establish an ICT governance framework appropriate for Riverina Water usage incl. security, vendor mgmt, and risk management	ICT governance framework is implemented	Information & Technology				●
2.3.4.2	Develop and rollout an ICT services catalogue	ICT services catalogue is developed	Information & Technology				●

### Technology & Data

**2.4: Adopt emerging technology to increase our efficiency**

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.4.1</b>	<b>Implement our Net Zero Policy</b>						
2.4.1.1	Commence implementing the Net Zero Roadmap	Net Council emissions reduced	Projects	●	●	●	●

**Operational Excellence**    **2.5: Improve strategic planning and accountability**

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.5.1</b>	<b>Develop accountability tools in line with our mission and vision</b>						
2.5.1.1	Identify relevant actions from the IWCM to be included in the annual DP and OP	DP updated annually	Operations			●	
<b>2.5.2</b>	<b>Deliver, monitor and review plans and frameworks in line with regulatory and governance requirements</b>						
2.5.2.1	Annually review the Compliance Register and report to ARIC	All legislative requirements are met and ARIC audits are completed	Governance & Records		●		●
2.5.2.2	Implement new risk management and audit guidelines and practices	New guidelines and practices are implemented	Governance & Records	●	●	●	●

**Operational Excellence**    **2.6: Take actions that deliver responsible financial management and ensure long term sustainability**

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.6.1</b>	<b>Implement and review sound financial processes and practices</b>						
2.6.1.1	Undertake review of procurement framework, ensuring sustainable and ethical processes are considered	Full review of procurement framework is undertaken and action plan determined	Finance & Sourcing				●
2.6.1.2	Undertake review of Council's current policy to ensure that investments are managed to yield maximum return	Updated investment policy is adopted	Finance & Sourcing		●		
2.6.1.3	Undertake 12 monthly management report meetings per year	12 meetings are undertaken	Finance & Sourcing	●	●	●	●
<b>2.6.2</b>	<b>Annually review Council's financial planning and forecasting</b>						
2.6.2.1	Annually review Council's financial planning and forecasting	Updated financial planning is provided to the Board annually	Finance & Sourcing			●	

## Objective 2 - Our business

### Operational Excellence 2.7: Improve our operations to future proof our business

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.7.1</b>	<b>Investigate sustainable and ethical procurement practices</b>						
2.7.1.1	Review current sustainable and economic procurement practices at Riverina Water and opportunities for improvement	Review completed with future actions proposed	Manager Finance				●
<b>2.7.2</b>	<b>Adopt viable circular economy practices in the planning and delivery of assets, products and services</b>						
2.7.2.1	Assess our current economy and seek opportunities to increase circularity	Current state and gap analysis are completed	CEO				●
<b>2.7.3</b>	<b>Update our water cycle and environmental management plans</b>						
2.7.3.1	Develop Drought Management and Contingency Plan	Plan approved by DPIE Water	Operations	●	●		
2.7.3.2	Revise existing Environmental Management Plan	Environmental Management Plan is endorsed by Senior Exec and implemented	Engineering				●
<b>2.7.4</b>	<b>Protect and restore field work-sites to eliminate and prevent degradation</b>						
2.7.4.1	Undertake appropriate training for staff	No negative feedback received from customers or staff of constituent councils	Works	●	●	●	●

### Operational Excellence 2.8: Collaborate and share our knowledge with other organisations

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.8.1</b>	<b>Identify other organisations as benchmarks for operational excellence</b>						
2.8.1.1	Share information with the GM Working group for Rous County, Central Tablelands County and Goldenfields County	Improved performance on specific metrics in the annual performance reporting data released by NSW Government	CEO	●	●	●	●
<b>2.8.2</b>	<b>Create opportunities for Riverina Water to collaborate with other industry experts</b>						
2.8.2.1	Attend industry forums and conferences and deliver papers on recent successes	Attend at least two conferences per year as guest speaker	CEO		●		●

### Objective 3 - Our community

We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility.



## Objective 3 - Our community

### Community engagement 3.1. Actively support and participate in our community

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>3.1.1</b>	<b>Provide and support education opportunities for youth, tertiary and the wider community</b>						
3.1.1.1	Support opportunities for youth education initiatives	At least one education initiative is undertaken for the year	Customer & Community	●	●	●	●
<b>3.1.2</b>	<b>Strengthen opportunities to collaborate with constituent councils, JOs and industry</b>						
3.1.2.1	Have one on one meetings with Mayors and GM's of four constituent Councils	Meetings held annually	CEO			●	
3.1.2.2	Attend the meetings of Riverina JO	Council represented at each meeting of Riverina JO	CEO	●	●	●	●
3.1.2.3	Confirm membership of relevant business and community groups	Memberships renewed annually	CEO			●	
<b>3.1.3</b>	<b>Provide access to tap water in community spaces in the Riverina Water supply area</b>						
3.1.3.1	Continue program of installing one Tap2Go refill station in each constituent Council each year	4 refill stations installed every year	Works	●	●	●	●
3.1.3.2	Review the report on the outcomes of the Community Grants Program to date	Review of the Community Grants Program is conducted and way forward determined	Customer & Community		●		
3.1.3.3	Review existing practices and develop new opportunities to participate in and support our community	Framework for community involvement is developed	Customer & Community				●
3.1.3.4	Participate in community events within the Riverina Water supply area	Support at least one community event within each constituent per annum	Customer & Community	●	●	●	●

## Community engagement

**3.2: Create stronger connections with our diverse community to help deliver positive impact**

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>3.2.1</b>	<b>Drive strong community engagement through an endorsed strategy</b>						
3.2.1.1	Review and endorse the Community Engagement Strategy	Updated Community Engagement Strategy endorsed by Board	Customer & Community			●	
3.2.1.2	Implement outcomes identified in the Community Engagement Strategy	Outcomes are implemented as required	Customer & Community	●	●	●	●

## Community engagement

**3.3: Continue to develop positive relationships with our First Nations community**

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>3.3.1</b>	<b>Develop and implement adequate strategies, frameworks and education systems to support Council's commitment to strengthening our relationship with our First Nations community</b>						
3.3.1.1	Develop a Reconciliation Action Plan	Reconciliation Action Plan is endorsed by Board and implemented	CEO				●
3.3.1.2	Provide cultural awareness training to all staff	Cultural awareness training program is developed and established	People & Culture				●
3.3.1.3	Identify opportunities to engage and support our First Nations Community	Opportunities that are identified are implemented	CEO			●	

## Objective 3 - Our community

Customer focus		3.4: Provide exceptional customer service by understanding our customers and tailoring and improving our systems, processes and service offerings to their needs					
Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4	
<b>3.4.1 Develop and capture data regularly in regards to our customers to help us understand them, their needs and expectations</b>							
3.4.1.1	Undertake annual customer survey, review results and ensure any actions are captured in customer experience strategy	Annual Customer survey is undertaken			●	●	
3.4.1.2	Develop customer metrics, capture data and regularly monitor analytics to continuously improve our customer experience	At least one detailed data report is produced and metric developed				●	
<b>3.4.2 Ensure we have the best systems, processes and frameworks that reflect our commitment to our customer centricity</b>							
3.4.2.1	Develop Customer Service Charter	Research undertaken and report prepared to Exec Team			●		
3.4.2.2	Implement a customer service portal	Customer Service Portal operational				●	
<b>3.4.3 Strive to support customers with sustainable pricing models that meet levels of service and both operational and infrastructure requirements</b>							
3.4.3.1	Seek opportunities to assist financially vulnerable or at risk customer groups	Opportunities that are identified are implemented				●	
3.4.3.2	Undertake annual pricing review	Adequate price path is determined			●		

## Customer focus

## 3.5: Understand and prepare to serve our customers of the future

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>3.5.1</b>	<b>Collaborate with constituent councils to attract businesses and encourage supply area growth</b>						
3.5.1.1	Meet with staff of constituent councils as requested and actively participate in planning activities	Annual meeting with GM and constituent council staff	CEO		●		●
<b>3.5.2</b>	<b>Monitor emerging trends in customer service technology and business processes</b>						
3.5.2.1	Support attendance of staff at industry conferences and/or to participate in industry groups	Staff provide reports on outcomes of their attendance at conferences	CEO	●	●	●	●

## Civic leadership

## 3.6: Share our knowledge and expertise to make a positive change in our global community

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>3.6.1</b>	<b>Ongoing support and participation in altruistic and/or knowledge-sharing programs and initiatives</b>						
3.6.1.1	Review and confirm our relationships with third parties in relationship to our provision of overseas aid	Report to Council as required and in response to prevailing impacts of COVID-19	CEO		●		●
<b>3.6.2</b>	<b>Continue to provide professional input to the Federal Government</b>						
3.6.2.1	Seek opportunities to have "a seat at the table" on both Federal and State Government matters	Report to Council as required.	CEO	●	●	●	●

# Finance and revenue



## Recommended development servicing charges

### Urban (residential) development servicing charge

Urban - including township and village - single residential lots	Tax	Cost per lot (based on lot size)		
		<450m2	450 - 2000m2	>2000m2
Lots where developers have prepaid the fees appropriate at time of development		Nil - (note only applies for a single residence on the lot)		
Lots (not prepaid) existing prior to 01/01/1994 and 2nd or subsequent services (only where availability fees are being paid)	N	1st Service - Nil - (note only applies for a single residence on the lot) 2nd and subsequent service based on \$4,348 per E.T.		
Lots (not prepaid) created since 01/01/1994	N	\$4,348	\$4,348	\$5,218
Urban - including township and village - multiple residential units		Price for multiple units		
Lots where developers have prepaid the fees		Nil - provided correct charges have been prepaid		
Lots (not prepaid) existing prior to 01/01/1994	N	Fee applicable for newly created lots less \$4,348		
Lots (not prepaid) created since 01/01/1994				
Multi-residential lots (medium density 1-2 storey)		Developer charge per dwelling		
Dual occupancy - 1 Bedroom				
Dual occupancy - 2 Bedrooms	N	\$4,348 if lot size > 450m2 per dwelling		
Dual occupancy - 3 or more Bedrooms				
Duplex - 1 Bedroom				
Duplex - 2 Bedrooms		Units priced, as below, if lot size <450m2 per dwelling		
Duplex - 3 or more Bedrooms				
Units - 1 Bedroom	N	\$1,740		
Units - 2 Bedrooms	N	\$2,609		
Units - 3 or more Bedrooms	N	\$3,479		
Multi-residential lots (high density >2 storey)		Developer charge per dwelling		
Multi storey apartments - 1 Bedroom	N	\$1,435		
Multi storey apartments - 2 Bedrooms	N	\$2,174		
Multi storey apartments - 3 or more Bedrooms	N	\$2,914		
NOTE: The minimum Developer Servicing Charge per Lot is \$4,348				
Urban - additional costs (to be read in conjunction with the DSP)				
Lots which require significant supply mains in advance of sequential development	N	An amount calculated to recoup the cost of the supply main		

### Rural development servicing charge

Rural location	Tax	Price per service connection				
		20mm	25mm	*32mm	*40mm	*50mm
Rural pipelines **	N	\$5,218	\$5,218	\$8,548	\$13,357	\$20,870

#### Additional costs

\* The availability of a service connection greater than 25mm diameter is dependent on the capacity to supply within the reticulation network and must have Engineering Approval

\*\* If a tapping direct to Goldenfields Water County Council large diameter main is required, the customer must arrange this with GWCC. They will be a GWCC customer

### Commercial or industrial development servicing charges

Service size	Tax	<80mm	80mm	100mm (minimum 4 E.T.)	150mm	200mm
Minimum Charge	N	\$4,348	\$11,132	\$17,392	\$39,131	\$69,566

## Recommended service connection fees

### Urban service connection

Urban - including township and village - single residential/commercial/ industrial developments	Tax	Price per service connection for single unit				
		20mm	25mm	*32mm	*40mm	*50mm
Lots where developers have prepaid the fees appropriate at time of Development	N	NIL	\$569	\$1,134	\$1,890	\$2,521
All other lots including 2nd or subsequent services	N	\$1,436	\$2,005	\$2,570	\$3,326	\$3,957

\* The availability of a service connection greater than 25mm is dependent on capacity to supply with the reticulation network and must have Engineering Approval.

Urban - including township and village - multiple residential units	Tax	Price for multiple units					
		1 unit	2 units	3 units	4 units	5 units	Extra units
Lots where developers have prepaid the fees		No additional Service Connection Charge provided correct fees as per the following line have been paid					
All other lots including 2nd or subsequent services	N	\$1,436	\$1,723	\$2,010	\$2,297	\$2,548	\$287

These prices apply to multi-unit residential developments provided for by water connection(s) at any one time, and include the cost of bulk and individual meters. In the case of individual metering of strata units, the owner is responsible for internal plumbing required.

### Urban - additional costs

a) Where Baylis Street pavers need to be disturbed.	N	As per WWCC charges
b) Where the service requires a rail crossing and approval from the Railway Authorities	N	The fees and charges that rail authority imposes
c) Where the service connection generates other similar extraordinary costs	N	A fee assessed on a similar basis
Road Underboring	N	\$134 per metre

## Rural service connection

Rural location	Tax	Price per service connection				
		20mm	25mm	*32mm	*40mm	*50mm
<b>Rural pipelines **</b>	N	\$1,638	\$2,249	\$2,762	\$3,536	\$4,198
<b>Walbundrie to Rand Pipeline Urangeline/Bidgeemia Rural Scheme and other rural schemes</b>		Refer to Engineering staff regarding availability and costing for these schemes				
Some rural spur lines incur additional costs. Refer to Engineering or Customer Services Officer.						
<b>Additional costs</b>						
Where the service requires a rail crossing and approval from the Railway Authorities	N	The fees a charges that rail authority imposes				
Where the service connection generates other similar extraordinary costs	N	A fee assessed on a similar basis				
Road underboring	N	\$134 per metre				

\* The availability of a service connection greater than 25mm diameter is dependent on the capacity to supply within the reticulation network and must have Engineering Approval

\*\* If a tapping direct to Goldenfields Water County Council large diameter main is required, the customer must arrange this with GWCC. They will be a GWCC customer

## Availability charges for 2022/2023

### Availability charge per property, residential, strata unit or customer

<b>Domestic</b>	<b>Tax</b>	<b>Per Quarter</b>
Built Upon or connected Property	N	\$40
Each additional dwelling erected on each parcel of property	N	\$40
Vacant land not connected (within 225 metres or adjacent to a main) - urban only	N	\$17.50
<b>Commercial/Industrial</b>		
Built Upon or connected Property	N	\$45
Non-metered Connected Premises	N	\$90
Each Additional Strata Unit	N	\$45
<b>Other</b>		
Government Departments, including police stations, court houses, schools, staff housing, public offices, etc	N	\$45
Churches and similar "non-rateable" property	N	Usage charge only
Additional fee for separate fire service connected	N	\$45

\* Customers serviced through Goldenfields Water County Council will be charges at the relevant rate.

## Usage charges for 2022/2023

Water Tariffs \$ per kilolitre	Tax	2021/2022	2022/2023
<b>General tariff</b>			
All users (except as detailed below)	N		
First 125 kls per quarter		1.49	1.51
Balance per kilolitre per quarter		2.24	2.27
<b>Strata title units and flats</b>			
First 125 kls per quarter per unit	N	1.49	1.51
Balance per kilolitre per quarter		2.24	2.27
(For Strata complexes and Flats where units are not individually metered the total metered consumption will be evenly apportioned between units)			
<b>Industrial Tariffs</b> for processing and manufacturing industries as well as livestock marketing centres with consistent year round usage connected since 01/07/2009			
First 41 kls per month	N	1.49	1.51
Balance above 42 kls per month		2.24	2.27
Balance above 3,000 kls per month		2.24	2.27
Applicable to large scale processing and manufacturing industries as well as livestock marketing centres with consistent year round usage and specifically approved by Council.			
First 3,000 kls per month	N	1.49	1.51
Balance above 3,000 kls per month		1.49	1.51
<b>Commercial tariff</b>			
All users (except as detailed below)	N		
First 125 kls per quarter/41 kls per month		1.49	1.51
Balance per kilolitre per quarter		2.24	2.27
<b>Community facilities</b>			
Hospitals, Schools / TAFE / University	N	1.49	1.51
Parks and Gardens, Council Swimming Pools			
<b>Non-potable water</b>			
First 125 kls per quarter	N	0.74	0.75
Balance per kilolitre per quarter		1.11	1.13
<b>Metered supply to standpipe</b> agents or constituent Councils	N	2.09	2.12

<b>Supply from fixed standpipe and water filling stations</b> (Minimum charge \$10.00 when via an Agent)	N	3.30	3.35
<b>Bulk supply</b> Application of this tariff will be at the discretion of the Council	N	1.49	1.51
<b>Primary producers tariff</b> Applicable to all rural services along Council's trunk mains	N	1.49	1.51
<b>Rebates</b>			
Eligible Pensioner		\$30 per quarter	
Kidney Dialysis Machine Users		20 kls per quarter	

## Sundry fees and charges

Sundry fees and charges	Tax	2021/2022	2022/2023
Search/Enquiry Certificate Fee - s603 (as for property transfer)	N	\$85	\$90
Fee for providing information in writing, including Special meter reading	N	\$79	\$81
Formal GIPA Access Application	N	\$31	\$32
Formal GIPA Processing Fee	N	\$66 per hour	\$67 per hour
Reconnection Fee - requires new service fee	N	Appropriate connection fee	Appropriate connection fee
Reconnection Fee - new service not required	N	\$177 + cost of meter if required	\$180 + cost of meter if required
Remove Flow Restricting Device	N	\$177	\$180
Meter Repairs - s636 LG Act	Y	\$114 per hour	\$116 per hour
Meter Test Deposit	N	\$77	\$78
Test Fees for Backflow Prevention Devices			
RPZ Devices	N	\$119	\$121
Other Devices	N	\$94	\$95
Leak Detection ( Minimum 1 hour)	Y	\$114 per hour	\$116 per hour
Water Main Locating Involving Potting or Excavation	N	\$114 per hour	\$116 per hour
Dishonoured Payments Fee	N	Relevant bank fee incurred	Relevant bank fee incurred
Interest on Overdue Accounts	N	6%	6%
Written Quotation Fee	Y	\$87	\$88
Service Call	Y	\$114 per hour	\$116 per hour
Plumbing Permit including Standard Inspections	N	\$114	\$116
Additional Plumbing Inspection due to Non-Compliance	N	\$186	\$189
Non-Compliance with Water Restrictions	N	\$263	\$267
Water Filling Station Access	N	\$295	\$295

Replacement Water Filling Station Key	Y	\$60	\$60
Pressure and Flow Analysis Application Fee	N	\$183	\$186
Clearing of Shrubs and Small Bushes	Y	\$114 per hour	\$116 per hour
Repair to Damaged Water Main	N	Actual costs plus 20%	Actual costs plus 20%
Private Works	Y	Actual costs plus 20% unless a fixed quotation	Actual costs plus 20% unless a fixed quotation
Print/Copy A4 Single Sided Black and White	Y	\$0.50	\$0.50
Print/Copy A4 Single Sided Colour	Y	\$2.55	\$2.55
Print/Copy A3 Single Sided Black and White	Y	\$1	\$1
Print/Copy A3 Single Sided Colour	Y	\$3.30	\$3.30
Copy of Water Notice	Y	\$11	\$11
Copy of Financial Data on Properties	Y	\$10	\$10
Copy of 603 Certificate Administration	Y	\$11	\$11
Fee for Reallocation of Electronic Payment	Y	\$10	\$10

# Budget summary



## Financial results and projections

\$000	Forecast 2021/2022	Budget 2022/2023	Proposed 2023/2024	Proposed 2024/2025	Proposed 2025/2026
<b>Operating result</b>	4,160	5,952	6,048	7,265	7,178
<b>Increase/(decrease) Net current assets</b>	(11,754)	7,357	(11,110)	(9,184)	1,070
<b>Net current assets</b>	25,537	32,894	21,784	12,600	13,670

The 2022/23 capital works programme will be financed as follows:

	\$'000
a) Capital contributions	3,150
b) Revenue allocations	13,410
c) Loan funding and reserves	4,522
<b>Total</b>	<b>21,082</b>

Budgeted restricted cash and investments	\$'000
Asset replacement	1,857
Sales fluctuations	3,000
Employee leave entitlements	2,426
Water treatment plant	228
Revenue from water licenses	333
Unexpended loans	12,000
Unrestricted cash and investments	6,205
<b>Estimate 30th June 2023</b>	<b>26,049</b>

## Capital works plan

Description	Current year		Projected years		
	2021/2022 \$	2022/2023 \$	2023/2024 \$	2024/2025 \$	2025/2026 \$
<b>Management</b>					
Land and buildings for admin, depots and workshops	3,232,722	1,159,446	3,162,072	2,860,000	1,410,000
Plant and equipment (incl. Solar installation)	2,582,803	7,741,060	7,279,000	7,264,000	1,534,000
Intangibles	3,426,430	350,000	1,350,000	-	-
<b>Total management</b>	<b>9,241,955</b>	<b>9,250,506</b>	<b>11,791,072</b>	<b>10,124,000</b>	<b>2,944,000</b>
Sources	374,000	307,000	95,000	110,000	30,000
<b>Total sources</b>	<b>374,000</b>	<b>307,000</b>	<b>95,000</b>	<b>110,000</b>	<b>30,000</b>
Treatment plants	4,521,728	4,839,000	3,050,000	650,000	85,000
<b>Total treatment plants</b>	<b>4,521,728</b>	<b>4,839,000</b>	<b>3,050,000</b>	<b>650,000</b>	<b>85,000</b>
Pumping stations	226,000	140,000	140,000	1,985,700	1,025,000
<b>Total pumping stations</b>	<b>226,000</b>	<b>140,000</b>	<b>140,000</b>	<b>1,985,700</b>	<b>1,025,000</b>
Reservoirs	804,129	875,000	635,000	2,010,000	340,000
<b>Total reservoirs</b>	<b>804,129</b>	<b>875,000</b>	<b>635,000</b>	<b>2,010,000</b>	<b>340,000</b>
<b>Mains, services and meters</b>					
Mains	4,653,328	4,465,000	5,720,000	5,280,000	5,600,000
<b>Sub-total mains</b>	<b>4,653,328</b>	<b>4,465,000</b>	<b>5,720,000</b>	<b>5,280,000</b>	<b>5,600,000</b>
Services	1,130,403	880,000	880,000	880,000	880,000
<b>Sub-total services</b>	<b>1,130,403</b>	<b>880,000</b>	<b>880,000</b>	<b>880,000</b>	<b>880,000</b>
Meters	295,871	325,000	925,000	1,425,000	1,400,000
<b>Sub-total meters</b>	<b>295,871</b>	<b>325,000</b>	<b>925,000</b>	<b>1,425,000</b>	<b>1,400,000</b>
<b>Total mains, services and meters</b>	<b>6,079,602</b>	<b>5,670,000</b>	<b>7,525,000</b>	<b>7,585,000</b>	<b>7,880,000</b>
<b>Totals</b>	<b>21,247,414</b>	<b>21,081,506</b>	<b>23,236,072</b>	<b>22,464,700</b>	<b>12,304,000</b>

## Budgeted financial statements

Income statement	Current year		Projected years		
	2021/2022 \$'000	2022/2023 \$'000	2023/2024 \$'000	2024/2025 \$'000	2025/2026 \$'000
<b>Income from continuing operations</b>					
<b>Revenue:</b>					
Rates and annual charges	5,172	5,214	5,269	5,325	5,381
User charges and fees	22,030	24,541	24,786	25,034	25,284
Interest and investment revenue	250	200	200	200	200
Other revenues	466	339	343	346	349
Grants and contributions provided for operating purposes	225	225	225	225	225
Grants and contributions provided for capital purposes	3,958	3,150	3,195	3,241	3,287
<b>Total income from continuing operations</b>	<b>32,101</b>	<b>33,669</b>	<b>34,018</b>	<b>34,371</b>	<b>34,726</b>
<b>Expenses from continuing operations</b>					
Employee benefits and on-costs	10,741	10,530	10,717	10,931	11,150
Borrowing costs	281	1,031	912	824	731
Materials and contracts	8,739	8,348	8,515	7,386	7,559
Depreciation and amortisation	7,550	7,580	7,716	7,855	7,997
Other expenses	630	227	110	110	111
<b>Total expenses from continuing operations</b>	<b>27,941</b>	<b>27,716</b>	<b>27,970</b>	<b>27,106</b>	<b>27,548</b>
<b>Operating result from continuing operations</b>	<b>4,160</b>	<b>5,953</b>	<b>6,048</b>	<b>7,265</b>	<b>7,178</b>
<b>Net operating result for the year</b>	<b>4,160</b>	<b>5,953</b>	<b>6,048</b>	<b>7,265</b>	<b>7,178</b>
<b>Net operating result before grants and contributions provided for capital purposes</b>	<b>202</b>	<b>2,802</b>	<b>2,852</b>	<b>4,024</b>	<b>3,891</b>

## Budgeted financial statements

Balance sheet	Current year		Projected years		
	2021/2022 \$'000	2022/2023 \$'000	2023/2024 \$'000	2024/2025 \$'000	2025/2026 \$'000
<b>Assets</b>					
<b>Current assets</b>					
Cash and cash equivalents	18,734	26,049	14,932	6,170	7,132
Receivables	3,769	3,947	3,896	3,866	3,914
Inventories	3,034	2,898	2,956	2,564	2,624
<b>Total current assets</b>	<b>25,537</b>	<b>32,894</b>	<b>21,784</b>	<b>12,600</b>	<b>13,670</b>
<b>Non-current assets</b>					
Infrastructure, property, plant and equipment	341,318	354,820	370,340	384,950	389,256
Intangible assets	9,776	9,776	9,776	9,776	9,776
<b>Total non-current assets</b>	<b>351,094</b>	<b>364,596</b>	<b>380,116</b>	<b>394,726</b>	<b>399,032</b>
<b>Total assets</b>	<b>376,631</b>	<b>397,490</b>	<b>401,900</b>	<b>407,326</b>	<b>412,702</b>
<b>Liabilities</b>					
<b>Current liabilities</b>					
Bank overdraft	-	-	-	-	-
Payables	2,264	2,184	2,208	2,118	2,156
Borrowings	1,587	1,662	1,749	1,839	1,933
Provisions	4,852	4,852	4,852	4,852	4,852
<b>Total current liabilities</b>	<b>8,703</b>	<b>8,698</b>	<b>8,809</b>	<b>8,809</b>	<b>8,941</b>
<b>Non-current liabilities</b>					
Borrowings	1,847	16,758	15,008	13,169	11,236
<b>Total non-current liabilities</b>	<b>1,847</b>	<b>16,758</b>	<b>15,008</b>	<b>13,169</b>	<b>11,236</b>
<b>Total liabilities</b>	<b>10,550</b>	<b>25,456</b>	<b>23,817</b>	<b>21,978</b>	<b>20,177</b>
<b>Net assets</b>	<b>366,081</b>	<b>372,034</b>	<b>378,083</b>	<b>385,348</b>	<b>392,525</b>

<b>Equity</b>					
Retained earnings	157,004	162,957	169,006	176,271	183,448
Revaluation reserves	209,077	209,077	209,077	209,077	209,077
Council equity interest	366,081	372,034	378,083	385,348	392,525
<b>Total equity</b>	<b>366,081</b>	<b>372,034</b>	<b>378,083</b>	<b>385,348</b>	<b>392,525</b>

## Our service level promises

Reticulated water supply is to be available to all urban areas and villages within the County district, up to elevations that the reservoir systems can serve. It will also be available to land within the rural area, where supply lines exist or can be laid at a practical and economically recoverable cost.

The service connection and meter will be installed according to adopted procedures and will generally be located adjacent to or within the road reserve containing the water main. Urban domestic customers will normally be served with one meter per assessment.

### Pressure and flow

Provide pressures between 12 and 120 metres head at the water meter when service has no flow.

Provide water to each connection at an available flow rate not less than:

#### Diameter of service pipe (mm)

20	25	32	40	50
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#### Minimum flow rate (litres per minute)

20	35	60	90	160
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Trickle feed option is on an economic basis case by case.

The minimum flow rate available for rural properties may be less where elevations or operational factors limit the supply. In some situations, the flow may be restricted to 11 kl/day. In such situations or where part of the land being serviced has elevation higher than the head available, approval may be granted for a private balance tank and pressure system to be installed at the owner's cost.

Direct pumping from Council water mains is not permitted.

### Consumption restrictions in droughts

Water restrictions may be applied to encourage wise water use, to reduce excessive demand, or to conserve limited resource in time of drought.

Restrictions may also be applied at the request of NSW Office of Water or to comply with an adopted Water Sharing Plan.

The strategy will include a Level 1 Restriction during daylight savings, pricing (stepped tariff), targets for reduced demand, changes to irrigation 3.1 culture, regulations, information and rebates.

### Interruptions to supply

#### Planned

Domestic customers will receive 24 hours written notice and industrial customers will receive 7 days' written notice.

#### Unplanned

Not to occur more than 2 times per year if lasting up to 12 hours.

Not to occur more than 5 times per year if lasting up to 5 hours.

### Water for fire-fighting

Provide fire flows in reticulation systems in accordance with NSW Water Directorate Fire Flow guidelines.

A positive residual head should be maintained while supplying fire flow plus 75% of the design peak instantaneous demand.

Internal systems designed for fire-fighting purposes must recognise that direct pumping from Council water mains is not permitted.

### Potable water supply

Where it can be achieved, water quality should meet the 2011 Australian Drinking Water Guidelines, published jointly by the National Health and Medical Research Council (NHMRC) and the Natural Resource Management Ministerial Council. Some aesthetic or taste parameters may not be achieved at times in some village and rural areas.

### Response time

Response time is defined as time to have staff on site to commence rectification of problem after notification by public or Riverina Water County Council staff. Council aims to meet the following response times depending on priority.

**Priority 1** - defined as failure to maintain continuity or quality of supply to a large number of customers or to a critical use at a critical time.

1 hour (during working hours)

2 hours (after working hours)

**Priority 2** - defined as failure to maintain continuity or quality of supply to a small number of customers or to a critical user at a non-critical time.

3 hours (during working hours)

4 hours (after working hours)

**Priority 3** - defined as failure to maintain continuity or quality of supply to a single customer.

One working day.

**Priority 4** - defined as a minor problem or complaint, which can be dealt with at a time convenient to the customer and the water authority.

Within 2 weeks.

### Catastrophe

Any situation of this nature would prompt immediate action involving senior personnel and emergency services with the aim of containing and resolving the situation as quickly as possible.

### Customer complaints and enquiries of general nature

Respond to 95% of written complaints or inquiries within 10 working days.

Respond to 95% of personal complaints or inquiries within 1 working day.

*(Source: Riverina Water Strategic Business Plan and Resource Strategy for Water Supply, 2012)*

### Special customers

Certain customers may have special needs by virtue of specific health, commercial or industrial circumstances. Specific levels of service and associated charges should be negotiated with these customers.

### Customer relations

The most significant contributions to good customer relations are quality of service, good communication and responsive action.

Our customers consist of water users (most of the population and businesses), landowners, land developers, plumbers and builders.

All staff need to be empowered to deal with customers in a friendly and helpful manner. Staff who regularly have customer contact will receive appropriate training for their role.

*The Levels of Service (LOS) listed above are the primary driving force for RWCC's actions. These LOS will largely shape the objectives and requirements for operation, maintenance and provision of capital works within RWCC's water supply schemes. Achievement of target levels of service is the primary objective of the system.*

### Management of drinking water quality

As with many other NSW local water utilities, Riverina Water's management system for drinking water quality includes *NSW Health Drinking Water Monitoring Program Supplies, NSW Code of Practice for Fluoridation of Public Water Supplies, and the NSW Best-Practice Management of Water Supply and Sewerage Framework and Best Practice Management of Water Supply and Sewerage Guidelines*.

Further development of the ADWG (2011) provided a more structured risk-based approach to drinking water management and satisfies the requirement for a quality assurance program in the *Public Health Act 2010*.

The ADWG (2011) is structured into four general areas comprising of:

1. Commitment to drinking water quality management
  - › Commitment to management
2. System analysis and management
  - › Assessment of the water supply systems
  - › Preventative measures for drinking water
  - › Operational procedures and process control
  - › Verification
  - › Management of incidents and emergencies
3. Supporting requirements
  - › Training and awareness
  - › Community involvement
  - › Research and development
  - › Documentation and reporting
4. Review, evaluation and auditing
  - › Evaluating and audit
  - › Continual improvements

## Acronyms

- › BASP Business Activity Strategic Plan
- › DP Delivery Program
- › DPIE Department of Primary Industries and Energy
- › LTAAEL Long-Term Average Annual Extraction Limits
- › MoU Memorandum of Understanding
- › OP Operational Plan
- › PFAS Per- and Polyfluoroalkyl substances

## Directory

### Headquarters

91 Hammond Avenue Wagga Wagga

### Postal address

PO Box 456 Wagga Wagga 2650

### E-mail

admin@rwcc.nsw.gov.au

### Web

www.rwcc.nsw.gov.au

### Telephone

(02) 6922 0608 (all hours)

### Office hours

8.30am to 4.30pm

Monday to Friday

### Bank

National Australia Bank Ltd

### External auditors

NSW Audit Office

### Internal auditors

National Audits Group

### Emergency

Wagga Wagga

**(02) 6922 0608 (all hours)**

The Rock

**(02) 6922 0608 (all hours)**

Lockhart

**(02) 6922 0608 (all hours)**

Uranquinty

**(02) 6922 0608 (all hours)**

Urana/Oaklands

**(02) 6922 0608 (all hours)**

Culcairn/Holbrook/Walla Walla

**(02) 6922 0608 (all hours)**

## Customer information – payment facilities



### Telephone

Australia Post  
Telephone Billpay



### Billpay

Please call **13 18 16** to pay your bill using your credit card, or register to pay using your savings or cheque account from your bank, building society or credit union. Please have your water account ready as you will be required to key in payment details. **Your Billpay code and reference number is located beside the Australia Post symbol on the front of your account.** This service is available 7 days a week, 24 hours per day. **(For the cost of a local call).**



### Credit cards

Ring the **13 18 16** number as listed above.



### To pay by the internet

[www.postbillpay.com.au](http://www.postbillpay.com.au)

(Access to this option is also available via Council's Internet site listed above).



### Bpay

Phone your participating Bank, Credit Union or Building Society to make this payment from your cheque, savings or credit card account. **Your Biller Code and Reference Number is located beside the BPAY symbol located on the front of your account.**



### Mail

Send cheques to PO Box 456, Wagga Wagga with the "tear off payment slip". Keep the top portion of the account (with details of cheque etc.) for your record. No receipts will be issued unless the whole of the account is returned with the cheque.



### In person

Bring your account with you to pay at Australia Post Shops or Post Offices anywhere throughout Australia. Riverina Water County Council office at 91 Hammond Avenue, Wagga Wagga.



# R15 Community Grants Program 2021-22: Lockhart Shire Council

## Organisational Area Corporate Services

**Author** Josh Lang, Customer and Communications Team Leader

**Summary** Applications for Riverina Water's Community Grants Program 2021/22 have been assessed and the successful projects are presented in this report with a recommendation for approval by the Board.

**RECOMMENDATION** that Council approve the successful Lockhart Shire Council applications for the Community Grants Program 2021/22 as detailed in the report totalling \$80,499.87

## Report

Riverina Water's Community Grants Program 2021-22 opened in January, with 84 total applications received. Of this, 72 were eligible for assessment.

Across the four constituent councils, \$465,146.02 is being awarded to 47 community initiatives across the supply area.

A total of \$100,000 in funding was available in Lockhart Shire Council across the three grants categories. Six eligible applications were received, with all recommended to be awarded funding.

The assessment panel consisted of Riverina Water Chairperson Cr Tim Koschel, Cr Gail Driscoll and Lockhart Shire Council Tourism and Economic Development Officer Matthew Holt.

## Successful grant applications

### Water Conservation

Funding available: \$20,000

Funding approved: \$8265

There was one eligible application, which received additional funding than requested as there were unexpended funds. Additional unexpended funds were rolled over into other categories.

Applicant	Project description	Funding approved
Explorers Rifle Club Lockhart	Installation of rainwater tanks and pumps	\$8265

### Arts and Culture

Funding available: \$25,000

Funding awarded: \$7319.36

There was one eligible application, which received full funding. Unexpended funds were rolled over into other categories.

Applicant	Project description	Funding approved
<b>Harold Gretton (Auspiced by Riverina Conservatorium of Music)</b>	Classical music tour and school workshops	\$7319.36

#### Community Projects and Facilities

Funding available: \$55,000

Funding awarded: \$64,915.51

There were four eligible applications, which received full funding.

Applicant	Project description	Funding approved
<b>The Rock Recreation Ground</b>	Shade sail for playground	\$20,000
<b>Greens Gonyah Museum</b>	Fencing for museum site	\$5414.11
<b>Lockhart and District Little Athletics Club</b>	Water tank to allow the grounds to be used year-round	\$20,000
<b>The Rock Showground Management Committee</b>	Fully enclose existing shed and lay concrete to connect the shed and pavilion	\$19,501.40

#### **Financial Implications**

As the grants program is under review, unexpended funds cannot be rolled over into the next program.

#### **Risk Considerations**

<b>Community Partnerships</b>	
Accept	When considering options for community partnerships or external party relationships, Council may choose to accept risks to maximise potential benefits to Council and the community.

# R16 Community Grants Program 2021-22: Greater Hume Council

## Organisational Area Corporate Services

**Author** Josh Lang, Customer and Communications Team Leader

**Summary** Applications for Riverina Water's Community Grants Program 2021/22 have been assessed and the successful projects are presented in this report with a recommendation for approval by the Board.

**RECOMMENDATION** that Council approve the successful Greater Hume Council applications for the Community Grants Program 2021/22 as detailed in the report totalling \$100,000

## Report

Riverina Water's Community Grants Program 2021-22 opened in January, with 84 total applications received. Of this, 72 were eligible for assessment.

Across the four constituent councils, \$465,146.02 is being awarded to 46 community initiatives across the supply area.

A total of \$100,000 in funding was available for Greater Hume Council supply area across the three grants categories. Ten eligible applications were received, with eight awarded funding.

The assessment panel consisted of Riverina Water Chairperson Cr Tim Koschel, Cr Doug Meyer OAM and Greater Hume Council Director Corporate and Community Services David Smith.

## Successful grant applications

### Water Conservation

Funding available: \$20,000

Funding approved: \$0

No applications were received for this category. Unexpended funds were rolled over into other categories.

### Arts and Culture

Funding available: \$25,000

Funding awarded: \$7502.34

There was one eligible application, which received full funding. Unexpended funds were rolled over into other categories.

<b>Applicant</b>	<b>Project description</b>	<b>Funding approved</b>
<b>Harold Gretton (auspiced by Riverina Conservatorium of Music)</b>	Classical music tour and school workshops	\$7502.34

#### Community Projects and Facilities

Funding available: \$55,000

Funding awarded: \$92,497.66

There were nine eligible applications, with seven receiving funding. One applicant received additional funding due to a small amount of unexpended funds after assessment.

<b>Applicant</b>	<b>Project description</b>	<b>Funding approved</b>
<b>Walla Walla Community Development Committee</b>	Next stage of Walla Fitness Park project – installing shade sails	\$11,862.93
<b>Henty Creative Gallery</b>	Split system to make space useable year-round	\$5000
<b>Holbrook Sporting Complex</b>	Coolroom for the sporting complex's multipurpose community building	\$12,000
<b>Holbrook Submarine Museum</b>	Install military-style lighting and repaint the submarine	\$18,362
<b>Henty Respite Limited</b>	Assist with landscaping project for Avondale Place	\$20,000
<b>Holbrook Anglican Church</b>	Split system air-conditioning unit to make space useable year-round	\$8000
<b>Holbrook Amateur Swimming Club</b>	Storage for club equipment	\$17,272,73

Details of unsuccessful applications will be tabled at the meeting.

#### **Financial Implications**

Nil

**Risk Considerations**

<b>Community Partnerships</b>	
Accept	When considering options for community partnerships or external party relationships, Council may choose to accept risks to maximise potential benefits to Council and the community.

# R17 Community Grants Program 2021-22: Federation Council

## Organisational Area Corporate Services

**Author** Josh Lang, Customer and Communications Team Leader

**Summary** Applications for Riverina Water's Community Grants Program 2021/22 have been assessed and the successful projects are presented in this report with a recommendation for approval by the Board.

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**RECOMMENDATION** that Council approve the successful Federation Council applications for the Community Grants Program 2021/22 as detailed in the report totalling \$84,646.15

## Report

Riverina Water's Community Grants Program 2021-22 opened in January, with 84 total applications received. Of this, 72 were eligible for assessment.

Across the four constituent councils, \$465,146.02 is being awarded to 46 community initiatives across the supply area.

A total of \$100,000 in funding was available in Federation Council across the three grants categories. Five eligible applications were received with all awarded funding.

The assessment panel consisted of Riverina Water Chairperson Cr Tim Koschel, Cr Pat Bourke and Federation Council General Manager Adrian Butler.

## Successful grant applications

### Water Conservation

Funding available: \$20,000

Funding approved: \$0

No applications were received for this category. Unexpended funds were rolled over into other categories.

### Arts and Culture

Funding available: \$25,000

Funding awarded: \$7757.06

There was one eligible application, which received full funding. Unexpended funds were rolled over into other categories.

Applicant	Project description	Funding approved
<b>Harold Gretton (Auspiced by Riverina Conservatorium of Music)</b>	Classical music tour and school workshops	\$7557.06

### Community Projects and Facilities

Funding available: \$55,000

Funding awarded: \$77,089.09

There were four eligible applications, which received full funding.

Applicant	Project description	Funding approved
<b>Urana Progress Association</b>	Containers to expand the Urana Courthouse Museum exhibitions	\$20,000
<b>Morundah Community Committee</b>	Water infrastructure for team yarding events	\$20,000
<b>Urana Arts</b>	Reactivating the Urana Soldiers Hall as a community centre for film screenings, exhibitions and workshops	\$17,089.09
<b>Waterfront Fitness Urana</b>	Next stage of landscaping at Waterfront Pavilion and Fitness area	\$20,000

### **Financial Implications**

As the grants program is under review, unexpended funds cannot be rolled over into the next program.

### **Risk Considerations**

<b>Community Partnerships</b>	
Accept	When considering options for community partnerships or external party relationships, Council may choose to accept risks to maximise potential benefits to Council and the community.

# R18 Community Grants Program 2021-22: Wagga Wagga City Council

## Organisational Area Corporate Services

**Author** Josh Lang, Customer and Communications Team Leader

**Summary** Applications for Riverina Water's Community Grants Program 2021/22 have been assessed and the successful projects are presented in this report with a recommendation for approval by the Board.

**RECOMMENDATION** that Council approve the successful Wagga Wagga City applications or the Community Grants Program 2021/22 as detailed in the report totalling \$200,000

## Report

Riverina Water's Community Grants Program 2021-22 opened in January, with 84 total applications received. Of this, 72 were eligible for assessment.

Across the four constituent councils, \$465,146.02 is being awarded to 46 community initiatives across the supply area.

A total of \$200,000 in funding was available for the Wagga Wagga City Council across the three grants categories. Fifty-one eligible applications were received, with 27 awarded funding.

The assessment panel consisted of Riverina Water Chairperson Cr Tim Koschel, Cr Georgie Davies and Wagga Wagga City Council Community Services Manager Madeleine Scully.

## Successful grant applications

### Water Conservation

Funding available: \$40,000

Funding approved: \$39,491.36

Seven eligible applications were received. Five applications were successful in receiving funding. Unexpended funds were rolled into other categories.

Applicant	Project description	Funding approved
Lillier Lodge	Upgrade of water irrigation system to make it water wise	\$7086.36
Riverina Environmental Education Centre	Cultural land management garden	\$8000

<b>Wagga Wagga Netball</b>	Water bottle refill and drinking fountain station at Exhibition Centre netball precinct	\$5000
<b>Pro Patria Centre</b>	Upgrade irrigation system for kitchen garden project	\$9405
<b>Kurrajong Waratah</b>	Water bottle refill stations at Hildasid Farm	\$10,000

### Arts and Culture

Funding available: \$50,000

Funding awarded: \$50,470

There were 14 eligible applications, with 10 receiving funding.

<b>Applicant</b>	<b>Project description</b>	<b>Funding approved</b>
<b>Uranquinty Preschool</b>	First Nations art project with preschool children	\$7500
<b>Nicole McHenry</b>	Three local artists using wool stories as inspiration	\$2600
<b>Freeroam Theatre</b>	Production of two Australian plays	\$7500
<b>Riverina Conservatorium of Music</b>	Christmas community concert	\$6470
<b>NSW STARTTS</b>	Multicultural Youth Art Group	\$9600
<b>Elaine Camlin Artist</b>	Print making workshops	\$4800
<b>Friends of the Wagga Wagga Art Gallery</b>	Mandala workshops	\$3000
<b>North Wagga Public School</b>	Art project centred on waterways and floodplain	\$2000
<b>Greg Pritchard</b>	Murrumbidgee River audio tour	\$5000
<b>Generocity Church Wagga Wagga</b>	Mural project	\$2000

### Community Projects and Facilities

Funding available: \$110,000

Funding awarded: \$110,038.64

There were 30 eligible applications, with 12 receiving funding.

<b>Applicant</b>	<b>Project description</b>	<b>Funding approved</b>
<b>Oura Progress Association</b>	Covered pergola for community centre	\$13,736.36
<b>Ozfish</b>	Trailer to support clean up and habitat restoration activities	\$7708.50
<b>The Bike Canteen</b>	Refurbish bikes and provide them to community members to improve social connection	\$6705
<b>Galore CWA</b>	Split system air conditioner to make community space useable year-round	\$20,000
<b>Cancer Patients Foundation</b>	Look Good, Feel Better workshops to support cancer patients	\$5454.54
<b>Sunflower House</b>	Renovate and reseal floors	\$6760
<b>South Wagga Rotary Club</b>	Rocky Hill Regeneration Project	\$5965.94
<b>Generocity Church</b>	Equipment to establish Op Shop in Koorungal	\$16,008.30
<b>Northcott</b>	Accessible sensory garden	\$7200
<b>Tolland Wolves FC</b>	Full size moveable goal to increase training capacity	\$6000
<b>Tarcutta CWA</b>	Solar panels	\$6500
<b>Taster Property</b>	Establish an Indigenous garden	\$8000

Details of unsuccessful applications will be tabled at the meeting.

### **Financial Implications**

Nil

**Risk Considerations**

<b>Community Partnerships</b>	
Accept	When considering options for community partnerships or external party relationships, Council may choose to accept risks to maximise potential benefits to Council and the community.

## R19 Award Negotiation Update

**Organisational Area** Chief Executive Officer

**Author** Andrew Crakanthorp, Chief Executive Officer

**Summary** Council's Enterprise Award expires in June 2022 and this report provides an update on the negotiations for the next three year Award which will commence on 1 July 2022.

**RECOMMENDATION** that Council

- a) agrees to enter into an Enterprise Award for a period of three years with wage increases as follows:
  - 3.0% effective 1st July 2022,
  - 3.0% effective 1st July 2023 and
  - 3.0% effective 1st July 2024;
- b) authorise the CEO to agree to the other changes as detailed in the report
- b) authorise the CEO to prepare and submit the new Award and affix the Council seal to the documents at the appropriate time.

### Report

Council entered into its first Enterprise Award with the New South Wales Local Government Clerical, Administrative, Energy, Airlines and Utilities Union (USU), The Electrical Trades Union of Australia, New South Wales Branch; and the Association of Professional Engineers, Scientists and Managers, Australia in 1997, with the current award expiring on 30 June 2022.

The Enterprise Award requires that negotiations for a replacement award commence three months prior to the nominal expiry date. Negotiations commenced in February 2022. The Director Engineering, Director Corporate Services and CEO met via three formal meetings with union organisers and staff delegates during that period.

As a result of these meetings, it has been agreed that the next Enterprise Award should also be for a period of three years, expiring on 30 June 2025. Some minor amendments to wording and provisions have been put forward without significant contention. These amendments mainly involved changing the wording of several clauses to bring them in line with the Local Government (State) Award 2019.

The major considerations were the rates of pay and allowances with the unions proposing allowances and pay rate increases as follows:

Up to 4% to apply from 1 July 2022

Up to 4% to apply from 1 July 2023

Up to 4% to apply from 1 July 2024

In addition, Council management did attempt to remove or amend some clauses regarding the payment of the annual Loyalty Bonus and also to bring in a Clause from the State Award that would assist Council management manage large accruals of Long Service Leave. The Unions and their members rejected these changes and management adjusted its "rates of pay" offer to 9% over three years.

Other changes agreed to by the parties included:

- Improving the provisions around parental leave (increased the entitlement from 5 days to 10 days)
- Increased the leave available for all staff for domestic violence leave from 10 days to 15 days
- Improving the provisions around defence leave and emergency services leave – these types of leave have been added to the new Award
- Payment of superannuation for staff while on unpaid maternity leave

The USU sought to negotiate that those staff employed for 38 hours a week be transferred to a 35-hour week. Council management rejected this request, and the parties are contemplating setting up a working group to consider this issue and reach a position on the request by June 2024.

The Local Government (State) Award 2020 provided a 5.5% increase for the three-year agreement that concludes in June 2023. While any variations in the 2020 State Award are yet to be negotiated, it is believed that the unions will be tabling a log of claims similar to that lodged with Riverina Water, including a 12% increase over three years.

The previous Riverina Water Award provided an increase of 9% over three years and the 2020 Goldenfields Water Enterprise Award provided an increase of 9% over three years and it concludes in June 2023. It is expected that the outcome of the new State Award negotiations (2020) will be closer to 7.5% over three years.

The overall negotiation between the four parties was undertaken in the spirit of collaboration and mutual respect for the competing interests of the parties. The offer I have tabled recognises and rewards staff for their dedication to our customers. The customer satisfaction survey consistently provides positive feedback on the high levels of customer service.

### **Financial Implications**

The recommended salary increases have been factored into the Council forward budgets and the 2022/23 Operational Plan and beyond. The cost of the 3% increase in each year is \$313,528 which is able to be funded from current revenue sources and not impact negatively on the Council's Long Term Financial Plan and ongoing financial sustainability.

**Risk Considerations**

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

# R20 Statecover General Managers Annual Report 2020-2021

**Organisational Area** Chief Executive Officer

**Author** Andrew Crakanthorp, Chief Executive Officer

**Summary** This report provides an analysis of the Workers Compensation & Safety Performance 2020/2021 Report prepared for Council General Managers by StateCover Mutual

**RECOMMENDATION** that Council notes the results of the StateCover Annual Workers Compensation and Safety Performance Report for 2020/21.

## Report

The Annual Workers Compensation and Safety Performance Report for 2020/2021 contains details on Council's overall safety performance and the management of workplace risk. The report also provides performance rates for the broader mutual scheme, which indicates how Riverina Water is tracking against other organisations. A copy of the report is attached.

*Premium Rate:* The premium rate decreased 2.28% in 2019/20 to 1.87% for 2020/21. This is a direct result of the reduced cost of claims for the past 3 years following earlier years where Council experienced several costly claims.

*Average Cost of Claims:* There was an increase in Council's costs of claims to \$9,415 which still compares favourably to the average cost for all StateCover Council claims at \$14,433.

*Claim Frequency Rate (per 100 employees):* Decreased significantly 8.57 in 2019/20 to 2.65 in 2020/21.

*Claim Frequency Rate (per \$1m in wages):* Also decreased significantly from 0.83 in 2019/20 to 0.25 in 2020/21.

*Injury Types/Cause of Injury:* Due to the nature of the tasks performed at Riverina Water, once again the main injury types were sprains/strains, Abdominal/hernia and fracture. On a pleasing note, there were only three claims – one in each category.

*Injury Reporting Timeframe:* The results in this category increased 78% in 2019/20 to 100% in 2020/21. A good result and a result of a concerted effort by the WHS Officer to improve this metric.

*WHS Self Audit Results:* Decreased from 91.4% in 2018/19 to 55% in 2020/21 – primarily due to a new member of staff completing the survey and arguably being more honest and applying more rigour.

The reference to the “BTP Category” on page 16 and beyond refers to Basic Tariff Premium and is the calculation of wages x WorkCover Industry Classification (rate).

Essentially, the BTP Category comparison data is a comparison to Councils of a similar size and annual payroll expense to Riverina Water.

› **R20.1 Statecover General Manager Annual Report 2020-2021** [↓](#) 

**Financial Implications**

Council has received advance notice of its indicative premium for 2022/23 which is \$247,000. This is a significant reduction on the premium for 2021/22 which was \$347,000. The budget for 2022/23 has been set at \$275,000 as there can be some year-end adjustments made by StateCover based on the actual wages expense incurred by Council.

The reduced premium is a direct result of fewer claims and the reduced costs associated with those claims.

**Risk Considerations**

<b>Work Health and Safety</b>	
Avoid	Council will avoid taking any risks that could result in accident, injury or illness to our staff, councillors, contractors, visitors or members of the public.



# General Manager's Report

2020 - 2021  
Workers Compensation and  
Safety Performance

Riverina Water County Council



# Contents

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2	Mutual Value Accreditation	6	Cause of Injury	10	Average Claims Cost	14	Looking Ahead
3	Mutual Value Creation	7	Injury Types	11	Premium Rate	15	StateCover Mutual Seminar 2021
4	Mutual Performance	8	Claim Frequency	12	WHS Self-Audit		

# Foreword

*The 2020/21 StateCover Mutual Member Seminar was a personal highlight. This event brought us together, strengthened our connections, and demonstrated the commitment we all have to the safety and wellbeing of local government employees. It was hugely satisfying sharing knowledge and experiences for both myself and the StateCover Team.*



LINDA BOSTOCK CEO/MD



Dear Andrew

Welcome once again to Riverina Water County Council's annual General Manager's Workers Compensation and Safety Performance Report for 2020/2021.

The COVID-19 related challenges that commenced early last year continued throughout 2021 and look set to see out the rest of this year. Nevertheless, there are always positives, and this year was no different with many achievements for us to celebrate. These include the:

- official accreditation of StateCover's mutual value framework by the Business Council of Cooperatives and Mutuals, recognising our commitment to Members and 20 years of creating mutual value
- successful delivery of our Member-only biennial StateCover Mutual Seminar, with record attendance
- launch of our Introductory and Advanced RTW courses, tailored to local government
- significant investment in initiatives to improve psychological injury claim outcomes, delivering a 16% improvement in psychological injury RTW rates
- \$3M in premium savings, and a return of \$7M in surplus funds to Members to support investment in safer workplaces
- continued Member loyalty with 100% Member retention.

The StateCover team remain committed to supporting your Council, and we are always looking for ways to do this better. One of the mechanisms to obtain your valued opinion in this respect, is through our biennial Member Satisfaction Survey. Shortly you will be receiving an invitation to complete the survey and I strongly urge you to spare a few minutes to help inform the strategic direction of the Mutual.

Thank you for your ongoing support of StateCover and the team. We look forward to seeing you in person as soon as it is safe to do so.

Kind regards

*Linda Bostock*



# Mutual Value





# Mutual Value Accreditation

StateCover's Mutual Value Framework has been awarded official accreditation by the Business Council of Co-operatives and Mutuals, recognising our commitment to Members and 20 years of creating mutual value.

This is a significant acknowledgement and serves to reinforce that StateCover's soul purpose is to create mutual value for our Members and the communities they serve.

StateCover is one of just four organisations Australia-wide to receive this inaugural accreditation.

The award uses an industry-developed methodology with regard for the unique characteristics of member-owned organisations like StateCover, and measures their total value creation.



Page 4



# Mutual Value Creation

Page 5



## Financial

\$7.23M in Safety & Wellbeing Incentives.  
\$3M in premium savings.  
\$350k invested in psychological injury prevention programs.



## Education and training

StateCover Mutual Seminar 2021 attended by 175 Member delegates.

93 training sessions delivered, with almost 2,000 attendees, including:

- RTW Coordinator Induction Training for 50 Members
- RTW Coordinator Advanced Training in Psychological Injuries for 46 Members.



## Personalised service

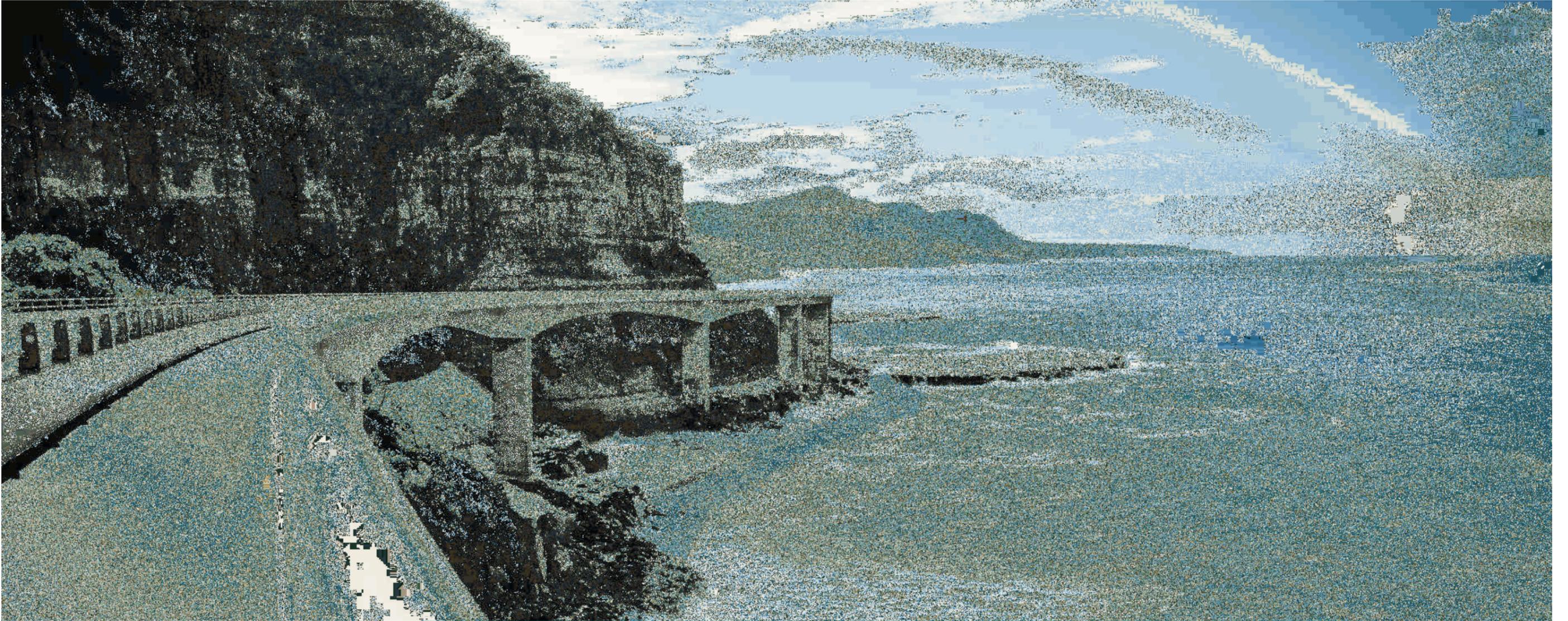
1,207 virtual and in-person Member visits.



## Member satisfaction

95% of participants at the StateCover Mutual Seminar 2021 would be interested in attending the next Seminar.

93% of injured workers were satisfied and felt supported by StateCover during their recovery, RTW and claims process.



# Mutual Performance

# Mutual Performance

## Wellbeing

10,475 workers reached by our wellbeing services



2020/21 saw over:

- 2,900 flu vaccinations administered
- 1,400 skin checks completed
- 1,800 workers utilising Uprise EAP
- 3,000 workers using the Wellbeing Check Tool.

## WHS self-audit

74.5% average overall score  
score stable over last 3 years



51% of Members have reported improved management of safety performance over the past 12 months.

## Injuries reported in 48 hours



83% of injuries were reported to StateCover in the required 48-hour timeframe, up from 82% last year, supporting improved RTW rates.

# Mutual Performance

## Claim frequency

0.76 claims per \$1M of council wages



- 0.76 claims per \$1M of council wages in 2020/21.
- claim frequency has remained stable over the past 3 years.

## New claims

2,317 in 2020/21



- 2,317 new claims lodged in 2020/21, a 9.5% increase over 2019/20.
- this increase was driven by new Members and psychological injury claims, which have increased by 54% compared to 2019/20.

## Liability decision timeframes



- 99% of liability decisions, where provisional liability or reasonable excuse were initially applied, were made within 7 days.
- 94% of initial complete liability decisions were made within 7 days.

# Mutual Performance

## Return to work

81% within 4 weeks  
16% better than scheme



- 81% of injured workers returned to work within 4 weeks.
- 90% returned to work within 13.
- 91% returned to work within 26.
- 52% of workers with a psychological injury returned to work within 4 weeks, an improvement of 16% in 12 months.

## Finalised claims

2,209 in 2020/21



- 2,209 claims finalised in 2020/21, a 9% increase over 2019/20.
- 53% of claims in 2020/21 finalised within 12 months of date of injury.

## Member retention



- 100% Member retention.
- 1 new Member joined in 2020/21.



# Council Performance



# Cause of Injury

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*"Everyone thought the Health and Safety Committee Training was great and tailored to Council."*

Member Feedback, 2021

# Cause of Injury

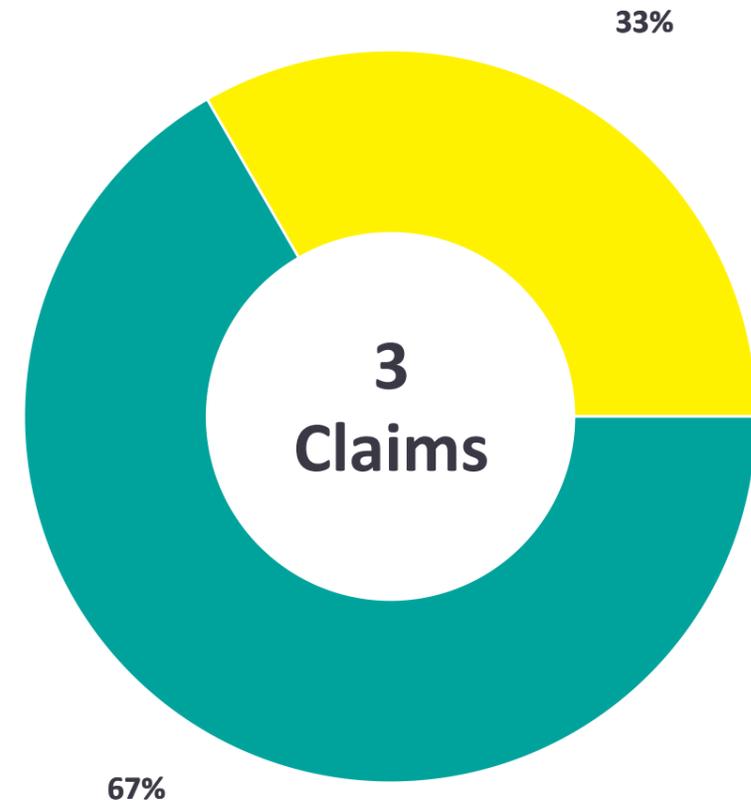
## WHAT THIS TELLS YOU

This graph illustrates the proportion of Council's claims by cause of injury over the past year. Understanding the cause of injury can assist Council target its injury prevention efforts to improve overall workplace safety.

It is noted, however, that many injury types and their causes relate to historic WHS practices rather than those that are in place today e.g. industrial deafness.

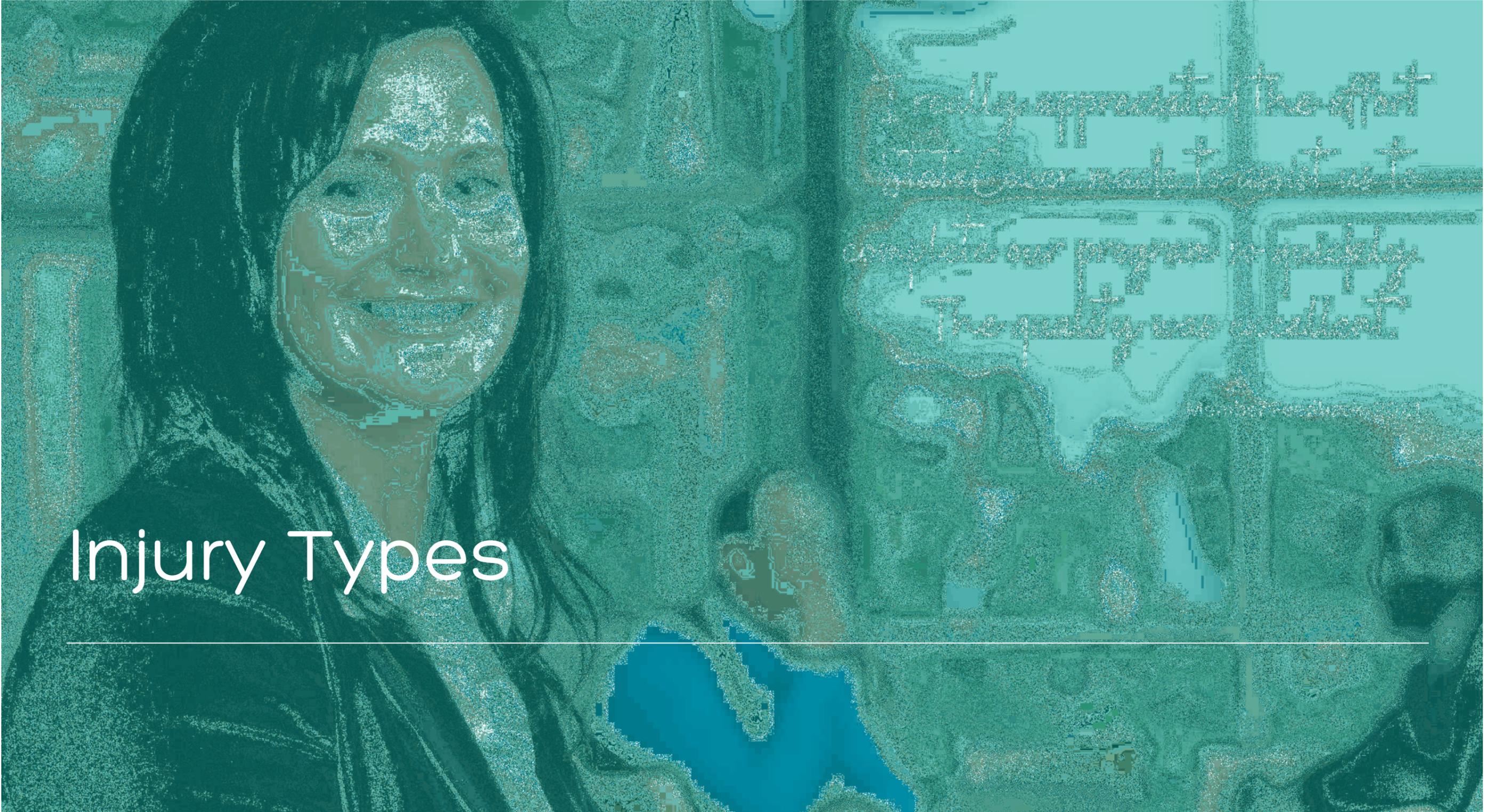
For mental stress claims the major reported causes are:

- work related harassment and/or workplace bullying
- work pressure
- exposure to a traumatic event.



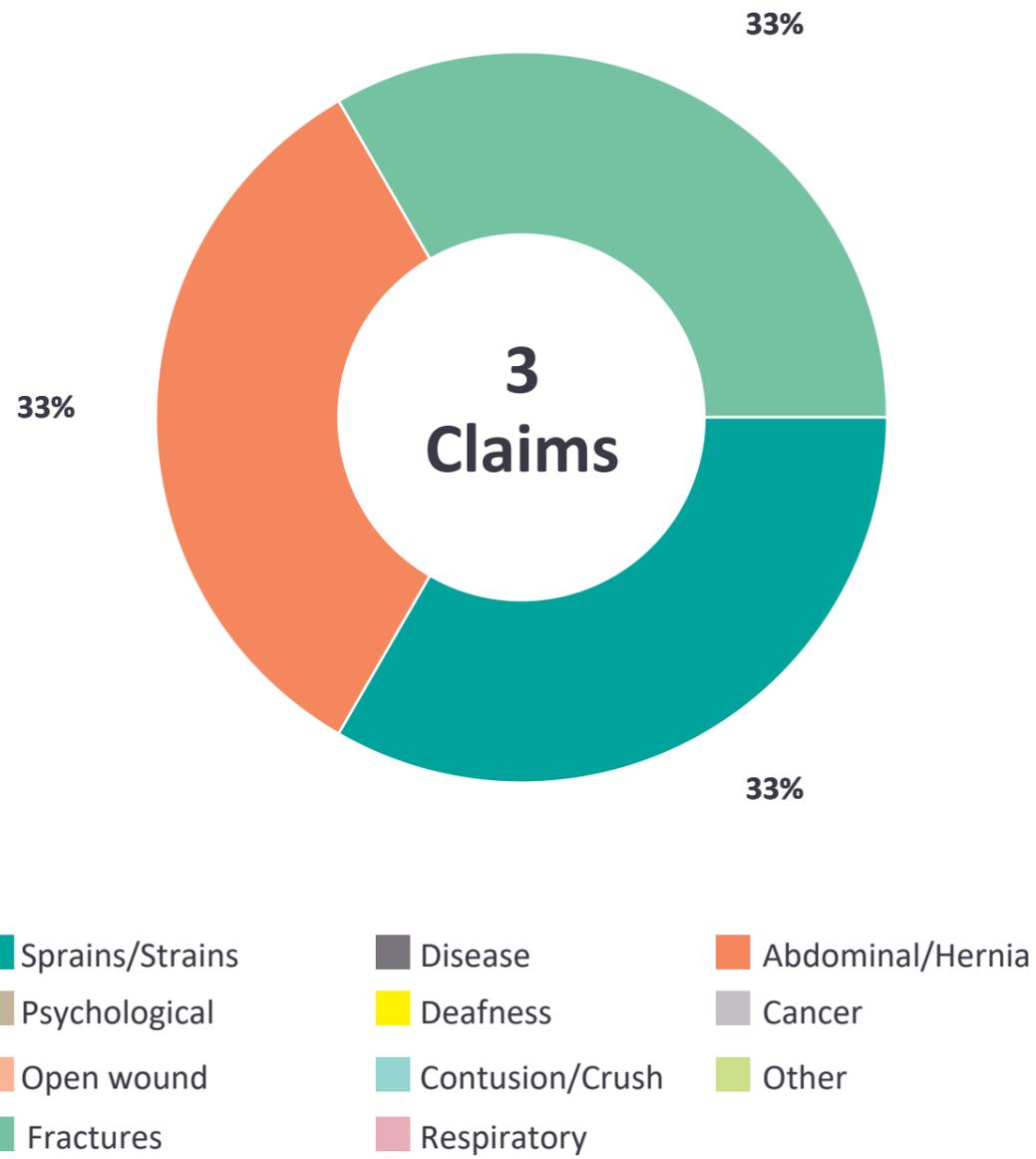
- |                       |                                |   |
|-----------------------|--------------------------------|---|
| Body stressing        | Mental stress                  | Biological factors                          |
| Hit by moving objects | Hitting objects                | Heat, electricity and environmental factors |
| Vehicle incidents     | Falls, trips and slips         |   |
| Sound and pressure    | Chemicals and other substances |   |





# Injury Types

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# Injury Types

## WHAT THIS TELLS YOU

This graph illustrates the proportion of Council's claims by type of injury over the past year.

Understanding the type and proportion of injuries occurring will assist councils to target WHS efforts. Typically, sprains and strains represent the highest proportion of claims for most councils. Furthermore, psychological injuries is the fastest growing cohort of claims across the mutual.



*"For me everything was dealt with efficiently, no delays or problems at all. I experienced no difficulties or issues with my Case Manager or any part of my care"*

Injured Worker, 2020

# Claim Frequency

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# Claim Frequency Comparison

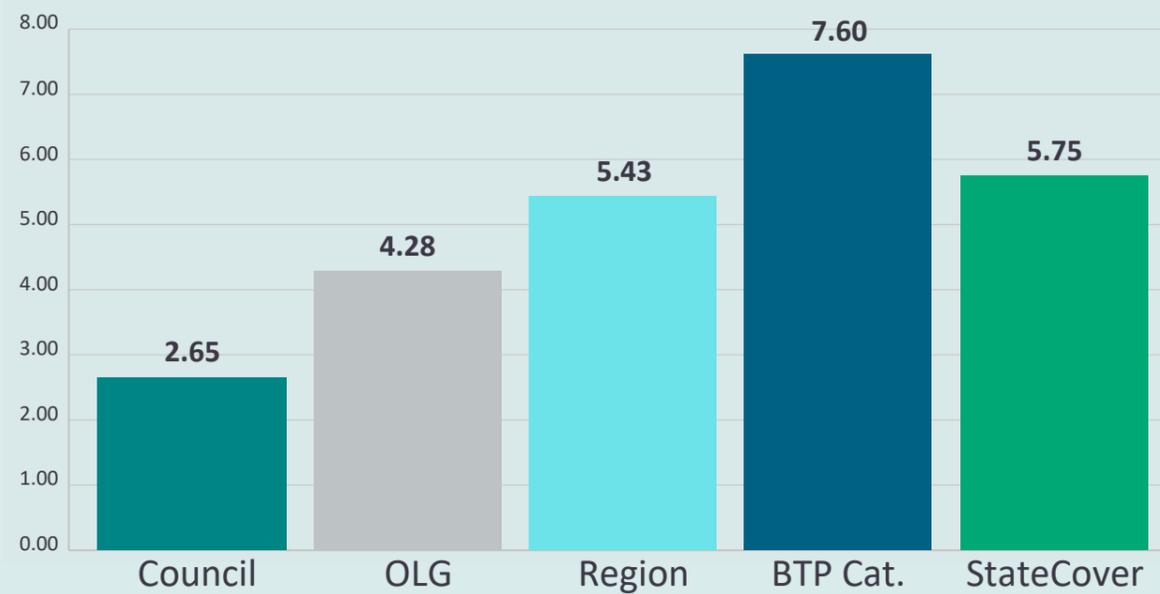
## WHAT THIS TELLS YOU

Claim frequency is a measure of Council's WHS performance. Claims frequency should also be considered in conjunction with injury severity and claim cost.

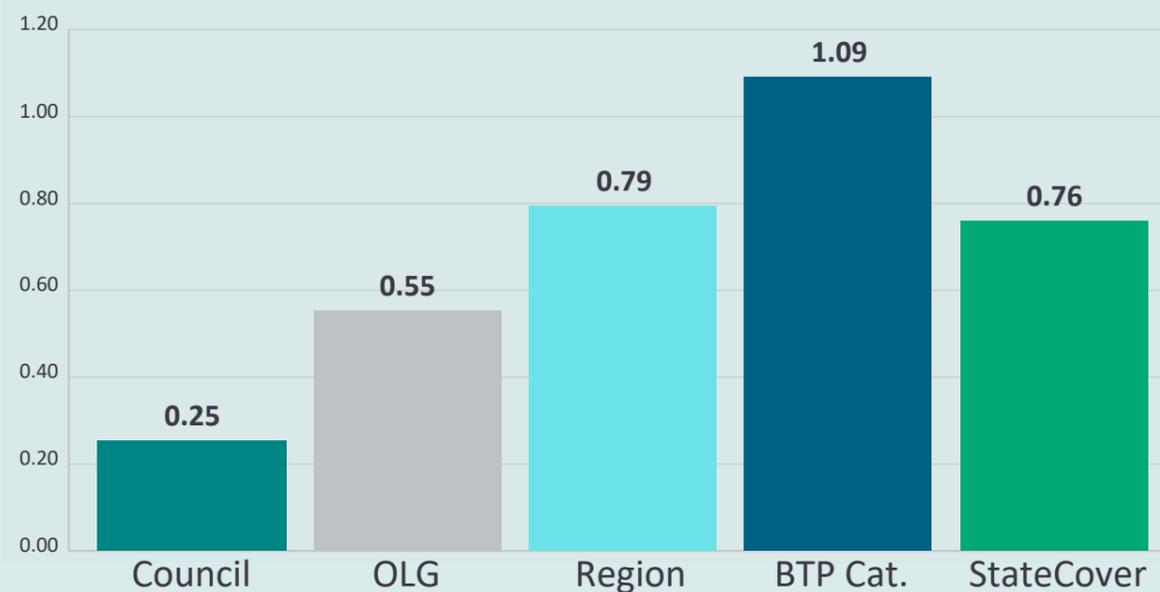
These graphs show two different methods for monitoring claim frequency. Firstly, using employee numbers and secondly, using Council wages, as declared by Council on the annual wages declaration. For comparison purposes, the frequency rates of various council cohorts are included in the graph.

It is highlighted that not all claims will directly impact Council's premium – those that do not incur any time lost from work are excluded from the experience-rated element of the premium.

Frequency per 100 employees



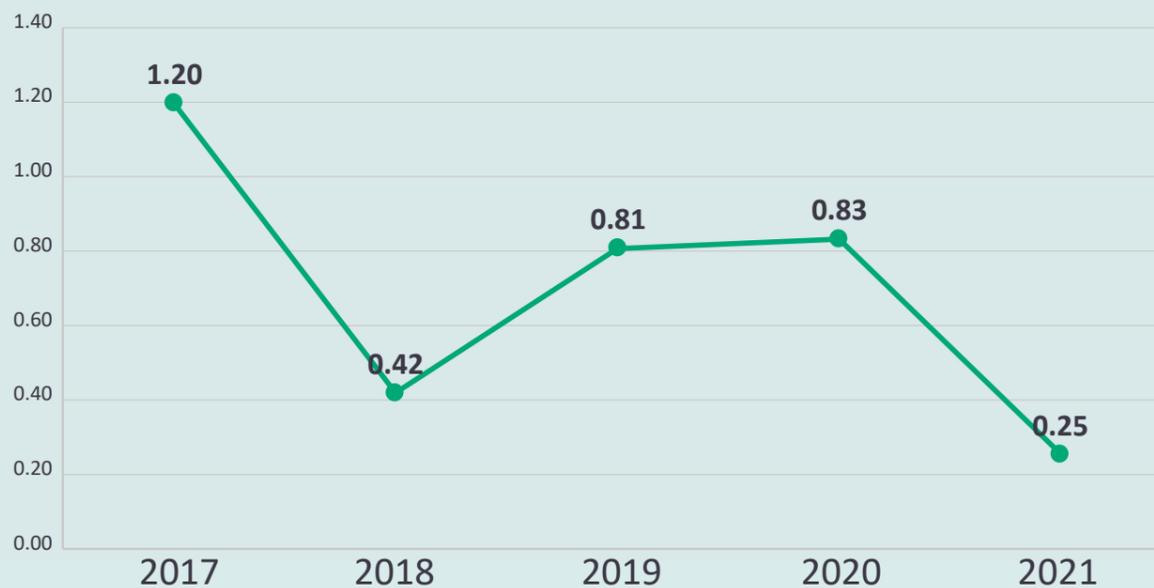
Frequency per \$1M in wages



Frequency per 100 employees



Frequency per \$1m in wages



# Claim Frequency Trend

## WHAT THIS TELLS YOU

These graphs show Council's claims frequency on both the measures discussed on the previous page over the past 5 years. The graphs illustrate the effectiveness of Council's WHS efforts over time.

It is noted after an extended period of year on year reduction in the injury frequency rate across StateCover's portfolio, this now seems to have stabilised.

*"We were very impressed with StateCover's technical expertise and professional approach"*

Member Feedback 2021

# Injury Reporting Timeframe

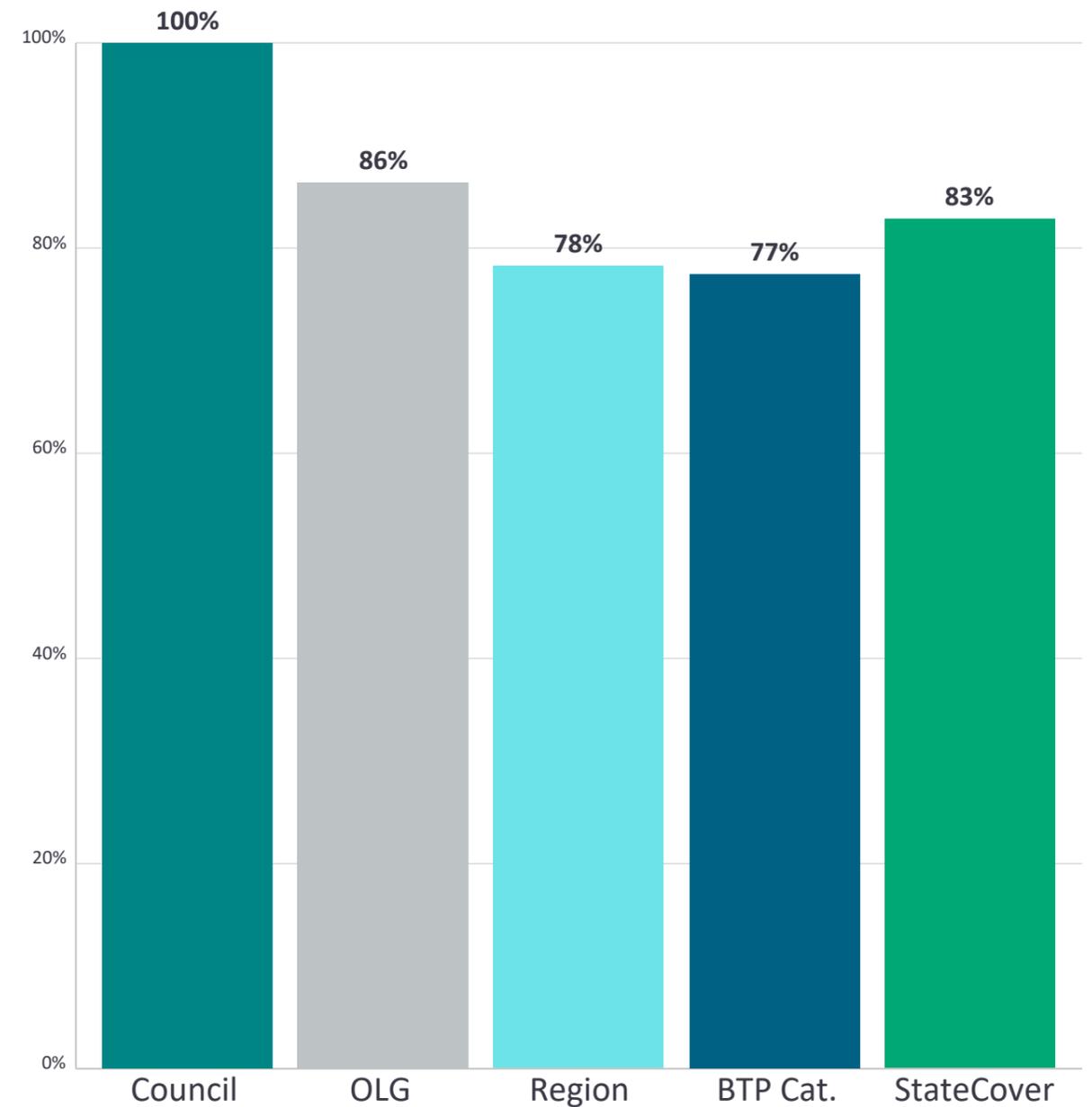
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# Injury Reporting Timeframe

## WHAT THIS TELLS YOU

Reporting injuries to StateCover within 48 hours of Council becoming aware of the injury is a legislative requirement. Prompt reporting also allows for early intervention and assists with swift recovery and return to work.

This chart shows the percentage of claims reported by Council to StateCover within the 48 hours compared to various council cohorts.





*The materials were perfect and today's session was very professionally run"*

Member Feedback, 2020

# Average Claims Cost

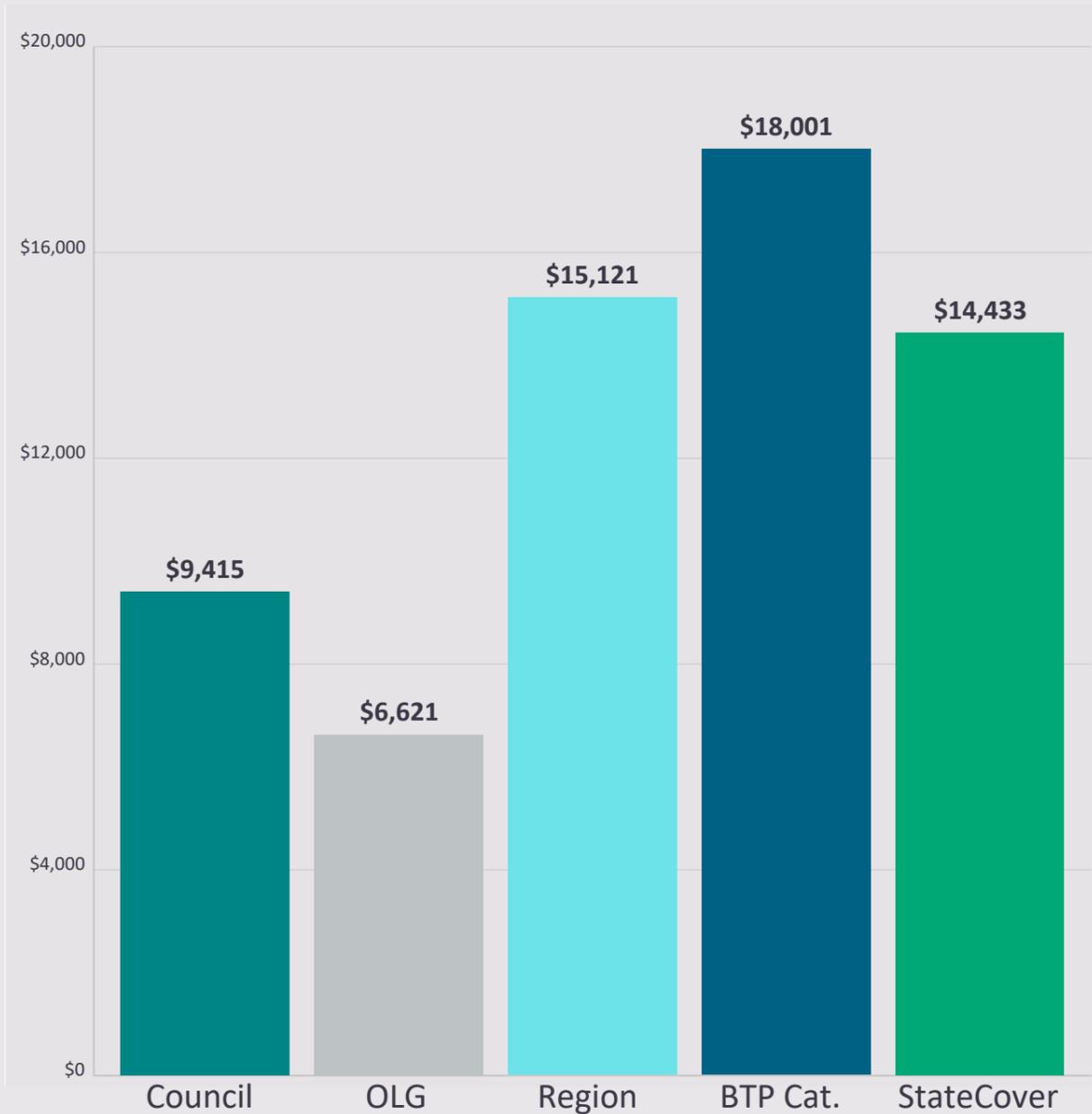
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# Average Claims Cost

## WHAT THIS TELLS YOU

This graph provides a comparison of Council’s average incurred claims costs over the past 3 years, with the costs of other Council cohorts. It should be noted that these costs are on an “incurred” basis i.e. actual paid plus future estimated cost. The incurred cost is as at 30 June 2021 and does not represent the ultimate expected cost. Claim costs may increase over time as further entitlements are paid, for example, whole person impairment lump sums or common law damages.

The amount paid on a claim will either directly or indirectly impact Council’s premium. The most effective way to minimise either type of impact is to return the injured worker to work in suitable employment.





*"Our Council have greatly appreciated StateCover's support, both for our injured workers and our organisation. Your experience and expertise are an absolute asset."*

*Member Feedback, 2021*

# Premium Rate

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# Premium Rate

## WHAT THIS TELLS YOU

The premium rate is a blended measure of the risk profile of the Local Government industry, the broader scheme, Council's WHS and return to work performance.

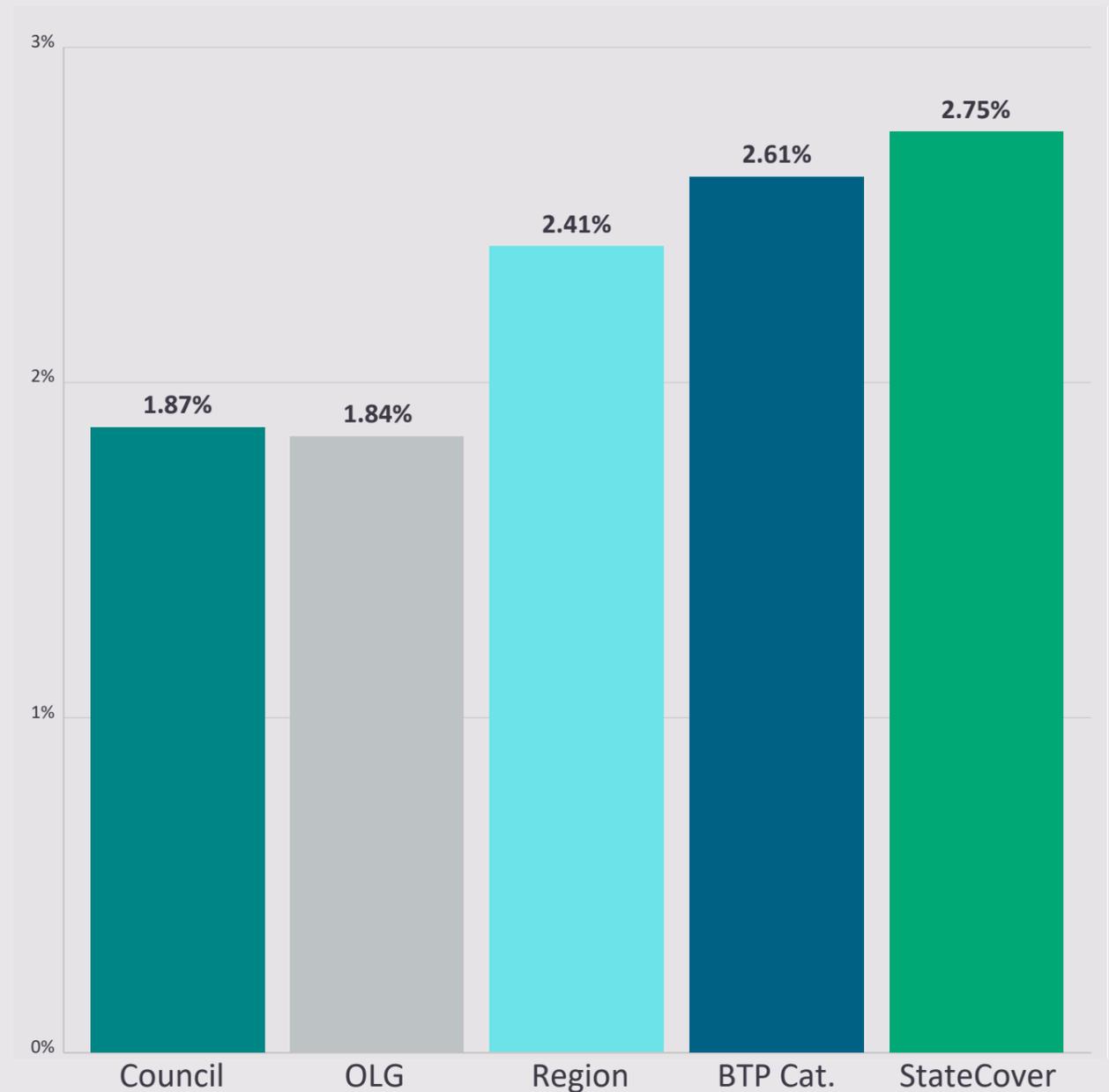
Council's premium is "experience rated" with the cost of claims for the past 3 years directly impacting the premium payable – the better the experience the lower the premium. Councils can control their premium through providing a safe workplace and, when a worker is injured, proactively assisting them to recover at work.

To minimise premium volatility, driven by an individual council claims experience, 20/21 premium increases were capped at 22%.

StateCover actively supports councils to manage the costs of workplace risk through reinvesting surplus funds in:

- injury prevention programs
- Safety & Wellbeing incentives and funding
- Risk Management software
- performance improvement programs.

Members are strongly encouraged to fully utilise these resources, to let us know how we can assist further and to provide feedback.



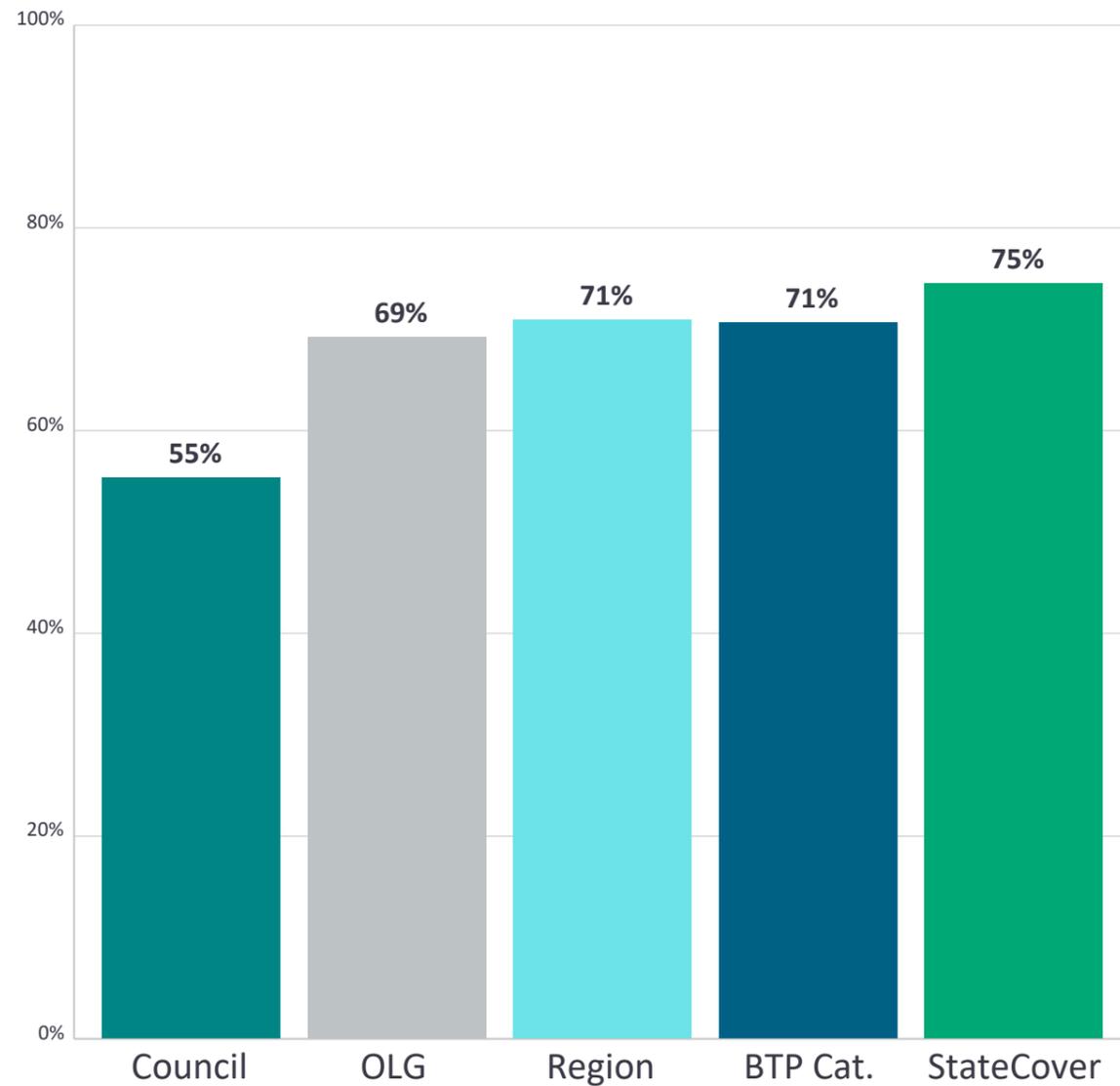


*"On behalf of the team, thank you for the extensive review."*

# WHS Self-Audit

---

Member Feedback, 2020



# WHS Self-Audit

## WHAT THIS TELLS YOU

The self-audit and report will assist Council to:

- better understand WHS performance in relation to other comparable councils
- track improvement over time
- prioritise WHS improvements
- allocate sufficient resources
- eventually reduce injury and illness frequency and severity, therefore reducing cost of claims and workers compensation premium.

This chart shows Council's overall WHS self-audit score compared to various council cohorts.

# WHS Self-Audit

**56%** SECTION 1 - WHS MANAGEMENT SYSTEM

It is recommended that significant improvements are made to general WHS management system elements and their implementation, in particular:

- emergency preparedness
- purchasing
- management review
- planning
- consultation and participation
- WHS risk management.

**55%** SECTION 2 - KEY PRIORITY AREAS

It is recommended that significant work be done to identify, assess and control many hazards, in particular:

- musculoskeletal risks
- electrical test and tag
- hazardous chemicals
- hazardous noise
- client and public violence
- asbestos
- work near underground services
- contractor management
- construction.



# Safety & Wellbeing

2020/21 has been a year of firsts for the Safety & Wellbeing Team and our collaborations with Members. This included:

- working as an integrated function delivering a contemporary approach to workplace safety and wellbeing
- delivering online safety training ensuring Members continued to develop safety capability
- attending regional meetings and visiting councils virtually, providing the opportunity to remain connected
- offering wellbeing support including a Wellbeing Check Tool
- offering webinars for Members and their people, enabling Councils to provide further value and support to staff.

## STATECOVER REGIONAL ROADSHOW

This biennial event brings StateCover to you. The one day program includes workshops and presentations addressing current issues relevant to you and your people.

## STATECOVER ASSIST

This telephone service will provide immediate support for RTW Coordinators, Managers and HR Practitioners to address challenging employee situations as they arise. The service will focus on prevention, early intervention and recovery.

## STATECOVER MOBILE SAFETY & WELLBEING SERVICES

A purpose built van will bring safety and wellbeing services to you.



# Looking Ahead

## THE NEXT 12 MONTHS

StateCover Mutual

# SEMINAR 2021

Having the online option was very beneficial. This gave me to access some of the seminar while maintaining a WHS presence at Council.

The quality of speakers was amazing and the format of the sessions meant that I was fully engaged throughout.

Thank you StateCover once again for the fantastic two days

So nice to be around people that 'get it.' The StateCover Team was amazingly hospitable.





# Contact Us

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## R21 Lost Time Injury Statistics July 2021 - March 2022

**Organisational Area** Chief Executive Officer

**Author** Joe Mansour, WHS officer

**Summary** This report presents information on Lost Time Injury statistics for the July/March period of the 2021/2022 financial year.

**RECOMMENDATION** that Council receive and note the statistics report for Lost Time Injuries for the period July 2021 to March 2022.

### Report

Date of Injury	Claim Status	Return to Work Date	Lost Time Injury (Days off work)	No of Days Lost (Premium impacting)
21/04/2016	OPEN	1/09/2021	60	*Nil (please see notes below)
27/09/2021	CLOSED	6/10/2021	5	5
<b>Total</b>			<b>65</b>	<b>5</b>

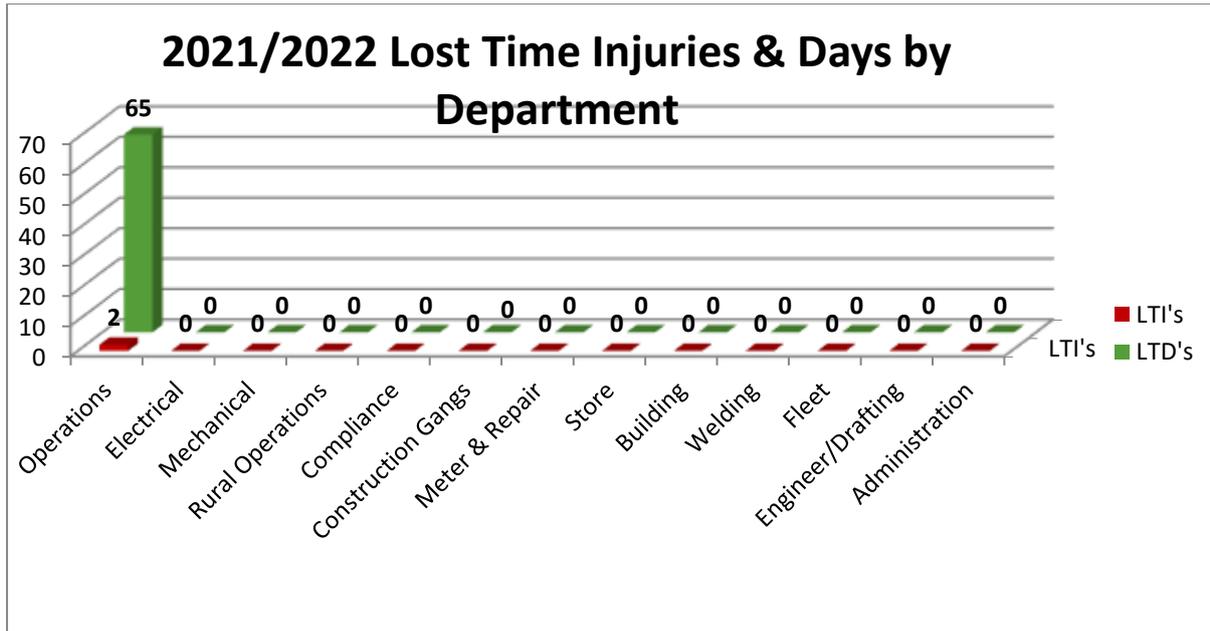
\*This claim is not premium impacting due to the original claim lodgement date of more than three years prior to the 2021/2022 financial year. The employee underwent surgery to replace a knee.

### Other WHS Statistics for the financial year:

Lost Time Days (LTD's) - **65 days**

No of Current/Open Workers Compensation Claims – **Four claims (two legacy claims, two open claims)**

Total No of Workers Compensation Claims lodged this financial year – **Three claims**



**Financial Implications**

Council works in partnership with its insurer StateCover Mutual to minimise costs associated with each claim so as to minimise the annual premium paid for the workers compensation insurance.

**Risk Considerations**

Work Health and Safety	
Avoid	Council will avoid taking any risks that could result in accident, injury or illness to our staff, councillors, contractors, visitors or members of the public.

# R22 Riverina Water County Council Asset Management Plan 2022

## Organisational Area Engineering

**Author** Aran Beckett, Asset Supervisor

**Summary** Riverina Waters Asset Management Plan 2022 has been developed as a blueprint to operate and maintain Councils physical assets over the 30-year planning period to ensure continued delivery of supply that meets agreed levels of service at the lowest sustainable cost whilst supporting growth within the Council service area.

**RECOMMENDATION** that Council receive and note the Riverina Water County Council Asset Management Plan 2022.

### Background

Following on from the recent development and adoption of Riverina Waters Integrated Water Cycle Management (IWCM) Strategy, the Asset Management Plan 2022 (AMP) has been developed.

The Asset Management Plan details how Council will effectively operate and maintain the physical assets used to provide potable water supply to its customers and the community.

NSW Public Works Advisory were engaged to facilitate the development of the Asset Management Plan using input from Riverina Water for asset, financial and operational data.

The plan involves actions required to responsibly manage the water supply system assets, ensure compliance with regulatory requirements, as well as detailing the funding required to provide the agreed levels of service for the 30-year planning period.

The plan details the current value and condition of all Councils existing physical assets, as well as listing the future assets required to ensure provision of supply based on forecast growth within Council's supply area.

The plan also details a significant financial investment towards capital works. It is estimated that \$554M will be spent over the 30-year planning period, with 59% for renewal, 16% to serve growth and 25% for improving levels of service.

The plan was completed in January 2022.

› **R22.1 RWCC Asset Management Plan 2022 - final draft** [↓](#) 

### Financial Implications

The funding for all planned infrastructure asset works will be from Council's recurring budget for maintenance and capital expenditure, as well as revenue from development contributions. One off network expansion or upgrade works occur on an irregular basis and are normally funded by private contributions or grant funding. An example of this is the recent Bidgeemia extension.

There is no planned increase to the agreed Levels of Service (LoS) that would result in increased costs to Council.

There are no proposed changes to Council's standard operations that would result in any increased costs to Council.

Maintenance costs to Council will be minimised by effective forward planning of infrastructure replacement works.

### Risk Considerations

<b>Financial</b>	
Avoid	Council will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.

# Riverina Water County Council

## Asset Management Plan



January 2022



## Document control

Version	Author(s)	Reviewer	Approved for issue	
			Name	Date
Draft 1	Ga Jung Lee	M Sundar	M Sundar	10/06/2021
Final Draft	-	M Sundar	M Sundar	06/01/2022
Final	M Sundar	Bede Spannagle, Aran Beckett,	M Sundar	14/01/2021

Cover image: RWCC Low Level Reservoirs, Willans Hill, Wagga Wagga (Source: RWCC)

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## Executive Summary

### General

Riverina Water County Council's (RWCC) asset management plan has been developed to describe how Riverina Water manages its assets to meet its responsibilities in a sustainable way.

This asset management plan is a key component of an asset management system comprised of the policy, strategy and plan. The main purpose of the asset management plan is to provide a blueprint to operate and maintain physical assets over their entire life cycle. Thereby achieving the current and in the future levels of service (LOS) at the lowest sustainable cost, while satisfying regulatory requirements.

RWCC is responsible for the water supply functions within the local government areas of Wagga Wagga City Council, Lockhart Shire Council, Federation Council and parts of the Greater Hume Shire Council areas. Riverina Water's system is divided into the three major systems of Wagga Wagga, Southern Trunk and Western Trunk. There are also eight independent systems operated by RWCC, those being Tarcutta, Humula, Woomargama, Morundah, Walbundrie/Rand, Collingullie, Oura and Holbrook.

Riverina Water's main water supply assets include:

- Water source works including water supply bores
- Treatment plants
- Reservoirs
- Pumping stations
- Water mains (including distribution, rural and reticulation)
- Land & Buildings
- Plant and Equipment

### Levels of Service (LOS)

Riverina water has defined LOS that explicitly define the standards required for the water supply system from the perspective of the individual customer. RWCC's goals for the LOS are:

- To provide water supply to customers in accordance with acceptable LOS
- To build on reputation as a leading water utility
- To offer a comprehensive service in the location, treatment, storage, movement and delivery of water and associated services.

RWCC's levels of service are included in Section 2.2.

### Life Cycle Management and Asset Condition

RWCC has an up to date asset register in the database software AssetFinda. This database is integrated with RWCC's Geographic Information System (GIS) and provide live update of spatial data integration. Asset condition ratings and asset maintenance data assist RWCC with decisions relating to asset condition and expected renewal or replacement programs.

### Operations and Maintenance Plans

The General Manager and Director of Engineering are responsible for Riverina Water's asset development, operation, and maintenance.

The aim of the operation and maintenance plan is to ensure that the service objectives are achieved at the least cost and that the impact of breakdowns or outages is minimised. Council has developed draft O&M Manuals for most of their Water Treatment Plants.

RWCC has developed maintenance management systems and has systems in place for organising and recording scheduled maintenance. Unscheduled maintenance is carried out in response to customer complaints, alarms, or requests from operators.

### Capital Works Plan

RWCC has developed a 30-year capital works program and maintains a significant annual investment in capital works. The estimated investment over the next 30 years is \$554 M; 59% of this amount is for renewal, 16% is to serve growth and 25% for improving levels of service.

### Risk and Criticality

This Asset management plan applies risk assessment as a tool to assess the importance of major assets to meet the LOS. A high-level asset criticality assessment process has identified the critical asset systems prioritised on likelihood and consequence of system failures causing LOS impacts.

### Financial considerations

To maintain a sustainable long-term approach to assets planning requires preparation of long-term financial plans.

The asset status is the ratio of the depreciated value of the asset to their replacement cost. In 2020/21 asset status of the Council assets is 58%. RWCC is planning to invest \$329 Million in renewals during the next 30 years.

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## 1. Introduction

This asset management plan (AMP) is prepared to communicate the actions required for the responsible management of Riverina Water County Council's core water supply system assets (and the services provided by these assets), compliance with regulatory requirements, and the funding required to provide the adopted levels of service over a 20 to 30-year planning period. The ongoing periodic update of the plan in synchronisation with Integrated Water Cycle Management Strategy will enable RWCC to review the performance of its infrastructure in relation to desired objectives for infrastructure management and funding.

The asset management plan is to be read in conjunction with the following associated planning and policy documents:

- Asset Management Policy (Policy 3.1)
- TAMP as incorporated in the IWCM Strategy
- RWCC - Integrated Water Cycle Management Issues Paper 2019
- RWCC - Integrated Water Cycle Management Strategy 2021
- Workforce Plan 2020
- Development Servicing Plan 2013
- RWCC Operational Plan (Fees and Charges and Levels Of Service)

Key stakeholders in the preparation and implementation of this AMP are:

- Government – State government having responsibility for Local Government.
- Councillors – As stewards of Council's infrastructure assets
- Customers – As users of services that rely on sound asset management
- Visitors - As temporary users of services that rely on sound asset management
- Developers – As infrastructure providers
- Employees/Volunteers – Having responsibilities for construction, operation and management of infrastructure and implementation of asset management plans
- Contractors/Suppliers – As providers of services required in the implementation of asset management plans
- Other Partners sharing asset management responsibility (including the Crown), and
- Insurers – Integral to risk management strategies that require sound asset management practice.

### 1.1 Background

Riverina Water County Council (Riverina Water) is a Local Water Utility (LWU) operating under the Local Government Act 1993 to provide potable water supply services to the County Districts covering 15,400 Km<sup>2</sup> from the Tarcutta and Humula in the east, Oaklands and Urana in the west, Woomargama and Walla Walla in the South and Brucedale, Bulgary and Morundah in the north.

Originally, the Southern Riverina County Council constituted in 1938 supplied reticulated water to the Shires of Lockhart, Kyeamba, Mitchell and part of Culcairn. Soon after, Urana and Holbrook were included followed by the City of Wagga Wagga in 1945. Southern Riverina County Council also held responsibility for the supply of electricity to the area between 1942 and 1995. The formation of the Great Southern Energy in 1995 led to a review and the formation of Riverina Water in 1997. Today, Riverina Water services Wagga Wagga City Council, Lockhart Shire Council and parts of the Greater Hume Shire Council and Federation Council (Figure 1-1).

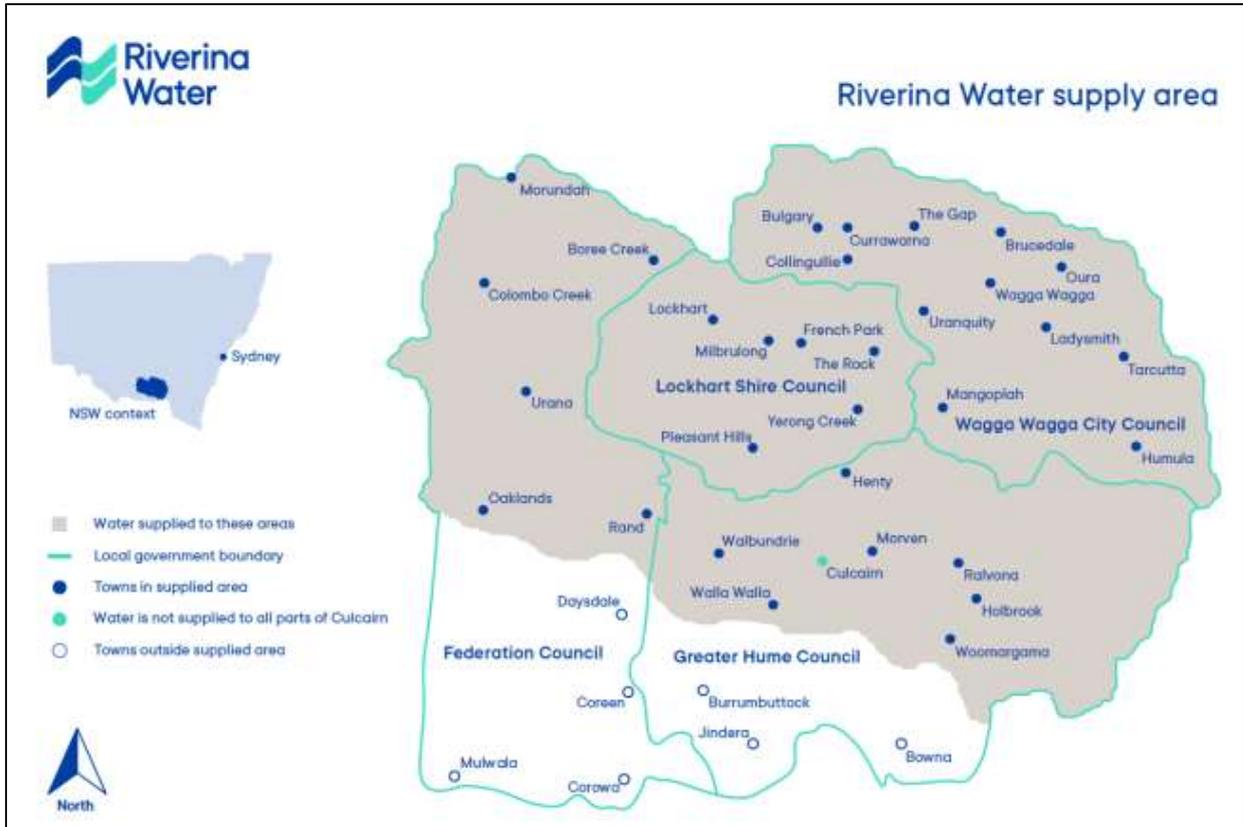


Figure 1-1: Map of Riverina Water Supply Area

Riverina Water operates four major systems and eight independent systems across these four Local Government Areas (LGAs). There are 31,897 customers (2019/20) which services approximately 77,600 people. Customers range in water requirements from basic residential use all the way to large-scale industrial purposes. A list of the serviced communities within each of the Riverina Water systems is shown in Table 1-1.

Table 1-1: Communities provided with water supply services

Water Supply System	Communities
<b>Major Systems</b>	
Wagga Wagga	Urban suburbs of Wagga Wagga on the southern side of Murrumbidgee River including Forest Hill and Ladysmith.
Southern Trunk	San Isadore, Kapooka, Uranquinty, The Rock, Mangoplah, Milbrulong, Yerong Creek, Henty, Pleasant Hills, Morven and Walla Walla  (Note: Culcairn township is supplied by Greater Hume Council)
North Wagga	North Wagga, Bomen, Estella, Charles Sturt University, Cartwrights Hill, Boorooma, The Gap, Euberta, Tooyal, Currawarna and Brucedale

Water Supply System	Communities
Western Trunk	Bulgary, Lockhart, Boree Creek, Urana, Coorabin and Oaklands
<b>Independent Systems</b>	
Collingullie	Collingullie
Holbrook	Holbrook
Humula	Humula
Morundah	Morundah
Oura	Oura
Tarcutta	Tarcutta
Walbundrie-Rand	Walbundrie-Rand
Woomargama	Woomargama

Riverina Water is responsible for the operation and maintenance of the following core water supply assets:

- Water mains, including distribution, rural and reticulation
- Reservoirs
- Water Treatment Plants
- Pumping Stations
- Source works including water supply bores
- Land and buildings
- Plant and equipment

For details of RWCC's water supply schemes, refer to Section 3-Urban Water Services of RWCC IWCM Strategy, 2021.

## 1.2 Goals and Objectives

Riverina Water County Council exists to provide services to its community in accordance with its Proclamation under the Local Government Act 1993. Most of these services are provided by infrastructure assets. Council has acquired infrastructure assets by 'purchase', by contract, construction by Council staff and by donation of assets constructed by developers and others to meet increased levels of service.

This plan has been developed in accordance with actions outlined in the Asset Management Policy previously adopted by Council and will provide the framework under which all infrastructure assets will be managed.

Council's goal in managing infrastructure assets is to meet the required level of service in the most cost-effective manner for present and future consumers. The key elements of infrastructure asset management are:

- Taking a lifecycle approach
- Developing cost-effective management strategies for the long term
- Providing a defined level of service and monitoring performance

- Understanding and meeting the demands of growth through demand management and infrastructure investment
- Identifying, assessing and appropriately managing risks associated with asset failures
- Sustainable use of physical resources, and
- Continuous improvement in asset management practices.

### 1.3 Plan Framework

Based on the key elements of infrastructure asset management listed in Section 1.2, the key headings within each section of the plan are:

- Levels of service – specifies the services and levels of service to be provided by council
- Future demand – how this will impact on future service delivery and how this is to be met
- Life cycle management – how Council will manage its existing and future assets to provide the required services
- Financial summary – what funds are required to provide the required services
- Plan improvement and monitoring– how the plan will be monitored to ensure it is meeting Council's objectives, and how to improve the plan

## 2. Levels of Service

Before determining optimal strategies for managing the water supply assets, it is necessary to define the service levels that these assets will deliver against. The levels of service provided by the assets should meet with statutory requirements, financial sustainability, and customer affordability.

The target levels of service determine the amount of funding that is required to operate, maintain, renew, and upgrade the water supply infrastructure, the relationship between differing levels of service and the associated cost of delivering the service. This relationship can be used with customers and decision makers to establish the desired level of service. Defined or target levels of service can then be used to:

- Develop asset management strategies to deliver sustainable levels of service
- Measure performance against defined targets
- Identify costs and benefits of the services provided
- Enable customers to assess suitability and affordability of the services offered.

Understanding the levels of service is vital for the lifecycle management of assets. They will determine what type of assets will be provided, how often they will be maintained, when assets will be rehabilitated or replaced and how the assets will be disposed of.

### 2.1 Legislative and Regulatory Requirements

Council must meet many legislative requirements including Federal and State legislation and State regulations. These are detailed in Table 2-1.

**Table 2-1: Legislative Requirements**

Key Legislative Framework and their main purposes	RWCC current performance and future targets
<b>Local Government Act (1993)</b>	
<p>This Act aims to provide the legal framework for an effective, efficient, environmentally responsible, and open system of Local Government including the provision, management and operation of water supply and sewerage works and facilities. It covers:</p> <p>Section 60 (S60) –A council must not, except in accordance with the approval of the Minister for Primary Industries, do any of the following:</p> <ul style="list-style-type: none"> <li>• as to works of water supply—construct or extend a dam for the impounding or diversion of water for public use or any associated works (not applicable),</li> <li>• as to water treatment works—construct or extend any such works,</li> <li>• as to flood retarding basins prescribed by the regulations—construct or extend any such basins.</li> </ul>	<p>RWCC has obtained Section 60 approval for the construction of the new Water Filtration Plant at Wagga Wagga Waterworks.</p> <p>All the other WTPs have been in operation prior to 1993 and do not require Section 60 approval.</p>
<p>Section 61 – The Minister for Primary Industries or a person authorised by the Minister may direct a council to take such measures as are specified in the direction to ensure the proper safety, maintenance and working of any of the following works:</p>	<p>No such direction has been made to RWCC</p>

Key Legislative Framework and their main purposes	RWCC current performance and future targets
<ul style="list-style-type: none"> <li>dams for the impounding or diversion of water for public use or any associated works,</li> <li>water treatment works,</li> <li>sewage treatment works.</li> </ul>	
<p>Section 64 – As a precondition to granting a certificate of compliance for development, a water supply authority may, by notice in writing served on the applicant, require the applicant to do either or both of the following:</p> <ul style="list-style-type: none"> <li>to pay a specified amount to the water supply authority by way of contribution towards the cost of such water management works as are specified in the notice, being existing works or projected works, or both,</li> <li>to construct water management works to serve the development.</li> </ul>	<p>RWCC implements Developer Charges (DC). The DC will be reviewed after the completion of the IWCM strategy.</p>
<p>Section 382 – Insurance against liability:</p> <ul style="list-style-type: none"> <li>A Council must make arrangements for its adequate insurance against public liability and professional liability.</li> </ul>	<p>RWCC has insurance against public liability, professional indemnity, property protection and motor vehicle insurance.</p>
<b>Environmental Planning and Assessment Act (1979) (incl. the EPA Regulation 2000).</b>	
<p>This Act aims to encourage proper management of resources, the orderly use of land, the provision of services, and the protection of the environment. It covers:</p> <ul style="list-style-type: none"> <li>Local Environmental Plans (LEP)</li> <li>Environmental Impact Statement (EIS)</li> <li>Reviews of Environmental Factors (REF)</li> </ul>	<p>RWCC is not a planning authority under the EPA Act.</p> <p>RWCC is a NSW local government authority as described in the NSW Local Government Act 1993, and is considered a public authority under the State Environmental Planning Policy (Infrastructure) 2007.</p> <p>In particular, RWCC may undertake development without consent as described in Clause 125(5)(c) of SEPP (infrastructure) 2007, but still must comply with Part 5 of the EPA Act 1979. (1)</p>
<b>Public Health Act (2010)</b>	
<p>This Act aims to promote, protect and improve public health; by providing safe drinking water to the community.</p> <p>Section 25 – a supplier of drinking water must have a quality assurance program in place and must comply with its requirements.</p> <p>A Drinking Water Management System (DWMS) satisfies this requirement.</p> <p>The requirements of the DWMS are as follows:</p>	<p>Until March 2018, RWCC used a HACCP Water Safety System, but have since developed a DWMS to replace it in accordance with the Public Health Act.</p> <p>The DWMS was prepared by NSW Health approved consultant.</p> <p>RWCC has had recurring non-conformances related to low fluoride concentration. In general, issues of low fluoride occurred due to equipment failure or operation during maintenance / equipment</p>

Key Legislative Framework and their main purposes	RWCC current performance and future targets
<ul style="list-style-type: none"> <li>• Produce an annual report to be made available to consumers, regulatory authorities and stakeholders</li> <li>• The DWMS will be internally reviewed. The review will assess Council's performance in relation to:               <ul style="list-style-type: none"> <li>– CCPs and their exceedances</li> <li>– Improvement Plan</li> <li>– Record keeping</li> <li>– NSW Health Database performance</li> </ul> </li> </ul>	<p>replacement, or issues with solubility of product from overseas.</p> <p>PWA undertook an inspection (2016) of the North Wagga, West Wagga and Gardiner's Crossing fluoridation systems to identify the issues that result in the systems not complying with the Code of Practice. A report identifying works required to ensure compliance, was submitted. This work is ongoing in conjunction with the review of the Fluoridation Code of Practice</p>
<b>Water Management Act (2000) and Water Act (1912)</b>	
<p>This Act promotes the sharing of responsibility for the sustainable and efficient use of water between the NSW Government and water users and provides a legal basis to manage NSW water planning, allocation of water resources and water access entitlements.</p>	<p>RWCC has water licenses to extract water from various water sources in accordance with the relevant Water Sharing Plans.</p> <p>There is a potential for the Long-Term Average Annual Extraction Limit (LTAAEL) set for RWCC and Goldenfields Water in the Wagga Wagga Alluvial Groundwater Source, to be exceeded if there's a lack of inter-utility communication and coordination.</p>
<b>Protection of the Environment Operations Act (1997)</b>	
<p>Section 43 Environment protection licenses may be issued to authorise the carrying out of scheduled activities at any premises, as required under section 48,</p> <p>This clause applies to sewage treatment, meaning the operation of sewage treatment systems that involve the discharge or likely discharge of wastes or by-products to land or waters</p>	<p>RWCC has an EPA license for the WTP at 91 Hammond Avenue (EPL No. 614) which specifies monitoring requirements and discharge volume and concentration limits for discharge of treated effluent, groundwater seepage and stormwater.</p> <p>RWCC also has a Pollution Incident Response Management Plan (PIRMP).</p> <p>There have been no major or consistent breaches of the EPA License.</p>
<b>Work Health and Safety Act 2011 and WHS Regulation 2011</b>	
<p>To provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. Under the Act, for Workplace Management, Council has a duty to:</p> <ul style="list-style-type: none"> <li>• Identify hazards</li> <li>• Manage risks to health and safety</li> <li>• Implement, maintain and review risk control measures.</li> </ul>	<p>RWCC undertakes regular WHS audits at the plants to ensure their Health, Safety &amp; Rehabilitation Management System is up to date.</p> <p>An external WHS audit was undertaken in January 2018. The audit recommended that separate action plans be created for Engineering and Corporate services.</p>

Key Legislative Framework and their main purposes	RWCC current performance and future targets
<b>Fluoridation of Public Water Supplies Act (1957)</b>	
<p>This Act covers the addition of fluoride to public water supply under the NSW Fluoridation Code of Practice.</p>	<p>The small independent water supply schemes (Collingullie, Holbrook, Humula etc.) do not have fluoridation. However, the water from Ravlona bores which supplies Holbrook is naturally high in fluoride.</p> <p>The NSW Fluoridation Code of Practise (COP) is currently under review by NSW Health. The objectives of the review are to, articulate risks that are being controlled, improve alignment with DWMS, capture concerns regarding current COP and reflect findings in the new COP. It is unknown whether the changes to the COP following the review will impact on RWCC's operations.</p>
<b>Dam Safety Act 1978</b>	
<p>Under this Act, the owner of any dam listed as a prescribed dam must meet the requirements of the NSW Dams Safety Committee (DSC).</p> <p>The DSC assigns dams a consequence category relative to their dam failure consequence, and this determines the level of reporting and type of actions required by the dam owner as part of their Safety Management System (SMS).</p>	<p>RWCC owns three dams - Urana Dam, Rand Dam and Walbundrie Dam, the latter two of which are not in use. None of these dams are prescribed dams under the Dam Safety Act 1978.</p> <p>Hence, the Dam Safety Act 1978 does not apply to RWCC.</p>

### 2.1.1 Proclamation

RWCC had been established in 1993, under a proclamation by the Governor of NSW with the establishment of a number of requirements. These requirements are listed in Table 2-2.

**Table 2-2: Proclamation Requirements**

Proclamation requirements	RWCC activities
<p>Review the relative efficiencies and economies of the functions of the provision, care, control and management of headworks, distribution and reticulation of water undertaken [by Greater Hume Council] to the town of Culcairn, compared with the undertaking of those functions by RWCC. RWCC must make a report to the Minister at no more than 3 yearly intervals</p>	<p>Riverina Water conducts a performance review every 3 years in accordance with the Proclamation.</p>
<p>Develops, implement and maintain strategic business plans to facilitate the efficient provision and operation of water supply services. It shall have due regard for:</p> <ul style="list-style-type: none"> <li>• Principles of commercial performance</li> <li>• Integrated resource management</li> <li>• Community involvement</li> </ul>	<p>RWCC's most recent Strategic Business Plan was finalised in 2012.</p> <p>Following completion of this IWCM Strategy, RWCC will develop a new Strategic Business Plan based on long-term Financial Plan and the 30-year Capital Expenditure Plan prepared as part of the IWCM Strategy</p>

Establish a customer advisory committee	Ongoing customer engagement via elected representatives and annual customer surveys.  Specific Customer Advisory Committees engaged as required for specific purposes, e.g. IWCM.
Conduct annual customer surveys.	RWCC implements an annual customer survey
Establish levels of service acceptable to the community	RWCC has established customer service levels.
Make maximum endeavour to contract in, or franchise out, to constituent councils and others, management, administration and accounting functions to ensure least-cost implementation of the County Council's strategic business objectives	As seen from the rankings in the TBL reports, RWCC operates comparably to similar sized LWUs for most benchmarks and considers using services from constituent councils and others where appropriate.

## 2.2 Current and Target Levels of Service

Council has defined service levels as part of the Business Plan for Water Supply. Achievement of these service levels are regularly monitored.

### Technical LOS

RWCC's system design and operations are based on providing the following technical levels of service (Table 2-3).

Riverina Water is reviewing its Levels of Service to reflect the 'type' of water supply system, based on:

- Typical elevation of service reservoirs with respect to water supply systems' ground elevations
- Supply is directly via trunk mains or a reticulated supply system
- Urban (Wagga Wagga reticulated areas) or Rural supply systems

**Table 2-3: Council's Service Levels for Water Supply - Technical**

Technical Levels of Service
<b>Security of Water Supply</b>
5/10/10 rule based on 95th percentile dry year demand: <ul style="list-style-type: none"> <li>• Duration of water restrictions does not exceed 5% of the time</li> <li>• Frequency of water restrictions does not exceed 10% of years (i.e. on average once every 10 years)</li> <li>• Severity of water restrictions does not exceed 10%. System must be able to meet 90% of unrestricted demand (i.e. 10% average reduction in consumption due to water restrictions.)</li> </ul>
<b>Pressure</b>
Provide pressures between 12 and 120 metres head at the water meter when service has no flow.

### Flow Rate

Provide water to each connection at an available flow rate not less than:

Diameter of service pipe (mm): 20 25 32 40 50

Minimum flow rate (litres/min): 20 35 60 90 160

Trickle feed option is on an economic basis case by case.

The minimum flow rate available for rural properties may be less where elevations or operational factors limit the supply. In some situation, the flow may be restricted to 11 kL/day. In such situations or where part of the property being serviced has elevation higher than the head available, connection approval may be granted provided a private balance tank and pressure system are installed within the property at owner's cost.

### Water for Fire Fighting

Provide fire flows in reticulation systems in accordance with NSW Water Directorate Fire Flow guidelines.

A positive residual head should be maintained while supplying fire flow plus 75% of the design peak instantaneous demand.

### Water Quality

#### Potable Water Supply:

- 100% compliance with the ADWG for health-based parameter
- Compliance with the DWMS
- Compliance with the ADWG for aesthetic parameters

Where it can be achieved, water quality should meet the 2011 Australian Drinking Water Guidelines, published jointly by the National Health and Medical Research Council (NHMRC) and the Natural Resource Management Ministerial Council.

## Customer LOS

The customer levels of service adopted for RWCC's water supply schemes are the standard targets that RWCC aims to achieve and are presented in Table 2-4. However, they are not intended as a formal customer contract.

**Table 2-4: Council's Service Levels for Water Supply - Customers**

Customer Levels of Service
<p><b>Consumption Restrictions in Droughts</b></p> <ul style="list-style-type: none"> <li>• Water restrictions may be applied to encourage wise water use, to reduce excessive demand, or to conserve limited resource in time of drought.</li> <li>• Restrictions may also be applied at the request of DPIE Water or to comply with an adopted Water Sharing Plan.</li> <li>• To reduce evaporation losses, the use of fixed sprinklers and sprays for open air watering of vegetation may be banned during the summer months (daylight saving time) between 10.00 am – 5.00 pm.</li> </ul>

### Interruptions to Supply

#### Planned:

- Residential and commercial customers will receive 24 hours written notice and industrial customers will receive 7 days written notice.

#### Unplanned:

- Not to occur more than 2 times per year if lasting up to 12 hours.
- Not to occur more than 5 times per year if lasting up to 5 hours.

### Response Time

Response time is defined as time to have staff on site to commence rectification of problem after notification by the public or RWCC staff. Council aims to meet the following response times depending on priority.

#### Priority 1:

Defined as failure to maintain continuity or quality of supply to a large number of customers or to a critical use at a critical time.

- 1 hour (during working hours)
- 2 hours (after working hours)

#### Priority 2:

Defined as failure to maintain continuity or quality of supply to a large number of customers or to a critical use at a non-critical time.

- 3 hours (during working hours)
- 4 hours (after working hours)

#### Priority 3:

Defined as failure to maintain continuity or quality of supply to a single customer.

- One working day

#### Priority 4:

Defined as a minor problem or complaint which can be dealt with at a time convenient to the customer and the water authority.

- Within 2 weeks

#### Catastrophe:

Any situation of this nature would prompt immediate action involving senior personnel and emergency services with the aim of containing and resolving the situation as quickly as possible.

### Customer Complaints and Enquiries of General Nature

Respond to 95% of written complaints or inquiries within 10 working days. Respond to 95% of personal complaints or inquiries within 1 working day.

### Special Customers

- Certain customers may have special needs by virtue of specific health, commercial or industrial circumstances. Specific levels of service and associated charges should be negotiated with these customers.

### 3. Future Demand

#### 3.1 Demand Drivers and Forecasts

The key drivers that influence the variability and growth in demand are:

- Population and population growth
- Changes in demographics and urban growth
- Changes in and uses of industrial and commercial usage
- Regional and global economic factors
- Tourism, particularly holiday accommodations
- Climate and seasonal factors
- Availability of recycled water
- Water losses
- Geology and soils
- Legislative changes

The recently completed Integrated Water Cycle Management (IWCM) Strategy included a number of analyses to determine 30-year population growth, area-specific water demand strategies and recommended actions to be taken to reduce potable water demand.

Demand management strategies provide alternatives to the creation of new assets to meet growing demands and look at ways of improving the efficiency of assets and modifying customer consumption behaviour in order that the utilisation of existing assets is maximised, or at least, the need for new assets is either deferred or reduced.

##### 3.1.1 Residential users and growth

Riverina Water does not expect the areas outside Wagga Wagga to grow significantly over the next 30 years. This expectation is reflected in the Department of Planning projections that show relatively little or no growth in the other LGAs compared to Wagga Wagga LGA.

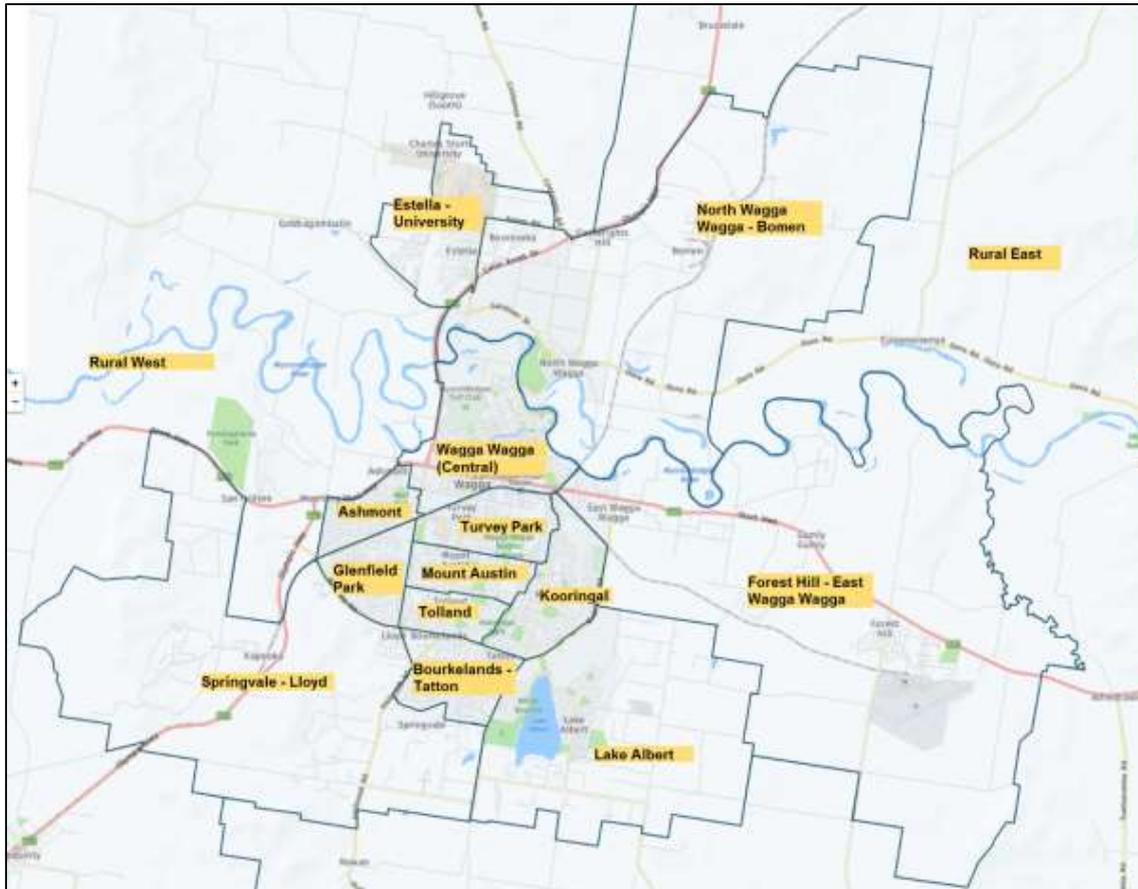
##### ***Wagga Wagga LGA***

Wagga Wagga City Council engaged *.id* to develop population and household forecasts for Wagga Wagga LGA and present what is driving population change in the community and how the population, age structure and household types will change each year between 2016 and 2036.

The *.id* study found that the bulk of recent growth in Wagga Wagga has been in the small areas of Bourkelands – Tatton, Glenfield Park and Springvale - Lloyd. Recently, Wagga Wagga City has played host to two distinct housing market roles; drawing young adults, attracted to education, transport, employment opportunities and providing homes to both young and mature family households. Recent migration into the area largely arrived from the surrounding Local Government areas, metropolitan Sydney or overseas. Conversely, the flows away from the City were largest toward South East Queensland and greater Melbourne.

The importance of the Wagga Wagga City as a destination for both families and young adults is expected to continue over the forecast period. New residential development opportunities in Estella - University, Springvale - Lloyd, North Wagga Wagga - Bomen, and Forest Hill - East Wagga Wagga will cater for an increase in families to the area while continued 'infill' development in Wagga Wagga (Central) will provide household growth for young adults.

The *.id* analysis split the Wagga Wagga LGA into 15 forecast areas, shown in Figure 3-1.



**Figure 3-1: Wagga Wagga City Council - .id forecast areas**

The population and dwelling forecasts to 2036 are provided in Table 3-1 and Table 3-2 respectively.

**Table 3-1: .id forecast five yearly population growth for Wagga Wagga LGA**

.id Forecast Area	2016-2021	2021-2026	2026-2031	2031-2036
Ashmont	-51	43	46	32
Bourkelands - Tatton	358	-50	-78	-39
Estella - University	1,423	1,327	1,094	1,195
Forest Hill - East Wagga Wagga	466	372	326	279
Glenfield Park	41	-16	-30	-30
Koorringal	101	154	72	167
Lake Albert	196	93	71	74
Mount Austin	155	33	57	54
North Wagga Wagga - Bomen	552	444	206	-63

.id Forecast Area	2016-2021	2021-2026	2026-2031	2031-2036
Rural East	96	90	87	162
Rural West	264	188	180	193
Springvale - Lloyd	1,028	1,010	1,008	984
Tolland	70	79	48	49
Turvey Park	14	14	8	44
Wagga Wagga (Central)	724	504	536	444
<b>Total Wagga Wagga LGA</b>	<b>5,437</b>	<b>4,286</b>	<b>3,630</b>	<b>3,545</b>

Note: the population is projected to decrease in the areas of Bourkelands -Tatton and Glenfield Park

**Table 3-2: id forecast five yearly dwelling growth for Wagga Wagga LGA**

.id Forecast Area	2016-2021	2021-2026	2026-2031	2031-2036
Ashmont	15	15	16	20
Bourkelands - Tatton	124	3	0	0
Estella - University	442	428	442	480
Forest Hill - East Wagga Wagga	157	130	130	125
Glenfield Park	4	0	0	0
Koorngal	37	45	62	84
Lake Albert	66	56	34	21
Mount Austin	5	8	15	15
North Wagga Wagga - Bomen	210	170	98	9
Rural East	50	50	51	70
Rural West	76	74	75	74
Springvale - Lloyd	351	350	350	350
Tolland	3	1	2	2
Turvey Park	48	25	15	15
Wagga Wagga (Central)	227	225	225	225
<b>Total Wagga Wagga LGA</b>	<b>1,815</b>	<b>1,580</b>	<b>1,515</b>	<b>1,490</b>

### Outside Wagga Wagga LGA

The following dwelling growth rates have been nominated for towns in the other three LGAs serviced by Riverina Water:

- one dwelling per year for Urana
- two dwellings per year for The Rock and Walla Walla
- four dwellings per year for Holbrook and Henty
- five dwellings per year for Lockhart.

### Riverina Water Service Area growth forecast

Based on the nominated growth in the respective LGAs, the total estimated serviced population over the next 30-years is given in Table 3-3.

**Table 3-3: Serviced population estimate**

	2017	2022	2027	2032	2036	2042	2047
Riverina Water Serviced Population	72,500	77,800	82,000	85,700	88,600	93,600	97,700

### 3.1.2 Non-residential users and growth

#### Non-residential retail customers

Riverina Water services more than 6,000 non-residential retail customers. Some of the largest include the Teys Abattoir (average use of 650 ML/year), the Heinz-Watties Factory (average use of 140 ML/year) and Charles Sturt University (average use of 280 ML/year), all located in North Wagga.

Demands from non-residential users were projected to grow at different rates relative to residential growth in their respective water supply system and depending on the user category (e.g. commercial user demand is expected to increase at same rate as residential demand, however pool user demand is not expected to grow).

#### Bulk supply customers

Riverina Water also services two bulk supply customers – the RAAF Airbase (average use of 125 ML/year), and the Kapooka Army Base (average use of 310 ML/year).

The bulk supply to the RAAF Airbase is expected to increase by about 12 ML/year over the next ten years as a result of a 10% increase in recruits over this period. The bulk supply to the Kapooka Airbase is expected to increase by about 80 ML/year over the next ten years, as a result of a 33% increase in recruits over this period. There is also expected to be a small number of new dwellings in the Kapooka Marriage Quarters.

#### Bomen Special Activation precinct (SAP)

Special Activation Precincts (SAPs) are unique to regional NSW and bring together planning and investment to focus on growing jobs and economic activity in an area. Precincts will support industries in line with the competitive advantages and economic strengths of each area.

In January 2019 the NSW Government announced the creation of a SAP in the north-east area of Wagga Wagga (called Bomen) to create a world-class business precinct, capitalise on the inland rail project currently under construction, and promote advanced manufacturing, agribusiness, and freight and logistics. DPIE Water together with the Wagga Wagga City Council are developing a master plan for the SAP. The master plan proposal will identify the scale, type and extent of the development in the SAP along with the infrastructure needed to support its development and mitigate its impact.

The Wagga Wagga precinct will cover an area of approximately 4,500 hectares, including 300 hectares already developed as part of the Bomen Business Park. The precinct will incorporate the Riverina Intermodal Freight and Logistics (RIFL) hub to create faster and easier access to national and international markets for regional producers. Building on already-planned private and government investments, the precinct will create up to 6,000 new jobs across a range of industries.

### 3.2 Future Water Demands

The recent Riverina Water IWCM analysed past water demands and forecasted future water demand considering the projected population growth and estimated water savings. Table 3-4 and Table 3-5 present the Peak Day and Annual water demands at five-year intervals until the Year 2047. The demands are total water production including water losses.

**Table 3-4: Peak Day Demand Projections (ML/d)**

System	2017	2022	2027	2032	2037	2042	2047
Wagga Wagga	86.1	90.1	93.6	96.7	99.9	103.3	106.8
Southern Trunk	12.7	13.6	14.6	15.2	15.8	16.4	17.1
North Wagga	20.6	25.4	29.8	33.6	37.1	40.8	44.5
Western Trunk	4.8	4.9	5.0	5.0	5.1	5.2	5.3
Independent - Collingullie	0.7	0.8	0.8	0.9	0.9	0.9	1.0
Independent - Holbrook	2.7	2.8	2.9	3.0	3.1	3.2	3.2
Independent - Humula	0.1	0.1	0.1	0.1	0.1	0.1	0.1
Independent - Oura	0.5	0.5	0.5	0.6	0.6	0.6	0.6
Independent - Tarcutta	0.5	0.5	0.5	0.6	0.6	0.6	0.7
<b>Total</b>	<b>128.7</b>	<b>138.7</b>	<b>147.8</b>	<b>155.6</b>	<b>163.1</b>	<b>171.2</b>	<b>179.3</b>

**Table 3-5: Average Year Demand Projections (ML/year)**

System	2017	2022	2027	2032	2037	2042	2047
Wagga Wagga	9,582	10,030	10,407	10,752	11,105	11,490	11,875
Southern Trunk	1,474	1,547	1,615	1,683	1,751	1,821	1,891
North Wagga	2,751	3,355	3,912	4,389	4,831	5,301	5,772
Western Wagga	614	626	636	647	658	669	680
Independent - Collingullie	64	69	73	77	80	85	89
Independent - Holbrook	265	274	282	289	297	305	314
Independent - Humula	8	9	10	10	12	13	13

Independent - Oura	40	42	44	46	48	50	53
Independent - Tarcutta	42	45	47	49	52	55	57
<b>Total</b>	<b>14,839</b>	<b>15,997</b>	<b>17,025</b>	<b>17,943</b>	<b>18,835</b>	<b>19,789</b>	<b>20,743</b>

### 3.3 Demand Management

Demand management solutions involve both 'asset-based' and 'non-asset based' solutions. 'Asset-based' solutions for managing demand for new services include a combination of managing and upgrading of existing assets, and providing new assets, and 'non-asset based' solutions involve policy and planning initiatives and pricing signals. The IWCM Strategy has identified major asset-based solutions (capital works) to address future demand trends as listed in Table 3-6.

**Table 3-6: List of infrastructure works and their timing**

Action	Timeframe
Augment the supply from the Urana Filtration Plant to both Urana and Oaklands to reduce the requirement from Bulgary Bores.	2020-2030
Upgrade the Woomargama Treatment Plant, together with online turbidity/ chlorine meters and develop SOPs.	2020-2030
Replace Oura reservoirs: <ul style="list-style-type: none"> <li>New 1.2ML of storage or</li> <li>Two 600 KL reservoirs</li> </ul>	2020-2030 2020-2030 and 2040-2050
<ul style="list-style-type: none"> <li>Replace Morundah WTP, or</li> <li>Construct pipeline from Boree Creek to Morundah</li> </ul>	2020-2030
Cover Bulgary aeration basin, and the four aeration towers and basin at West Wagga WTP	2020-2030
Replace Tarcutta bore 5	2022/2023
Bellvue-Glenoak <ul style="list-style-type: none"> <li>New 6.2 ML Glenoak Reservoir</li> <li>Upgrade Bellvue PS to 10.2 ML/day</li> <li>Upgrade Glenoak PS to 10.5 ML/day</li> </ul>	2037/2038 2035/2036 2029/2030
North Wagga system <ul style="list-style-type: none"> <li>Augment capacity of the Wagga Wagga WTP from 75ML/day to 105ML/day, with around 30 ML/day transferred to the North Wagga System.</li> </ul>	2020-2030
Estella <ul style="list-style-type: none"> <li>New 11 ML Estella Reservoir</li> <li>Upgrade Estella PS to 20.7 ML/day</li> </ul>	2028/2029 By 2030

Action	Timeframe
<b>Brucedale</b> <ul style="list-style-type: none"> <li>New 1.5 ML Brucedale Reservoir</li> <li>Upgrade Brucedale PS to 1.5 ML/day</li> </ul>	2025/2026 by 2040
<b>East Bomen</b> <ul style="list-style-type: none"> <li>New 6.0 ML East Bomen Reservoir</li> <li>Upgrade East Bomen PS to 12.0 ML/day</li> </ul>	2032/2033 by 2040
<b>Western trunk</b> <ul style="list-style-type: none"> <li>Upgrade Urana WTP to 3.2 ML/day and upgrade Clear Water Storage pumps to 2.7 ML/day.</li> </ul>	2021/2022
<b>Oaklands and Urana</b> <ul style="list-style-type: none"> <li>New 0.5 ML Oaklands Reservoir.</li> <li>New 1.0 ML Urana Reservoir</li> <li>Upgrade Oaklands PS to 0.7 ML/day</li> <li>New Urana Reservoir PS 1.7 ML/day</li> </ul>	after 2050 by 2030 2028/2029 by 2030
<b>Lockhart</b> <ul style="list-style-type: none"> <li>New 2.5 ML Lockhart Reservoir</li> </ul>	by 2030
<b>The Rock</b> <ul style="list-style-type: none"> <li>Supply from a new 2.0 ML reservoir to be constructed at The Rock, with new 1.6 ML/day PS</li> </ul>	2021/2022
<b>Collingullie</b> <ul style="list-style-type: none"> <li>New 1.5 ML Collingullie Reservoir</li> </ul>	2035
<b>Woomargama</b> <ul style="list-style-type: none"> <li>Replace WTP and pump station.</li> <li>Construct a second bore.</li> </ul>	2024/2025 2021/2022

Demand management through 'non-asset based' solutions focus on encouraging customers to reduce consumption by using water more efficiently and includes insuring against risks and managing failures.

As part of Riverina Water's demand management strategy, a 30-year Peak Day 'game plan' was developed to optimise the production and transfer of supplies between the integrated water supply systems: Wagga Wagga, North Wagga, Southern Trunk and Western Trunk systems.

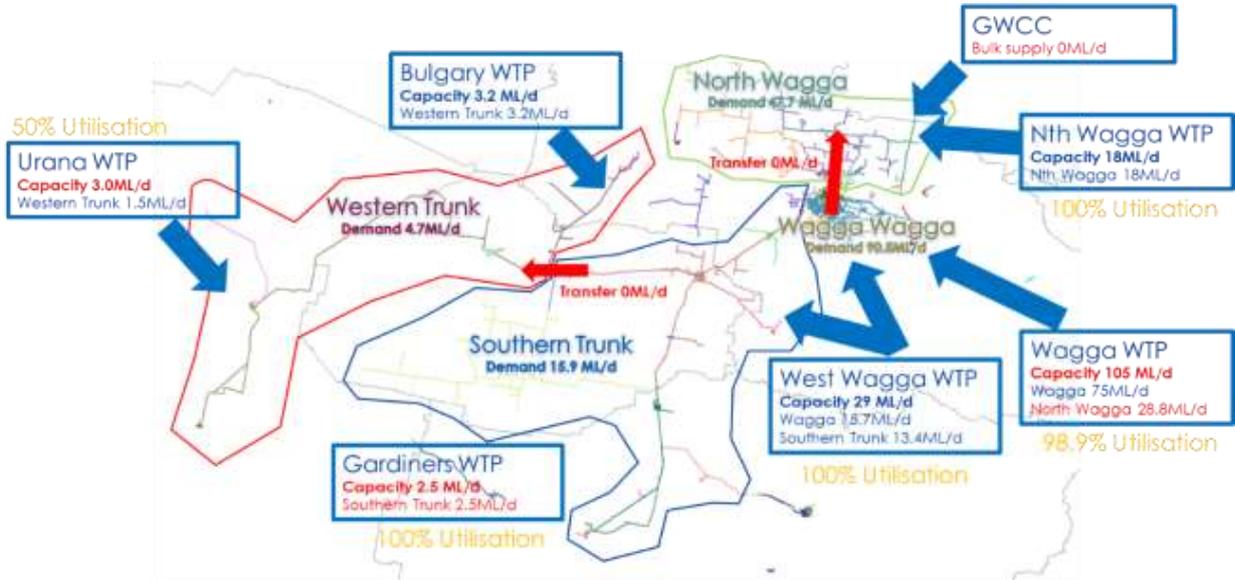


Figure 3-2: Demand Management ‘Game Plan’

Other opportunities identified to date for demand management are shown in Table 3-7.

Table 3-7: Non-Asset Based Demand Management

Service Activity	Demand Management Plan
Water Consumption	<p>The following water demand management measures have been adopted and are applied in all three water supply systems:</p> <ul style="list-style-type: none"> <li>• A two tier ‘best practice’ water charging policy approved by IPART, with higher users paying more for water.</li> <li>• BASIX for new buildings and a default requirement for large rainwater tanks to be installed at all new residences.</li> <li>• Operation of the ‘Waterwise’ program whereby customers are offered a number of retro-fit rebate incentive schemes to install to save water involving cash payments to install rainwater tanks, replace single flush with dual flush toilets, and replace inefficient water appliances.</li> <li>• Installation of effluent recycling system to replace potable water as source for water playing fields</li> <li>• Operation of a Council’s Water Restrictions Policy to ensure sustainability of supply during extended dry period when water sources are drawn down and are not being replenished.</li> </ul>

## 4. Lifecycle Management Plan

The lifecycle management plan details how the Riverina Water Council plans to manage and operate the assets to provide the agreed levels of service (defined in Section 2) while optimising life cycle costs. Life cycle management has a direct impact on the provision of water services to the customer. This section identifies the measures that require to be implemented to achieve these levels of service.

Council, as the asset owner, is committed to maintaining its water supply assets to ensure customers' desired levels of service are maintained at levels commensurate with affordability expectations. To meet this requirement, Council seeks to match funding levels, condition and community expectations.

### 4.1 Existing Assets

#### 4.1.1 Assets Register

Riverina Water has an up to date assets register for the existing assets, which contains data such as assets description, location, size, construction year, estimated residual life and current replacement costs.

A summary of the Gross Replacement Values (GRV) and Current Written Down Values (CWDV) as of June 2021 for the asset types in each of the major systems of Riverina Water are presented in the tables below. Assets that are not identified with any system in the assets register have been marked as "Unassigned". The values exclude any Works-In-Progress (WIP). A more detailed list of the above-ground assets and their capacities are presented in Appendix A.

**Table 4-1: Riverina Water Treatment Plants**

System	Gross Replacement Value	Written Down Value
Wagga Urban Scheme	\$89,037,940*	\$58,790,529
Western Trunk System	\$4,216,122	\$1,064,377
Independent Schemes	\$3,194,054	\$1,776,338
Southern Trunk System	\$677,745	\$305,555
North Wagga System	\$3,427,847	\$ 800,171
<b>Total</b>	<b>\$ \$100,553,708</b>	<b>\$ \$62,736,970</b>

**Table 4-2: Riverina Water Ground Water Bores**

System	Gross Replacement Value	Written Down Value
Wagga Urban Scheme	\$2,457,850	\$1,153,082
Western Trunk System	\$464,964	\$234,116
Independent Schemes	\$1,893,361	\$1,284,405
Southern Trunk System	\$385,400	\$221,933
North Wagga System	\$1,141,926	\$492,692
<b>Total</b>	<b>\$6,343,500</b>	<b>\$3,386,228</b>

Table 4-3: Riverina Water Pumping Stations

System	Gross Replacement Value	Written Down Value
Wagga Urban Scheme	\$6,779,585	\$2,516,447
Western Trunk System	\$1,288,700	\$405,918
Independent Schemes	\$1,916,000	\$858,367
Southern Trunk System	\$2,960,115	\$1,794,632
North Wagga System	\$2,880,038	\$952,442
Unassigned	\$145,973	\$139,048
<b>Total</b>	<b>\$15,970,411</b>	<b>\$6,666,854</b>

Table 4-4: Riverina Water Reservoirs

System	Gross Replacement Value	Written Down Value
Wagga Urban Scheme	\$29,462,923	\$19,179,265
Western Trunk System	\$3,287,038	\$1,318,792
Independent Schemes	\$4,330,181	\$2,271,609
Southern Trunk System	\$9,445,602	\$5,076,494
North Wagga System	\$8,731,871	\$5,000,882
Unassigned		
<b>Total</b>	<b>\$55,257,615</b>	<b>\$32,847,041</b>

Table 4-5: Riverina Water Other Assets

System	Gross Replacement Value	Written Down Value
Wagga Urban Scheme	\$778,170	\$434,774
Western Trunk System	\$882,034	\$539,091
Independent Schemes	\$180,339	\$134,250
Southern Trunk System	\$116,170	\$115,621
North Wagga System	\$287,849	\$279,051
Unassigned		
<b>Total</b>	<b>\$2,244,561</b>	<b>\$1,502,786</b>

Table 4-6: Riverina Water Pipeline

System	Gross Replacement Value	Written Down Value
Wagga Urban Scheme	\$159,989,361	\$91,083,258
Western Trunk System	\$42,716,412	\$26,785,656
Independent Schemes	\$17,300,357	\$9,477,330
Southern Trunk System	\$60,509,029	\$27,640,370
North Wagga System	\$45,140,720	\$29,098,159
Unassigned	\$235,312	\$232,015
<b>Total</b>	<b>\$325,891,191</b>	<b>\$184,316,788</b>

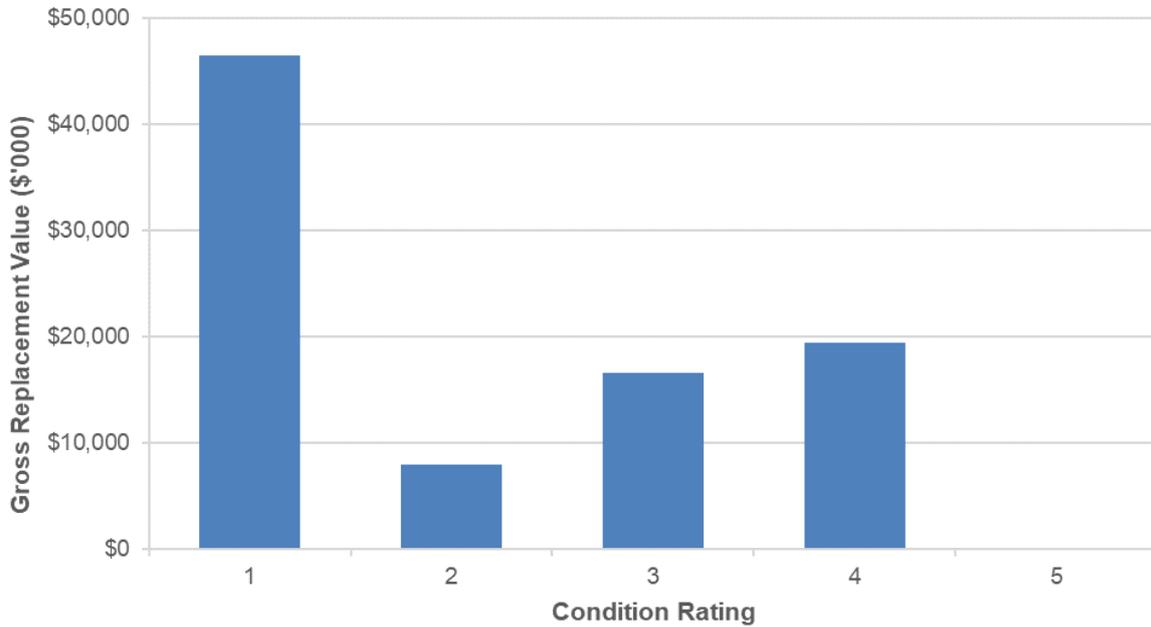
#### 4.1.2 Asset Condition

The asset attributes recorded in the assets register has been used for an initial overall assessment of condition of asset components. Condition is monitored and managed at an operational level using visual assessment techniques of common distress modes, and the information used to prepare the condition profile is based on regular assessments every year dependant on the recorded asset and service deficiencies of the Water asset stock. Condition is measured using a 1 – 5 grading system as detailed in Table 4-7.

Table 4-7: Simple Condition Rating Model

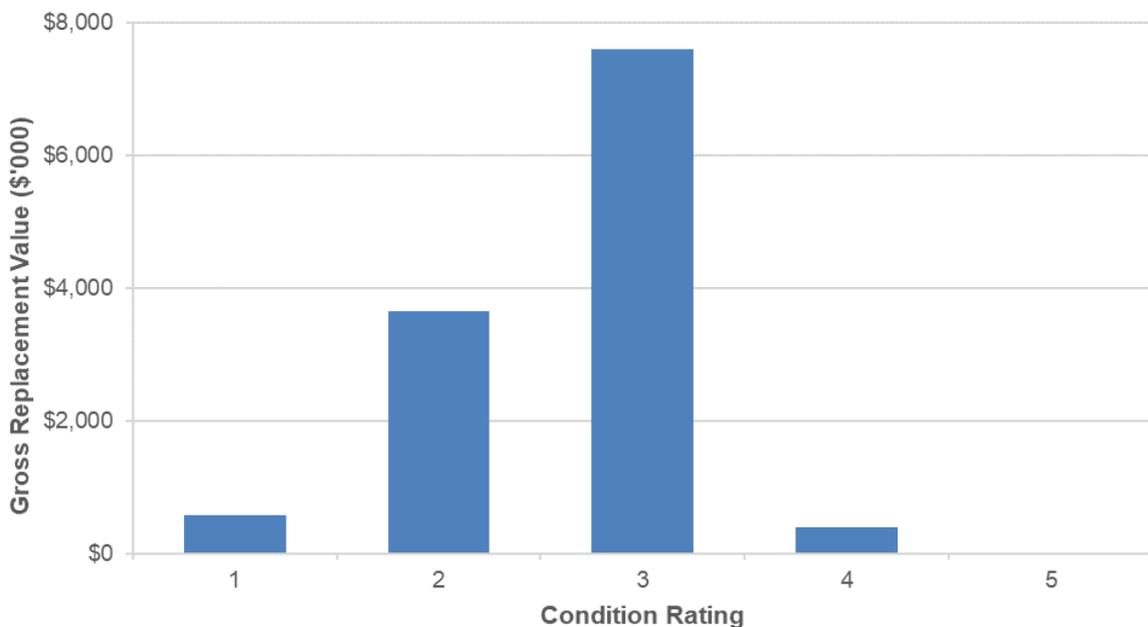
Condition Rating	Description of Condition
1	Very Good: only planned maintenance required
2	Good: minor maintenance required plus planned maintenance
3	Fair: significant maintenance required
4	Poor: significant renewal/rehabilitation required
5	Very Poor: physically unsound and/or beyond rehabilitation

A consolidated summary of the condition profiles for various asset types are shown in the following figures..



**Figure 4-1: Water Treatment Plants Condition Profile**

Note: The new Wagga Water Treatment Plant (valued at \$40M) is included in the asset register in 2020/21 with condition rating of 1.



**Figure 4-2: Ground Water Bores Condition Profile**

Note: Riverina Water has nearly completed its bore rehabilitation programme retro fitting stainless steel sleeving into previous mild-steel casings.

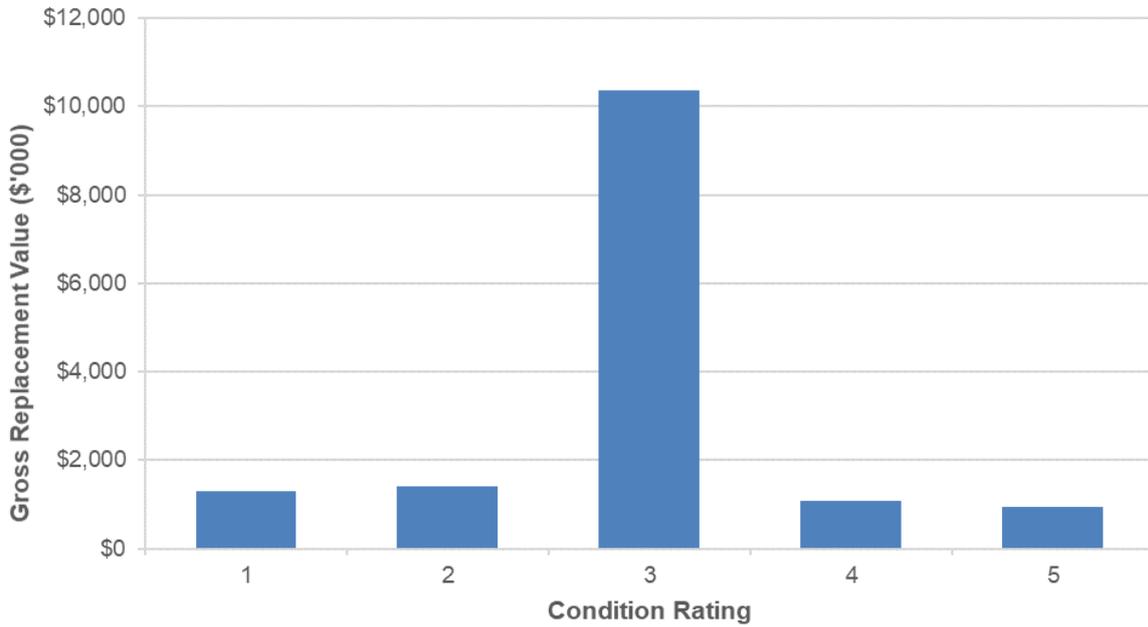


Figure 4-3: Water Pumping Stations Condition Profile

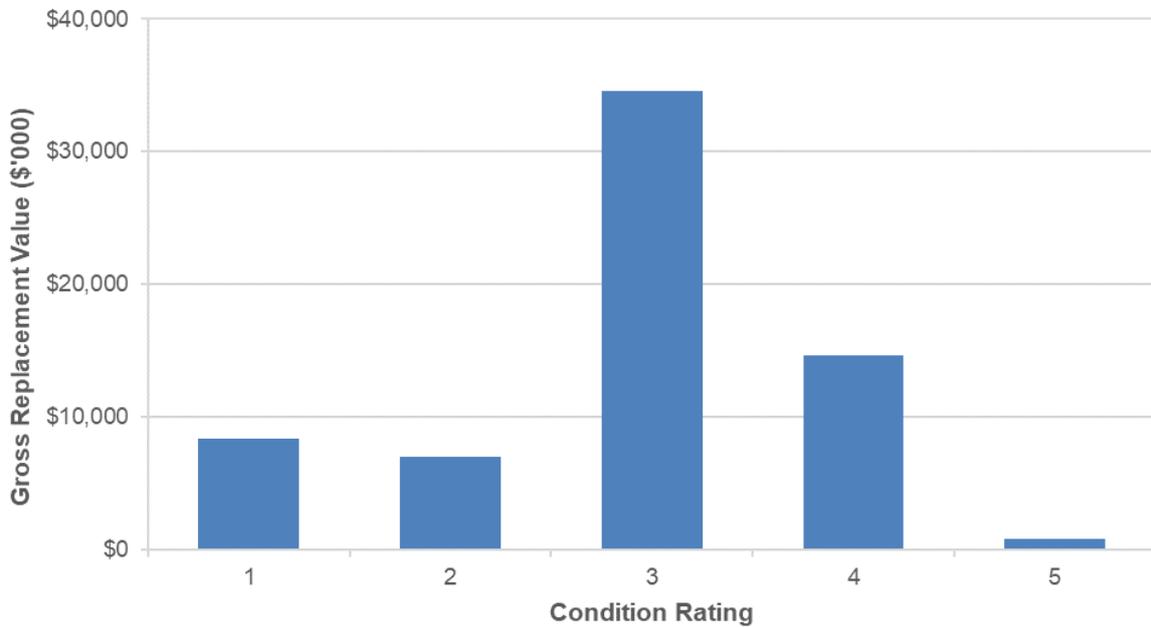


Figure 4-4: Water Reservoirs Condition Profile

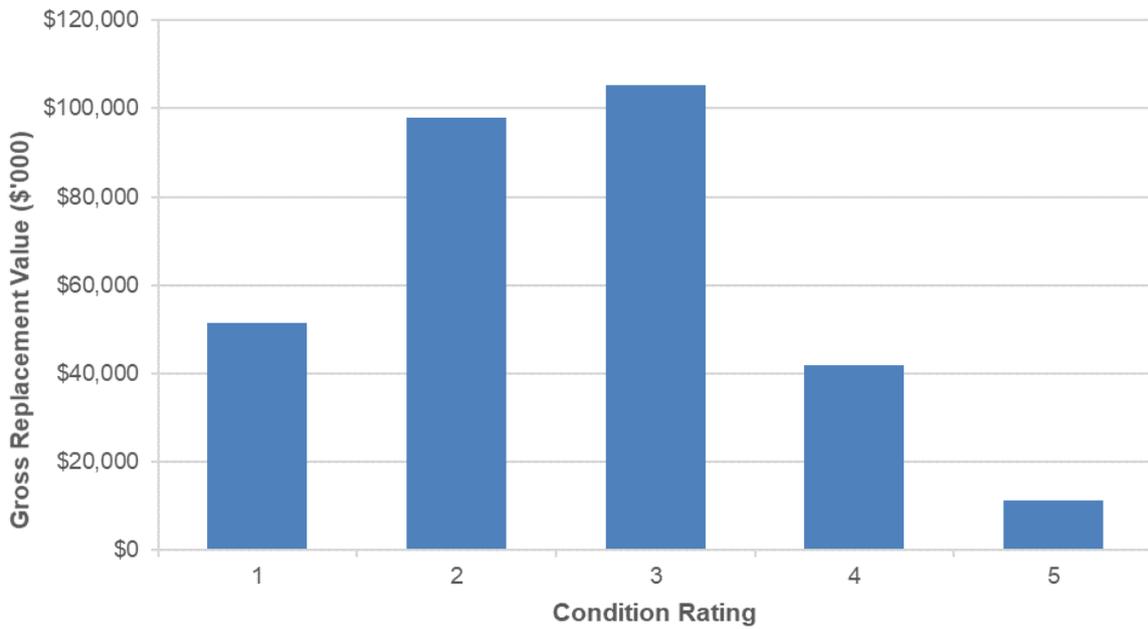


Figure 4-5: Water Pipelines Condition Profile

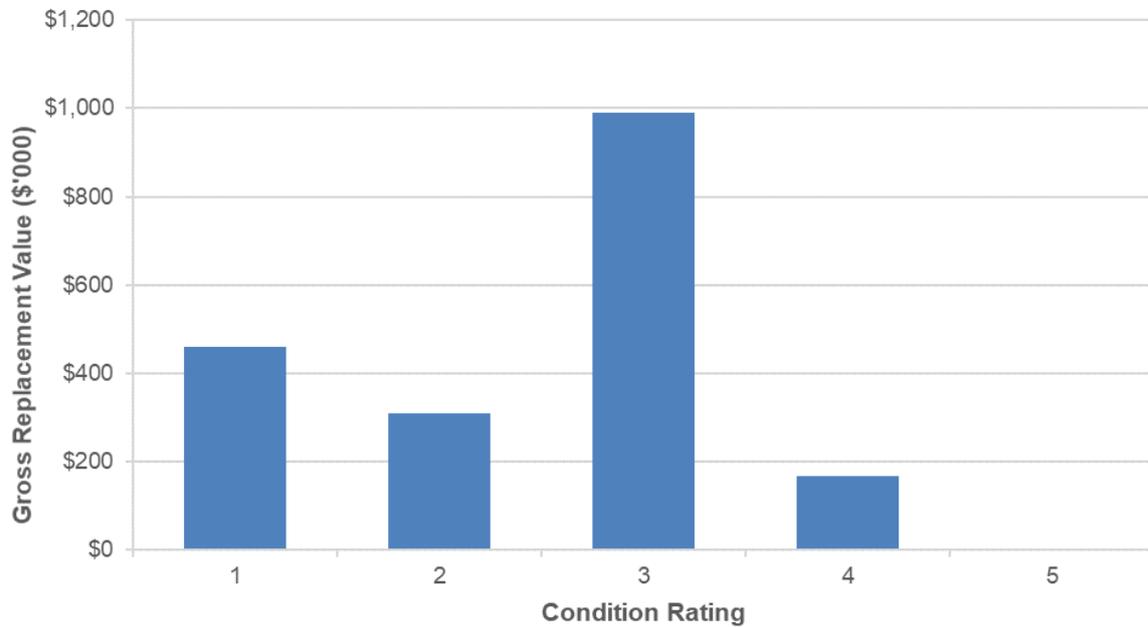


Figure 4-6: Miscellaneous Assets Condition Profile

## 4.2 Risk Management Plan

The purpose of infrastructure risk management is to document the results and recommendations of the periodic identification, assessment and treatment of risks associated with providing services from infrastructure (Ref.: ISO 31000:2009 Risk Management – Principles and Guidelines). Council has developed and adopted a corporate risk framework based on the AS/NZS Risk Management 4360:2004.

It is important for Council to quantify and make informed decisions on how to deal with risks. The assessments will need to cover WH&S, operational and environmental aspects. By identifying critical assets and failure modes, investigative activities, condition inspection programs, maintenance plans and capital expenditure programs can be planned and prioritised for the critical areas. The result will be the preparation of contingency plans for each risk. The contingency plans will allow Council to respond to events that last for extended periods and facilitate a return to normal operation as soon as possible after interruption.

Prioritisation is generally guided by the weighing up of the following considerations:

- What RWCC would ideally like to do based on the risks and criticality of its asset base (aspirational)?
- What would RWCC like to do with the existing budgets (practical)?
- What can be done by RWCC in a financially sustainable manner based on an acceptable service and risk trade-off with the AM Plan matching long-term financial plan (optimal prioritised targets)?

The decisions are then made based on the objective to achieve optimum benefit from the available resources.

The RWCC corporate risk framework (referred to as the Risk Management Plan) consists of a policy statement, roles and responsibilities for risk management across Council, a process for carrying out risk assessments and likelihood / consequence tables for rating risks. The risk assessment process offers a tool to identify credible risks, the likelihood of the risk event occurring, the consequences should the event occur, development of a risk rating, evaluation of the risk and development of a risk treatment plan for non-acceptable risks.

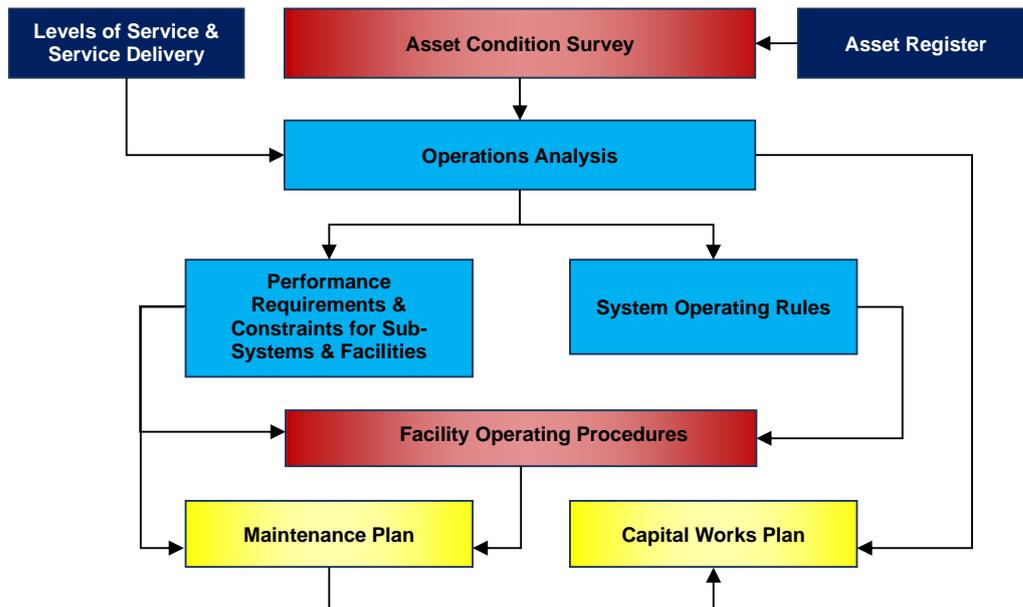
A preliminary assessment of risks associated with Riverina Water's infrastructure assets has identified critical assets based on the consequences of their failure on the service levels and the outcomes are presented in Appendix B.

## 4.3 Operations Plan

The purpose of the Operations Plan is to ensure that the service objectives are achieved at the least cost and that the impact of any breakdowns or outages is minimised. Operations are more applicable to provision of utility services including the operation of water supply, sewerage and waste assets. Typically, operations involve additional cost items unrelated to maintenance such as power use, chemical purchases, routine sampling and testing, staffing of facilities, meter reading and general monitoring of services.

When the existing system is inadequate or where assets are found to be approaching capacity or the end of their economic life, the operation plan outputs should include a schedule of required capital works and maintenance cost and that the impact of any breakdowns or outages is minimised.

The operations plan sets out system operating rules and operating procedures for operating the water supply system and its individual sub systems. This may be achieved through the process illustrated in Figure 4-7.



**Figure 4-7: Operations Planning Flowchart**

#### 4.3.1 Operations Analysis

Key to managing asset systems is the identification of system, subsystem, and asset section performance requirements. These requirements take the form of:

- outputs
- reliability
- availability

Operations staff need to be able to move to operate equipment and systems and find whether the existing system is capable of economically meeting its levels of service.

Riverina Water has been successfully operating its systems for many years, that has been done mostly on an informal basis of operational and maintenance knowledge. Council has commenced the process of documenting operational performance requirements for its systems and sub-systems. As part of the development of Riverina Water's asset management system key duty statements will be established for asset systems beginning with the most critical systems.

#### 4.3.2 Operating Rules and Procedures

The extensive systems operated by Riverina Water are managed under a set of rules identified and implemented by Riverina Water staff over many years of operations. The system operating rules provide details on how the total system is operated during normal operation and during breakdown conditions. Riverina Water has a number of existing system operating rules as follows:

- Riverina Water Quality Management System, HACCP Manual 2011
- Riverina Water Description of Water Supply System 2010
- Riverina Water Operational Plan 2011/2012

Operating procedures can take a number of forms. Incident plans need to be developed for handling emergencies. Procedures for system operations tend to be focussed on start-up, operation and troubleshooting, shutdown and quality analysis. Operating procedures usually specify the condition the assets need to be in to allow appropriate operation to take place. This can be to meet the levels

of service or to ensure that the operator is safe. An example of this is operation of a gaseous chlorine water treatment system. The pre-operation condition check should ensure that the asset is “fit for purpose” i.e. safe and fully operable to achieve water quality levels of service. This operational definition of “fit for purpose” provides the maintenance staff with a clear target for their work. If the maintenance staff cannot achieve the “fit for purpose” condition, then renewal or upgrade may be required.

Riverina Water has a number of existing procedures of various dates some of which may require updating. These procedures assist the operators of individual sub-systems to meet the operation requirements at minimum cost and to train new staff. For example, identified processes for commissioning Urana WTP in spring to ensure its availability to process water from Colombo Creek and to meet Western Trunk summer peak day needs. A list of Riverina Water’s existing operating rules and procedures are available in documents listed in Table 4-8 below.

**Table 4-8: Overview of Status of RWCCs existing operating procedures**

Area	System Operation Protocols	Water Quality Procedures	Start-up Procedures	Trouble Shooting Guide	Shutdown Procedures	Comments
Wagga Wagga System	N	Y	N	N	N	-
Southern Trunk System	N	Y	Y	N	N	O&M Manuals draft completed for Gardner’
Western Trunk Main System	N	Y	Y	N	N	O&M Manuals draft completed for Bulgary WTP
Tarcutta	N	Y	Y	Y	Y	O&M Manual draft completed
Humula	N	Y	Y	Y	Y	O&M Manual draft completed
Woomargama	N	Y	Y	Y	Y	O&M Manual draft completed
Morundah	N	Y	Y	Y	Y	O&M Manual draft completed
Walbundrie /Rand	N	Y	Y	Y	Y	O&M Manual draft completed
Collingullie	N	Y	Y	Y	Y	O&M Manual draft completed
Oura	N	Y	N	Y	N	-
Holbrook	N	Y	Y	Y	Y	-

Draft O&M manuals have been developed for most of the WTPs operating in RWCC. These are comprehensive documents generally following the Water Directorate guidelines. Riverina Water has identified to further develop a detailed operational plan to these guidelines:

- System operating rules to cover wide ranging system level modes.
- Individual facility (i.e. WTPs, pumping stations, reservoirs) operating procedures (with documented conditions, actions and standards) for start-up, operation and problem solving, and shutdown (allowable frequency)
- Common task operating procedures (with documented conditions, actions and standards) for similar tasks performed in different locations e.g. sparging and reservoir cleaning

#### 4.4 Maintenance Plan

Maintenance is the day to day work that is necessary to keep assets operating, including instances where portions of the asset fail and need immediate repair to make the asset operational again. Appropriate levels of maintenance ensure that assets attain their full operational life expectancy. The most important factor is identification of the risk to system performance from failure of each asset. This leads to a minimum performance standard for each asset. Figure 4-8 below displays the maintenance planning processes.

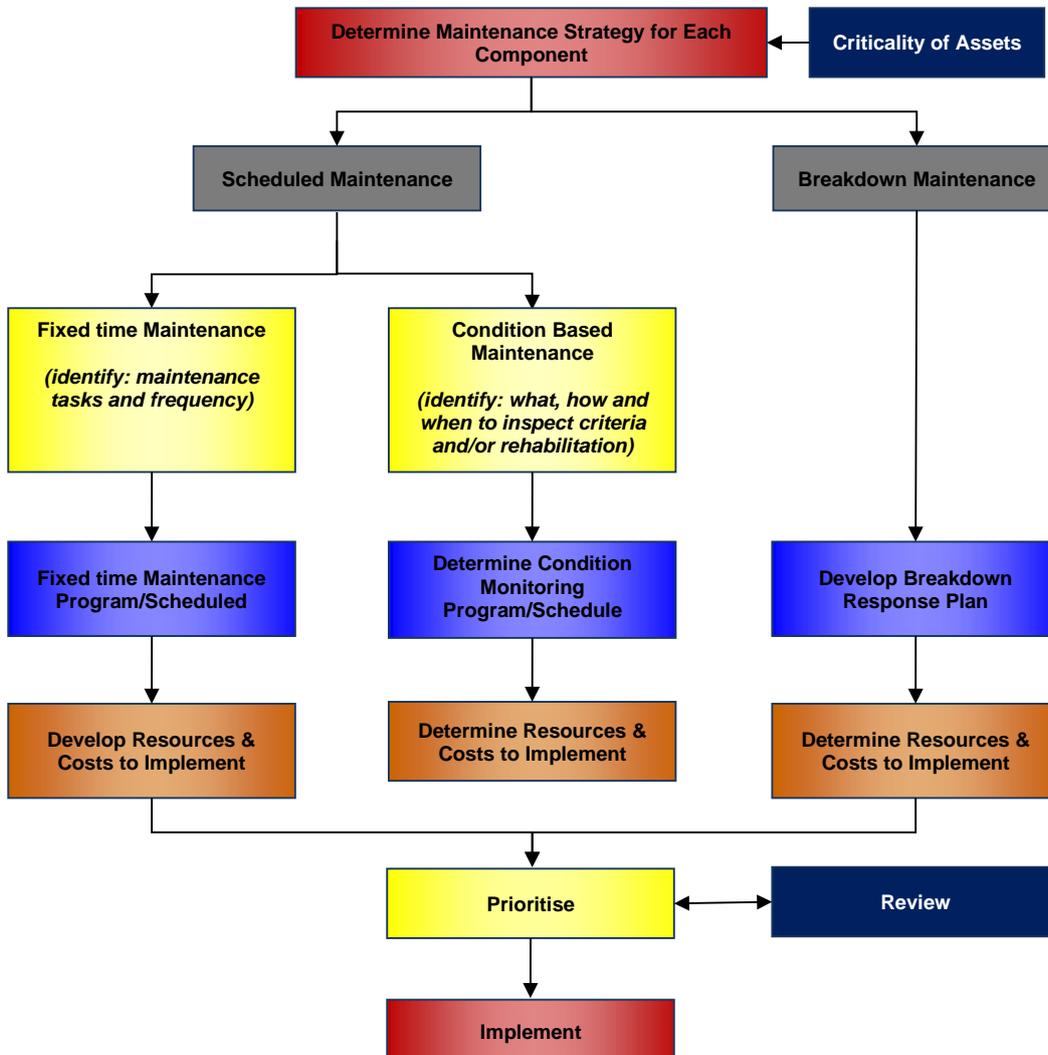


Figure 4-8: Maintenance Planning Flowchart

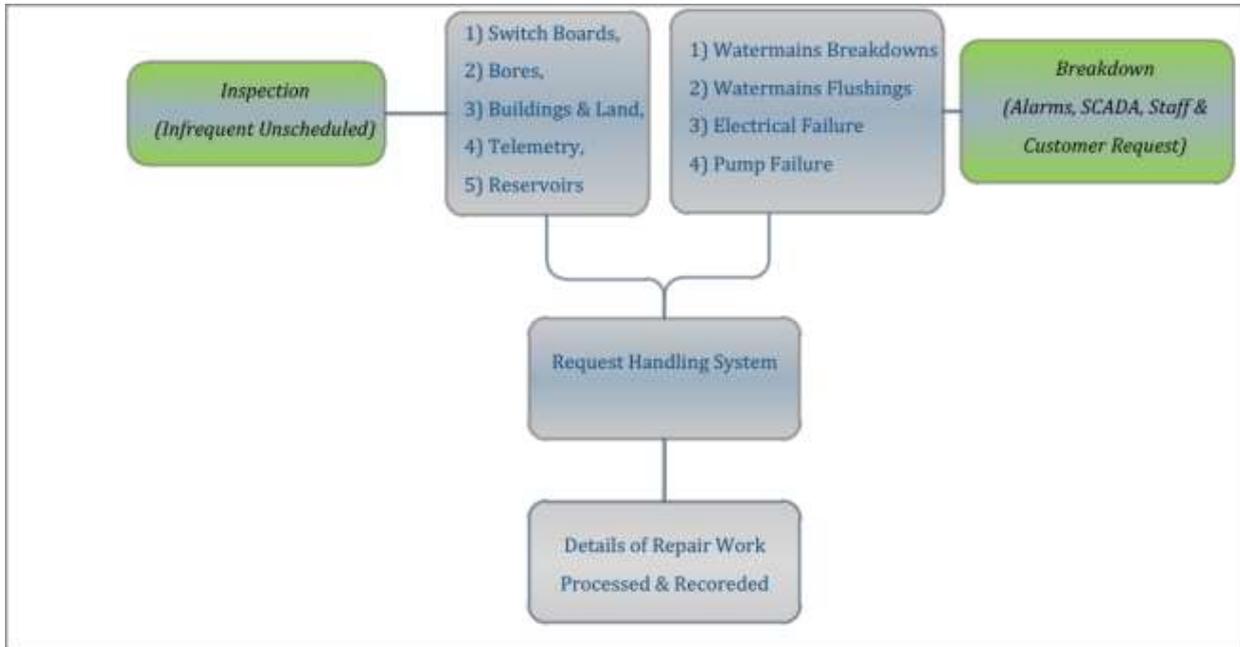
Maintenance comprises reactive (unscheduled/ breakdown) and planned (scheduled/ preventative) maintenance work activities and are discussed below.

**4.4.1 Reactive (Breakdown/ Unscheduled) Maintenance**

Reactive maintenance is unplanned repair work carried out in response to breakdowns, service requests and management/supervisory directions. It includes repair work carried out in response to customer complaints, alarms, or requests from operators with little notice. Most breakdown call outs arise from three sources:

- Alarms and SCADA
- Staff observations
- Customer complaints

Critical assets such as trunk mains are covered by breakdown response when scheduled maintenance is not necessary or feasible. Riverina Water has a system in place for recording, prioritising and actioning un-scheduled maintenance. This system is detailed in the flow chart shown in Figure 4-9.



**Figure 4-9: Unscheduled Maintenance Flow Diagram**

Whichever source identifies the requirement for breakdown maintenance, the work is passed on to the responsible operations, works or project engineering managers to define priority and assign responsibility in the request handling system. Staff then either make the repairs or organise contractor assistance to perform the repairs.

**4.4.2 Planned/ Scheduled Maintenance**

Scheduled or planned/preventative maintenance is work identified and managed through a management system (formal or informal maintenance management system), which is usually carried out with advance notice. Scheduled maintenance can include regular condition-based maintenance, time-based (cyclic or operating time-based) maintenance.

Regular inspections or monitoring of assets to assess its condition leads to condition-based maintenance. Activities include inspection, assessing the condition against failure/ breakdown experience, prioritising, scheduling, actioning the work and reporting what was done to develop a maintenance history and improve maintenance and service delivery performance. Local knowledge of maintenance supervisors and staff plays an important part in the identification and programming of repair work.

Maintenance can also be scheduled on time-based cycles for example weekly, monthly or yearly maintenance or by the number operating hours. For example, cyclic maintenance is replacement of higher value components/sub-components of assets that is undertaken on a regular cycle including repainting, building roof replacement, etc. This work generally falls below the capital/maintenance threshold.

Riverina Water has systems in place for organising and recording scheduled maintenance and has developed some maintenance management systems to plan scheduled maintenance for some subsets of its assets. These systems include:

- Schedule of pump and motor maintenance based on the number of hours of operation (Excel data base).
- Telemetry system and flow meters are on a two yearly and yearly maintenance cycle (Incomplete records kept).
- Vehicle fleet, plant and equipment are maintained as per the manufacturers' specification (Maintenance logbook kept).

Outside of Wagga Wagga, Riverina Water's assets are geographically spread across a very wide area. Much of Riverina Water's current inspections are done on an opportunistic basis. Staff will inspect systems when they are making a routine or non-routine visit to assets on a pipeline. Under DWMS, routine visual inspections of WTPs, reservoirs and pumping stations are conducted, which do not include assessment of structural integrity. This is in addition to routine or non-routine attendances by operators and other staff. Improvements could be made by scheduling comprehensive inspections (including structural integrity) of fixed assets.

Riverina Water also intends to expand this scheduled maintenance approach, where appropriate, out to many other asset types such as mains and water treatment systems. This rollout would be expected to be performed on a criticality prioritised basis with data being added into a new maintenance management system or systems.

It is expected that as the Riverina Water Maintenance system develops from core to advance approach that this system will be extended to capture the costs and link them to asset condition, reduced breakdown costs and performance against levels of service parameters.

## 4.5 Capital Works Plan

### 4.5.1 Renewal Plan

Renewal is major work which does not increase the asset's design capacity but restores, rehabilitates, replaces or renews an existing asset to its original service potential. Work over and above restoring an asset to original service potential is upgrade/expansion or new works expenditure. Riverina Water identifies the estimated maintenance and capital expenditure required by matching the projected asset renewals to provide an agreed level of service to the community with the planned renewal works program. The asset register is continually reviewed and refined for the useful lives and remaining lives of asset components that improves the confidence level of the assessment of the renewal expenditure requirement.

### 4.5.2 Creation/ Upgrade/ Expansion Plan

New works are those works that create a new asset that did not previously exist or works which upgrade or improve an existing asset beyond its existing capacity. They may result from growth, social or environmental needs. Assets may also be acquired at no cost to the Council from land development.

A list of new infrastructure capital works identified by the IWCM strategy is provided in Table 3-6. The 30-year capital works programs and the Total Asset Management Plan for the adopted IWCM strategy are presented in Figure 4-10. The Operation and Maintenance costs forecasts for the 30-year period is shown in Figure 4-11.

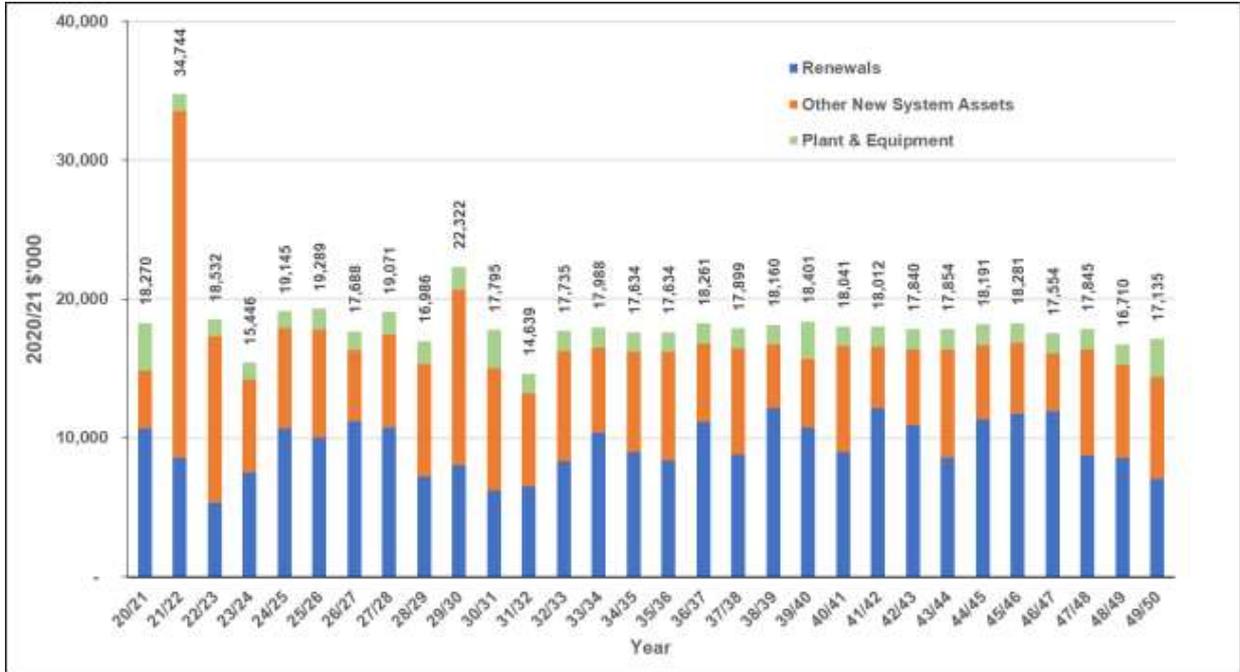


Figure 4-10: 30-Year Capital Works Schedule

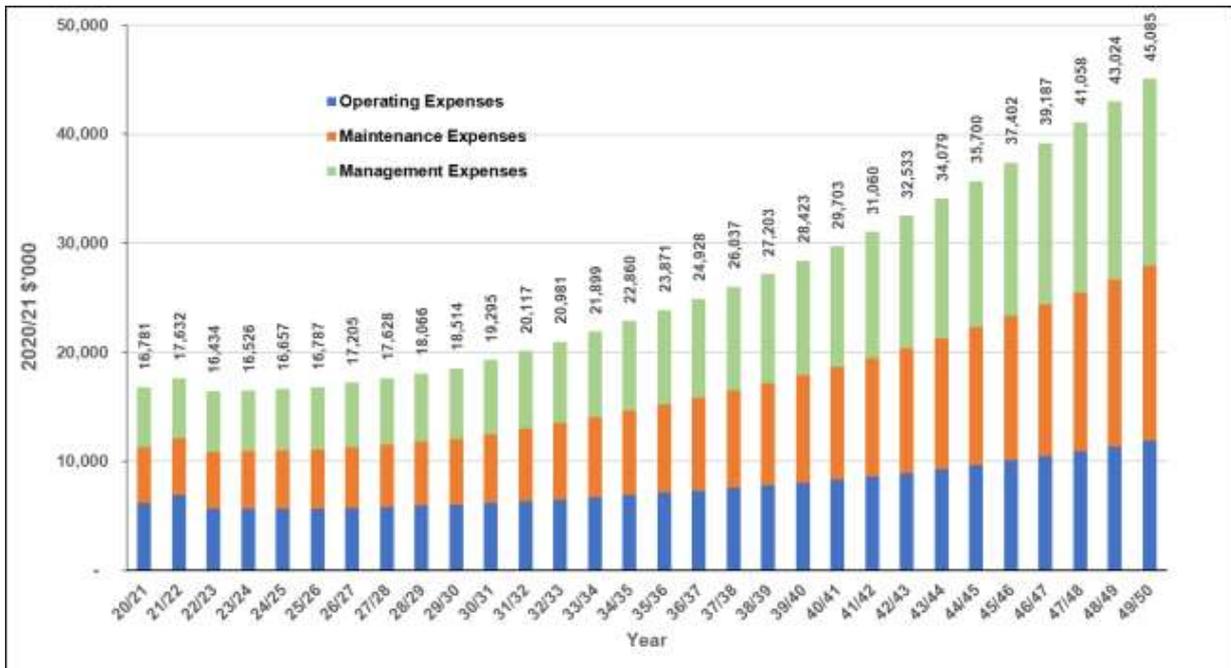


Figure 4-11: 30-year O&M Costs Schedule

### 4.5.3 Disposal Plan

Disposal includes any activity associated with the disposal of a decommissioned asset including sale, demolition or relocation. The following is a list of the various “failure modes” or reasons for disposal:

- Structural: where the physical condition of the asset is the measure of deterioration, service potential and remaining life
- Capacity: where the level of under or over capacity of the asset is measured against the required level of service to establish the remaining life
- Level of service failure: where reliability of the asset or performance targets are not achieved
- Obsolescence: where technical change or lack of replacement parts can render assets uneconomical to operate or maintain
- Cost or economic impact: where the cost to maintain or operate an asset is greater than the economic return.

Assets identified for possible decommissioning and disposal are shown in Table 4-9. These assets will be further reinvestigated to determine the required levels of service and see what options are available for alternate service delivery, if any.

Parts of mechanical equipment that has been replaced will be explored for possible use as spare parts or sold as scrap metal unless it is considered to have genuine re-sale value. In this case the piece of surplus equipment will be sold with income directed to the water fund account.

**Table 4-9: Assets identified for Disposal**

Asset Demolition	Year	Cost
Millswood (Abandoned) Reservoirx2	21/22	\$50,000
Bomen No.1 Steel (Abandoned) Reservoir	21/22	\$50,000
Ladysmith Low Level (Abandoned) Reservoir x 3	23/24	\$50,000
San Isadore (Future Abandoned) Reservoirx2	23/24	\$50,000
Beauty Point No2 (Future Abandoned) Reservoir	23/24	\$150,000
The Rock (Future Abandoned) Reservoir	31/32	\$150,000
Beauty Point No1 (Abandoned) Reservoir	23/24	\$150,000
Mt Austin No2 (Buckmans) Reservoir	33/34	\$150,000
Uranquinty elevated reservoir	22/23	\$200,000
Walbundrie WTP, Raw Water Dam and Billabong Creek intake	24/25	\$50,000
Rand WTP, Raw Water Dam and Billabong Creek intake	24/25	\$50,000
Rand Raw Water Storage Dam	24/25	\$50,000
Rand Sediment lagoon	24/25	\$50,000
Mangoplah LL Pump Station and LL Tanks	32/33	\$30,000
French Park Pump station	32/33	\$20,000
Boree Creek Pump Station	32/33	\$20,000
Mountain View Pump Station	33/34	\$80,000

## 5. Financial Summary

This section contains the financial requirements resulting from all the information presented in the previous sections of this asset management plan. The financial projections will be improved as further information becomes available on desired levels of service and current and projected future asset performance.

### 5.1 Historical Financial Statements

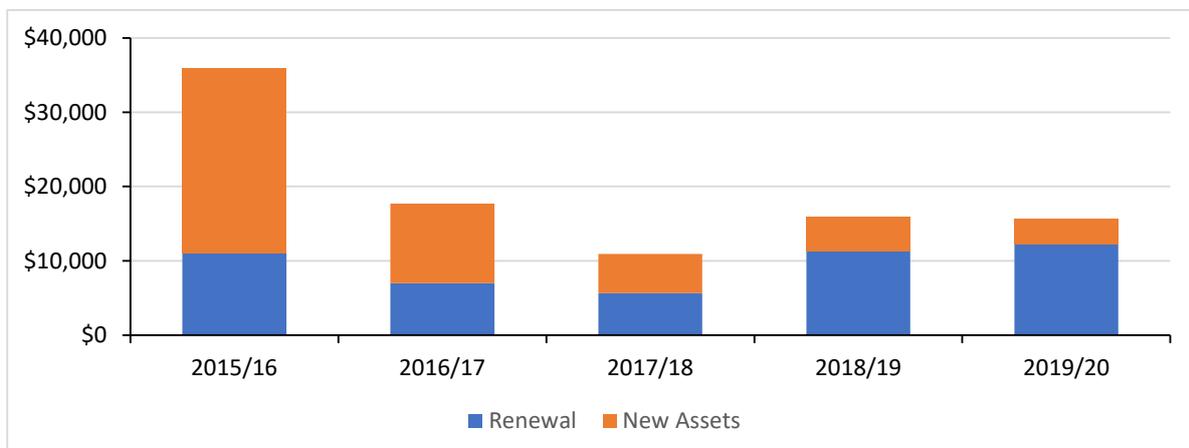
A summary of Riverina Water's financial position as at 30 June 2020 is provided in Table 5-1.

**Table 5-1: Riverina Water's financial position - 30 June 2020**

<b>Net Operating Result</b>	
Before grants and contributions provided for capital purposes	\$9,757m
<b>Net Assets</b>	\$405,967m
<b>Debt service cover ratio</b>	
Benchmark >2.00x	7.69x
<b>Cash expense cover ratio</b>	
Benchmark > 3 months	18.3 months
<b>Own source operating revenue ratio</b>	
Benchmark >60.00%	92.59%

A summary of Riverina Water's capital investment over the last five years is summarized below and presented in Figure 5-1:

- \$95 Million in capital works has been delivered
- In 2019 Riverina Water delivered \$15.39 Million in capital works, which was the second highest in the State.
- This equated to approximately \$487 of capital expenditure on the provision of water supply services per connected property.
- Current replacement cost of assets per assessment is \$15,422. This is the 5th lowest of major water utilities in the State



**Figure 5-1: Riverina Water's capital expenditure in the last five years (\$'000)**

## 5.2 Funding Strategy

Planned and forecast expenditure is to be funded from RWCC's operating and capital budgets that draws from the following funding sources (Table 5-2).

**Table 5-2: Funding Sources**

Expenditure Category	Description of Expenditure	Funding Source
Operations	Expenditure for day to day activities of business operations, e.g. energy cost, chemicals, bulk water purchase, licencing charges etc.	Water charges Fund reserves
Maintenance	Expenditure for the on-going upkeep of assets to ensure they meet their useful lives	Water charges Fund reserves
Asset rehabilitation/ renewal	The investment of maintaining the current level of service by reinstating the original life of the asset	Water charges Fund reserves
New assets for improved levels of service to existing customers	The expenditure in a new asset to improve the levels of service and/or to meet legislative requirements, e.g. water quality improvements, Telemetry/ SCADA for improved operational controls	Water charges Fund reserves Govt. grants Loans
New acquired assets	New assets constructed by developers for future new customers and their costs and handed over to the LWU for ongoing operation, maintenance and renewal	Contributed/ gifted assets
New or augmented assets for growth	Major new assets needed to service future growth	Developer charges Water charges Fund reserves Govt. grants Loans
Disposal	Costs associated with decommissioning and disposal of assets	Water charges Fund reserves

The operation and maintenance expenditure are funded from the annual water charges that contribute to cash reserves. Some, or all, capital works (for asset renewal and new assets) are funded directly from accumulated cash reserves including saved depreciation expenses and accumulated developer charges. To overcome intergenerational equity issues, renewal programs are generally fully funded out of internally generated cash (where practical). Borrowing against capital acquisitions are resorted to top up available funds from cash reserves, where planned expenditure constrains maintaining the adopted minimum cash levels for the fund.

Funds, which are surplus to requirements, can be used to further reduce or eliminate borrowing requirements and reduce interest payments.

### Subsidies/Grants for Capital Works

The financial forecasts for the water fund assume that no government grant/ subsidy will be available for any of the planned capital works.

## 5.3 Financial Forecasts

The 30-year capital works and O&M Plan shows the expenditure based on the current estimates for the long-term capital, operational and maintenance and are used in the financial model for projecting

the financial position over the next 30 years. The model forecast typical residential bills (TRBs) for the next 30-years are presented in Figure 5-2.

The financial forecasts consider the repayment of current outstanding loan (as at 30 June 2020), and a new loan of \$16 Million in 2022/23. The forecast levels of typical residential bills are sufficient to maintain liquidity with a minimum of \$5 Million of cash in hand.

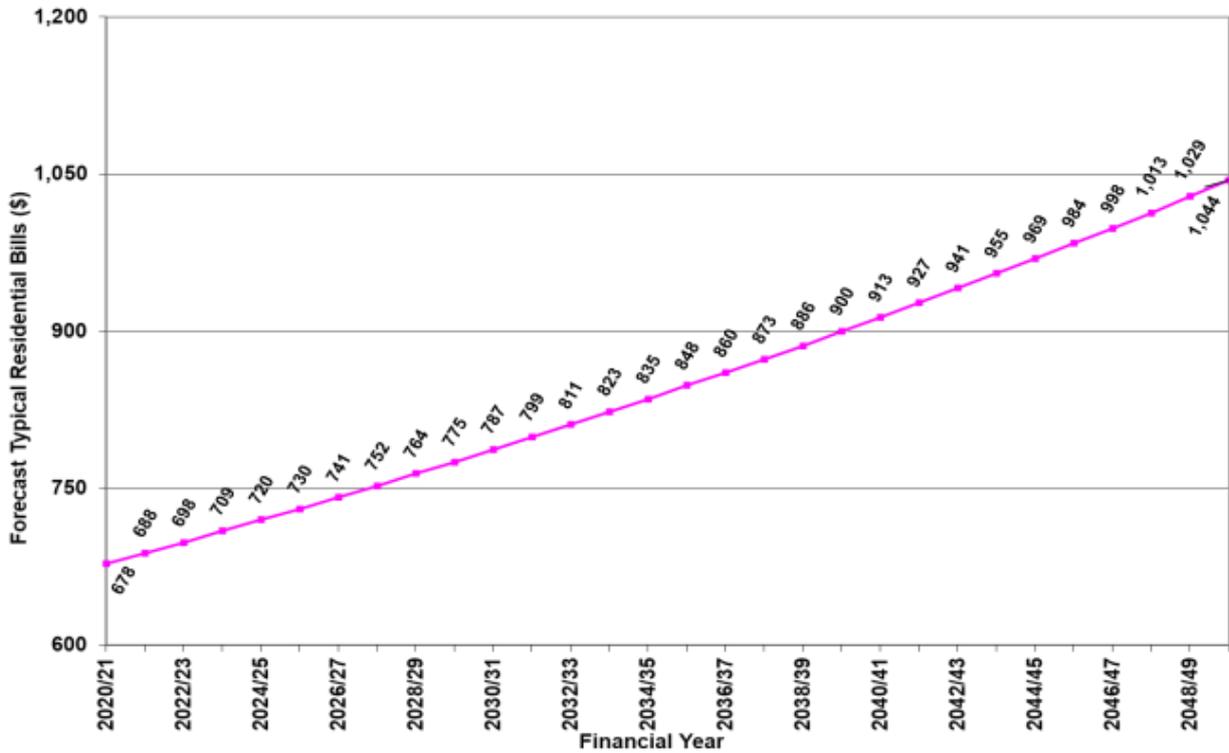


Figure 5-2: Typical Residential Bill Forecast (\$)

The levels of cash and borrowing outstanding as the planned capital work expenditure are incurred during the 30-year forecast period are presented in Figure 5-3.

A summary of projected financial results is presented in Table 5-3 . More detailed financial forecast summaries are as presented in Appendix C.

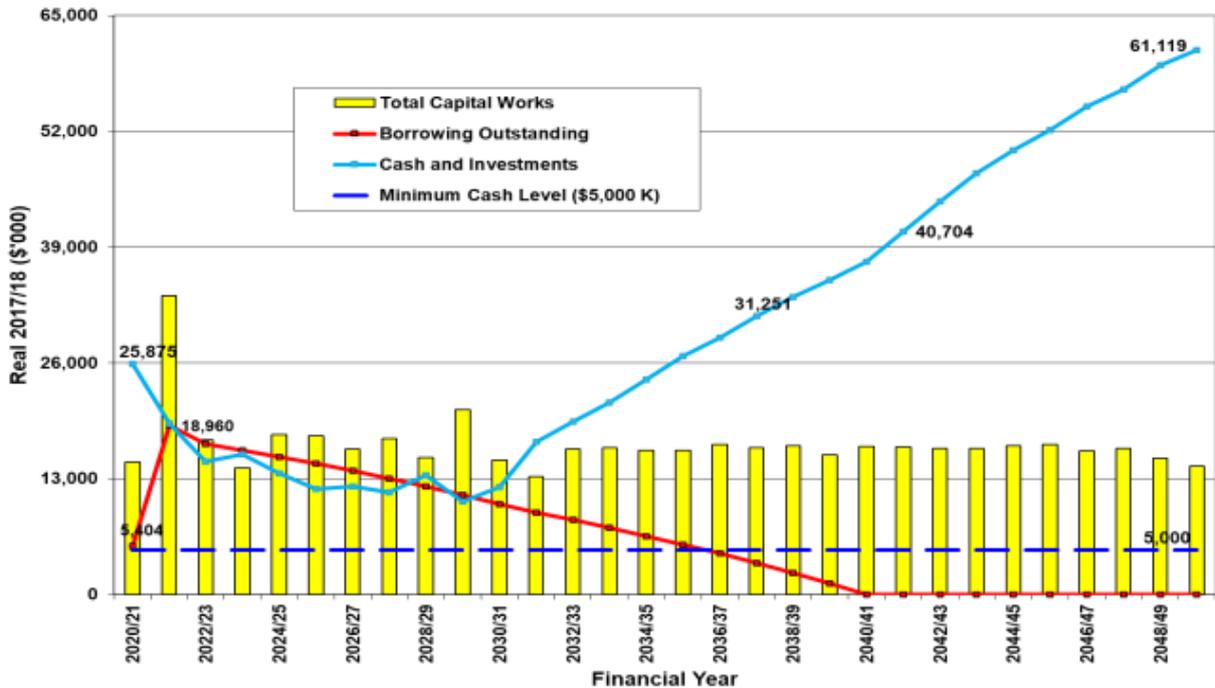


Figure 5-3: Cash & Borrowing Outstanding (\$'000)

### 5.4 Key Assumptions of Financial Forecasts – Reliability and Confidence

This section details the key assumptions made in presenting the information contained in this asset management plan and in preparing forecasts of required operating and capital expenditure and asset values, depreciation expense and carrying amount estimates. It is presented to enable readers to gain an understanding of the levels of confidence in the data behind the financial forecasts.

The projections of the financial models are mainly based on the previous two years (historical) financial records. Allowance is made for new initiatives, future rate forecasts, and maintenance of sustainable Levels of Service (LOS) as identified and adopted by Riverina Water through the IWCM process.

The net operating results and other financial performance indicators such as the economic real rate of return (ERRR) etc., in the financial projections should be seen in light of the fact that the depreciation of existing assets shown in the operating statement is not a cash item. FINMOD specifically models Riverina Water’s asset renewal program as the fully internally funded component of the capital works program. A modest negative operating result is often sustainable as conventional depreciation of assets is conservative in comparison with an asset renewal program that has been rigorously evaluated and adopted for the financial projections.

The financial model manages the cash flow and keeps a running tally of the cumulative depreciation so that the Council can appreciate the potential future liability for maintaining the value in the system and the LOS. By planning ahead and making optimum use of existing assets, a more cost effective and efficient service should result.

Typical Residential Bills are used as the performance indicators representing overall revenue requirements from residential customers. This should not be confused with pricing structure. Pricing, i.e. distribution of the charges according to consumption or special customer groups, is the subject of a separate revenue planning exercise. Tariff structure for the services will need to take into account corporate policies, approach to risks such as lower than adopted growth rates, increase in interest rates and the acceptability of charges to the community.

The financial model is not a substitute for normal budgeting, (i.e. short-term financial planning). The model assumes that all expenses and income occur at the beginning of the year and is therefore not appropriate to track cash flow throughout the year. It is important, however, that the budgeting process is carried out within the framework of the long-term financial plan.

Models will require updating as more accurate expenditure schedules become available. Annual update and 3 to 4 yearly review of the model projections with the up to date level of expenditure is recommended.

**Table 5-3: Summary of Projected Financial Forecasts**

Financial Year	Revenue and Expenses			Capital Transactions		Financial Position					System Assets			Typical Residential Bills
	Total Revenue	Total Expenses	Operating Result (Before Grants)	Acquisition of Assets	Principal Loan Payments	Cash and Investments	Borrowings	Total Assets	Total Liabilities	Net Assets Committed	Current Replacement Cost	Less: Accumulated Depreciation	Written Down Current Cost	
2020/21	31,673	24,028	7,645	18,270	1,860	25,875	5,404	425,717	12,102	413,615	371,867	-4,445	376,312	678
2021/22	32,256	25,357	6,899	34,744	2,444	19,205	18,960	446,239	25,725	420,514	396,849	-6,424	403,273	688
2022/23	32,855	24,449	8,406	18,532	2,092	14,895	16,868	452,621	23,701	428,920	408,831	-5,035	413,866	698
2023/24	33,624	24,761	8,863	15,446	697	15,742	16,171	460,856	23,073	437,783	415,532	-5,705	421,237	709
2024/25	34,459	25,119	9,340	19,145	732	13,558	15,439	469,533	22,410	447,123	422,766	-9,428	432,194	720
2025/26	35,243	25,180	10,063	19,289	770	11,845	14,669	478,896	21,710	457,186	430,522	-12,417	442,939	730
2026/27	36,109	25,446	10,663	17,688	811	12,138	13,858	488,818	20,969	467,849	435,646	-16,509	452,155	741
2027/28	37,013	26,126	10,887	19,071	854	11,484	13,004	498,922	20,186	478,736	442,363	-20,030	462,393	752
2028/29	37,986	26,844	11,142	16,986	899	13,404	12,105	509,236	19,358	489,878	450,497	-19,898	470,395	764
2029/30	38,900	27,636	11,264	22,322	946	10,406	11,159	519,626	18,484	501,142	463,135	-20,432	483,567	775
2030/31	39,853	28,476	11,377	17,795	996	12,058	10,163	530,081	17,562	512,519	471,979	-18,996	490,975	787
2031/32	40,902	29,417	11,485	14,639	973	17,113	9,190	540,667	16,663	524,004	478,630	-17,793	496,423	799
2032/33	41,967	30,420	11,547	17,735	853	19,393	8,337	551,436	15,885	535,551	486,607	-18,246	504,853	811
2033/34	43,032	31,452	11,580	17,988	869	21,549	7,468	562,222	15,091	547,131	492,703	-20,696	513,399	823
2034/35	44,104	32,536	11,568	17,634	913	24,125	6,555	572,953	14,254	558,699	499,922	-21,616	521,538	835
2035/36	45,250	33,654	11,596	17,634	960	26,787	5,595	583,666	13,371	570,295	507,715	-21,851	529,566	848
2036/37	46,364	34,803	11,561	18,261	1,008	28,831	4,587	594,297	12,441	581,856	513,400	-24,740	538,140	860
2037/38	47,539	36,005	11,534	17,899	1,059	31,251	3,528	604,851	11,461	593,390	521,050	-25,193	546,243	873
2038/39	48,731	37,216	11,515	18,160	1,113	33,380	2,415	615,332	10,427	604,905	525,601	-28,941	554,542	886
2039/40	49,994	38,617	11,377	18,401	1,169	35,253	1,246	625,620	9,338	616,282	530,499	-31,222	561,721	900
2040/41	51,224	39,877	11,347	18,041	1,229	37,376	17	635,819	8,190	627,629	538,122	-31,600	569,722	913
2041/42	52,531	41,297	11,234	18,012	0	40,704	17	647,134	8,271	638,863	542,526	-35,105	577,631	927
2042/43	53,885	42,848	11,037	17,840	0	44,085	17	658,253	8,353	649,900	547,987	-37,303	585,290	941
2043/44	55,252	44,501	10,751	17,854	0	47,272	17	669,088	8,437	660,651	555,812	-37,039	592,851	955
2044/45	56,632	46,203	10,429	18,191	0	49,880	17	679,601	8,521	671,080	561,146	-39,477	600,623	969
2045/46	58,085	47,978	10,107	18,281	0	52,147	17	689,793	8,606	681,187	566,231	-42,231	608,462	984
2046/47	59,494	49,823	9,671	17,554	0	54,763	17	699,550	8,692	690,858	570,439	-45,075	615,514	998
2047/48	60,982	51,803	9,179	17,845	0	56,704	17	708,815	8,778	700,037	578,103	-44,645	622,748	1,013
2048/49	62,556	53,865	8,691	16,710	0	59,387	17	717,594	8,866	708,728	584,812	-43,939	628,751	1,029
2049/50	64,092	56,031	8,061	17,135	0	61,119	17	725,744	8,955	716,789	592,158	-41,625	633,783	1,044

## 6. Plan Improvement and Monitoring

### 6.1 Current Asset management Practices

Asset management practices are combination of processes, data, software and hardware applied to provide the essential outputs for effective asset management thereby reducing risks and optimising investment on assets. In general computer-based asset management information systems are used to store and analyse the significant quantities of asset data collected for asset management purposes.

The benefits of having good asset management practices will provide:

- A thorough assessment of current performance and future assets requirement
- An understanding of how the asset management system will interface with other
- Council practices such as financial practices
- The resources requirement (budgets and system specialists) to maintain suitable asset management system

#### 6.1.1 Asset Management Systems

RWCC generally uses databases and excel spreadsheets to record maintenance accomplishments for pipes and most above-ground assets. RWCC's existing asset management systems and databases are summarised in Table 6-1. Some of these databases are integrated with RWCC's Geographic Information System (GIS) and provide live updates of spatial data integration.

**Table 6-1: List of Asset Groupings and Databases**

Asset Class	Database	GIS linked	Is Database up to date?
Pipes	AssetFinda	Y	Y
Pumping Stations	Excel Spreadsheet	N	Y
Dams and Wells	Excel Spreadsheet	Y	Y
Reservoirs	Excel Spreadsheet	Y	Y
Water Treatment Plants	Excel Spreadsheet	Y	Y
Bores	Excel Spreadsheet	Y	Y
Service Connections	AssetFinda	Y	Y
Mag-flow meters	Excel Spreadsheet	N	Y
SCADA	Excel Spreadsheet	N/A	Y
Land & Buildings	Excel Spreadsheet	N	Y
Above-ground structures	Excel Spreadsheet	No – Schematics only	Y
Transport	Fleet manager	N/A	Y
Plant & vehicles	Authority	N/A	Y
Computers	Excel Spreadsheet	N/A	N
Furniture	No	N/A	No breakup

\*Note: GIS & AssetFinda data do not always match up; Y = Yes, N= No, N/A= Not Applicable  
(Source: Riverina Water AMP, 2012)

Council's financial section is responsible for keeping RWCC financial asset register up to date. Entries and updates are applied based on capital expenditure. Council has an up to date asset register. The details of the existing asset register have been discussed in Section 4.1.1.

## 6.2 Performance Measures

The effectiveness of the asset management plan can be measured in the following ways:

- The degree to which the required projected expenditure identified in this asset management plan are incorporated into the long-term financial plan
- The degree to which 1-5-year detailed works programs, budgets, business plans and corporate structure take into account the 'global' works program trends provided by the asset management plan
- The degree to which the existing and projected service levels and service consequences, risks and residual risks are incorporated into the Strategic Plan and associated plans

## 6.3 Improvement Plan

The Improvement Plan is to outline how asset management processes, information systems, data and knowledge can be improved.

A basic principle of good asset management practice is that existing assets will be maintained and renewed where necessary, before the acquisition of new assets are considered. A major assumption, therefore, is that any improvement plan will be assessed according to that principle, and that the allocation of resources for the proposed improvement plan will be prioritised separately from new capital works.

### 6.3.1 From Core to Advanced Asset Management Planning

Riverina Water intends to develop a core asset management plan and over the next four years develop an advanced asset management plan. This will involve a number of steps:

- Establish prioritised system asset criticality actions
- Establish detailed operational plan components for critical systems to identify fit for purpose requirements
- Further develop detailed maintenance procedures for planned and unplanned maintenance

## 6.4 Monitoring and Review Procedures

This asset management plan will be reviewed during annual budget preparation and amended to recognise any changes in service levels and/or resources available to provide those services as a result of the budget decision process.

The Plan has a life of 4-6 years and is due for revision and updating within 2 years of each Council election.

## 7. References

1. **Public Works Advisory.** *Integrated Water Cycle Management Strategy.* 2021.
2. **Riverina Water County Council.** *Revised Delivery Program 2017/2018 to 2019/2020 and Operational Plan 2017/2018.* 2017.
3. **Riverina Water County Council.** *Description of Water Supply System.* 2014.
4. **NSW Department of Primary Industries.** *2015-16 NSW Water Supply and Sewerage Benchmarking Report.* 2017.
5. **HydroScience.** *Riverina Water County Council - Demand Management Plan.* 2012.
6. —. *Riverina Water County Council - Asset Management Plan.* 2012.
7. **NSW Division of Local Government, Department of Premier and Cabinet.** *Integrated Planning and Reporting Manual for local government in NSW.* 2012.
8. **Riverina Water County Council.** *Riverina Water Drinking Water Management System.* 2019.
9. **NSW Department of Planning, Industry and Environment.** *Yanco Creek System - Sustainable diversion limit adjustment mechanism projects.* 2019.
10. **HydroScience.** *RWCC Development Servicing Plan.* 2013.

## Appendices

### Appendix A Asset Details

#### A.1 RWCC Asset Capacities

These asset capacities were taken from RWCC's file *Design Capacities.xlsx*

**Table A-1: Asset Capacities - RWCC Service Reservoirs (Permanent)**

NAME	MATERIAL	AGE	CAPACITY (ML)
LOW LEVEL 1	Concrete	2019	11.000
LOW LEVEL 2	Concrete	2019	11.000
BEAUTY POINT 1	Prestressed Concrete	1959	4.540
BEAUTY POINT 2	Concrete	1940	0.900
BELLVUE 1	Steel	1992	2.500
BELLVUE 2	Steel	1960	0.540
BOMEN 1	Prestressed Concrete	1977	9.000
BOMEN 2	Concrete	1946	1.000
BOREE CK	Concrete	1951	0.230
BRUCEDALE	Steel	1978	0.750
COLLINGULLIE	Concrete	2015	0.700
COTTEE	Concrete	1990	0.530
CURRAWARNA	Concrete	1990	0.100
EAST BOMEN 1	Prestressed Concrete	1980	2.000
EAST BOMEN 2	Prestressed Concrete	1996	4.000
ESTELLA	Steel	1985	11.000
GLENFIELD	Prestressed Concrete	1994	11.000
GLENOAK	Steel	2000	1.300
GLENOAK 2	Concrete	2019	4.500
GREGADOO	Steel	1988	1.500
HENTY BT	Concrete	1949	4.540
HOLBROOK	Concrete	1946	1.140
HOLBROOK H.L.	Steel	1970	1.140
HUMULA 1	Concrete	1996	0.105
HUMULA 2	Concrete	1997	0.105
LADYSMITH BT	Concrete	1992	0.450
LOCKHART	Concrete	1949	0.450
LUDWIG 1	Concrete	1983	0.105
LUDWIG 2	Concrete	1983	0.105
LUDWIG 3	Concrete	1983	0.105
LUDWIG 4	Concrete	1983	0.105
MANGOPLAH HL Res	Steel	2015	0.136
MILBRULONG BT	Concrete	1949	4.540
MILBRULONG RES	Concrete	1949	0.230
MORUNDAH	Segmented Cast Iron	1962	0.136
MORVEN	Concrete	1949	1.140
MOUNT AUSTIN 1	Prestressed Concrete	1973	9.000
MOUNT AUSTIN 2	Concrete	1959	2.500
OAKLANDS	Concrete	1954	0.450
OURA 1	Concrete	2001	0.095
OURA 2	Concrete	2001	0.090
PLEASANT HILLS	Concrete	1989	0.540
RAND 1	Steel	1965	0.140
RAND 2	Steel	2002	0.140
REDHILL 1	Prestressed Concrete	1977	9.000
REDHILL 2	Steel	1966	2.500
REDHILL 3	Concrete Post Stressed	2011	10.000
ROUND	Concrete, in ground	1926	4.500

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NAME	MATERIAL	AGE	CAPACITY (ML)
RURAL Res	Concrete	2018	5.000
SAN ISADORE 1	Concrete	1981	0.105
SAN ISADORE 2	Concrete	1982	0.105
SQUARE	Concrete, in ground	1880	4.500
TARCUTTA	Concrete	1950	0.450
THE GAP	Steel	1980	0.750
THE ROCK	Concrete	1945	1.140
TOOYAL	Concrete	1990	0.100
URANA	Concrete	1952	0.450
URANQUINTY H.L.	Concrete	1995	1.300
WALBUNDRIE 1	Concrete	1989	0.105
WALBUNDRIE 2	Concrete	1990	0.105
WALLA	Concrete	1950	0.450
WOOMARGAMA	Concrete	1991	0.040
WOOMARGAMA	Concrete	1991	0.120
YERONG CREEK	Concrete	1949	0.450

Table A-2: Asset Capacities - RWCC Service Reservoirs (Seasonal)

NAME	MATERIAL	AGE	CAPACITY
COORABIN 1	Concrete	1972	0.091
COORABIN 2	Concrete		0.091
COORABIN 3	Concrete		0.091
MOUNTAIN VIEW 1	Concrete	1978	0.105
MOUNTAIN VIEW 2	Concrete		0.105

Table A-3: Asset Capacities – Clear Water Storages (incl. Aeration Tanks)

NAME	MATERIAL	AGE	CAPACITY
Wagga WTP CWS	Concrete	2019	4.500
East Wagga Aeration Tank	Concrete	2002	4.500
West Wagga Aeration Tank 1	Concrete	1980	1.200
West Wagga Aeration Tank 2	Concrete	1980	1.200
North Wagga Aeration Tank 1	Concrete	1977	0.558
North Wagga Aeration Tank 2	Concrete	1977	0.558
Collingullie CWS	Concrete	2008	0.045
Oura CWS	Concrete	1982	0.029
Ralvona Aeration Tank 1	Concrete	1989	0.176
Ralvona Aeration Tank 2	Steel	1989	0.105
Walbundrie Aeration Tank	Concrete	2005	0.050
Tarcutta Aeration Tank 1	Poly	2008	0.045
Tarcutta Aeration Tank 2	Poly	2008	0.045
Humula CSW	Concrete	2003	0.005
Humula Aeration Tank	Concrete	2003	0.005
Bulgary Aeration Tank	Concrete	1983	0.105
Gardiners Crossing Aeration Tank	Concrete	1983	0.105

Table A-4: Asset Capacities – Bores

Bore	Output (L/s)	24 hour Output (ML/day)
EAST WAGGA 1	100.0	8.64
EAST WAGGA 2	100.0	8.64
EAST WAGGA 3	120.0	10.37
NTH WAGGA 1	100.0	8.64
NTH WAGGA 2	100.0	8.64
NTH WAGGA 3	100.0	8.64
WEST WAGGA 1	75.0	6.48

Bore	Output (L/s)	24 hour Output (ML/day)
WEST WAGGA 2	100.0	8.64
WEST WAGGA 4	150.0	12.96
WEST WAGGA 5	150.0	12.96
BULGARY 1	40.0	3.46
BULGARY 3	34.0	2.94
COLLINGULLIE 1	7.0	0.60
COLLINGULLIE 2	10.0	0.86
HUMULA BORE	1.0	0.09
HUMULA WELL 1	1.4	0.12
HUMULA WELL 2	1.4	0.12
OURA 1	7.0	0.60
OURA 2	7.0	0.60
RALVONA 1B	25.0	2.16
RALVONA 2B	35.0	3.02
RALVONA 3	18.0	1.56
TARCUTTA 4	7.0	0.60
TARCUTTA 5	5.0	0.43
WALBUNDRIE 1	11.5	0.99
WALBUNDRIE 2	10.0	0.86
WALLA 1	20.0	1.73
WALLA 2	20.0	1.73
WOOMARGAMA S.P.	2.0	0.17
WOOMARGAMA BORE	2.5	0.22

Table A-5: Asset Capacities – Pump Stations

Location	kW	Output (L/s)	22 hour Output (ML/day)
10 M.G. PUMPHOUSE	306	200	15.8
BELLEVUE PUMPHOUSE	90	77	6.1
BOREE CK. RES BOOSTER	22	10	0.8
BRUCEDALE PUMPHOUSE	89	15	1.2
BULGARY PUMPHOUSE	180	38	3.0
COLLINGULLIE PUMPHOUSE	19	10	0.8
COLOMBO CK	11	140	11.1
COORABIN PUMPHOUSE	30	5	0.4
EAST BOMEN PUMPHOUSE	135	35	2.8
ESTELLA PUMPHOUSE	110	70	5.5
GARDINERS CROSSING PUMPHOUSE	60	20	1.6
GLENOAK PUMPHOUSE	30	22	1.7
GREGADOO PUMPHOUSE	44	45	3.6
HENTY PUMPHOUSE	69	8	0.6
HOLBROOK PUMPHOUSE	6	11	0.9
HUMULA WELL PUMPHOUSE	4	2.5	0.2
HUMULA GOLF COURSE PUMPHOUSE	2	1	0.1
LOCKHART PUMPHOUSE	35	20	1.6
MANGOPLAH PUMPHOUSE	2	5	0.4
MORUNDAH CREEK PUMP	1	2	0.2
MORUNDAH PUMPHOUSE	6	2	0.2
MOUNTAIN VIEW PUMPHOUSE	30	6	0.5
NORTH WAGGA PUMPHOUSE	373	156	12.4
OURA PUMPHOUSE	37	7	0.6
PLEASANT HILLS PUMPHOUSE	15	5	0.4
RALVONA PUMPHOUSE	187	42	3.3
TARCUTTA PUMPHOUSE	15	6	0.5
THE GAP PUMPHOUSE	37	11	0.9

Location	kW	Output (L/s)	22 hour Output (ML/day)
THE ROCK PUMPHOUSE	93	35	2.8
TOOYAL PUMPHOUSE	30	9	0.7
URANA PUMPHOUSE	11	12	1.0
URANA RESERVOIR BOOSTER	3	7	0.6
WAGGA HEADWORKS PUMPHOUSE	78	520	41.2
WALBUNDRIE BORE PUMPHOUSE	5	11.5	0.9
WATSON RD PUMPHOUSE	11	9	0.7
WEST WAGGA PUMPHOUSE	1024	350	27.7
WOOMARGAMA PUMPHOUSE	2	2	0.2

Table A-6: Asset Capacities – Treatment Plants

Name	Type	Output (ML/day)
COLLINGULIE	AERATE/FILTER	0.6
TARCUTTA	AERATE/FILTER	0.8
BULGARY	AERATION	3
GARDINERS CROSSING	AERATION	1.5
NORTH WAGGA	AERATION	25
OURA	AERATION	0.6
RALVONA	AERATION	4
WALBUNDRIE	AERATION	0.8
WEST WAGGA 1	AERATION	25
WEST WAGGA 2	AERATION	20
EAST WAGGA	AERATION	25
WAGGA WAGGA SLUDGE	CENTRIFUGE	1
MORUNDAH	FILTRATION	0.2
URANA	FILTRATION	1.1
WAGGA WAGGA Filtration Plant	FILTRATION	55
HUMULA	AERATION	0.09
WOOMARGAMA	AERATION	0.2

## Appendix B Criticality Assessment

Table B-1 below shows the theoretical outcome in terms of which form asset management actions would be expected based on the likelihood and consequence of failure of assets.

**Table B-1: Theoretical Asset Management Actions**

Consequence	7	7/1	7/2	7/3	7/4	7/5	7/6	7/7
	6	6/1	6/2	6/3	6/4	6/5	6/6	6/7
	5	5/1	5/2	5/3	5/4	5/5	5/6	5/7
	4	4/1	4/2	4/3	4/4	4/5	4/6	4/7
	3	3/1	3/2	3/3	3/4	3/5	3/6	3/7
	2	2/1	2/2	2/3	2/4	2/5	2/6	2/7
	1	1/1	1/2	1/3	1/4	1/5	1/6	1/7
		1	2	3	4	5	6	7
Likelihood								

	Likely that Capital Works will be required (Colour Brown)
	Likely Covered by Scheduled Maintenance (Colour Orange)
	Likely Covered Unscheduled Maintenance (Colour Yellow)

Table B-2: Asset Criticality Assessment Outcomes

System	Asset	Level of Service & Consequence of Failure					Likelihood of Failure Worst Case Scenario			Worst Case Scenario	
		Pressure (12m-120m)	Peak Demand (Urban + 11kL/d Rural)	Supply Interrupt (LT 2/y 12h, LT 5/y 5h)	Fire Fighting (Positive Head Fire Flow + 75% Design Peak)	Water Quality – 2011 ADWG (But Aesthetic & Technology / Ability)	Condition (Performs Acceptably)	Capacity (Ability to meet Current & Future LOS)	Current & Future LOS Consequence Likelihood	Consequence	Likelihood
North Wagga Systems	Bores	2	3	3	1	2	7	7	7	1	7
	Bore Rising Main	2	3	3	1	2	5	7	6	1	5
	Treatment Plant	2	3	2	1	2	5	5	6	1	5
	Pipeline (NW) - Industry	3	3	3	2	2	5	3	4	2	3
	Pipeline (NW) - Estella CSU	2	3	3	1	2	4	3	4	1	3
	Reticulation - Bomen	3	3	3	3	2	5	5	4	2	4
	Reticulation - Estella	2	3	2	2	2	6	5	5	2	5
	Brucedale Reticulation	4	5	4	3	2	3	2	6	2	2
	The Gap/ Currawarna pipeline	4	5	4	3	2	3	2	6	2	2

Main Wagga System	Wagga Surface with Treatment Plant	2	3	2	1	1	7	7	7	1	6
	River Intake Pipeline	2	3	2	1	1	7	7	7	1	7
	Riv (3x) pipelines - from WTP to CWS	2	3	2	1	1	5	5	3	1	3
	East Wagga Bores	2	2	2	1	1	7	5	7	1	5
	Wagga Low level Reservoirs	2	1	2	1	1	7	7	7	1	7
	Wagga Hi level Reservoirs	2	2	2	1	1	5	6	6	1	5
	Bellevue Reservoirs	3	4	3	2	2	5	3	4	2	3
	Wagga Trunk Mains & Pumping Stations	2	1	2	1	1	3	3	3	1	3
	East Bores Raw Rising Pipeline	2	2	2	1	1	5	5	6	1	5
	Hammond Avenue Clear Water Storage	1	2	2	1	1	7	7	7	1	7
	Lady Smith/Forest Hills Pipeline	3	3	3	1	1	4	6	5	1	4
WI rising (multiple) mains from CWS	1	1	1	1	1	3	5	3	1	4	
Southern Trunk System	West Wagga Bores	2	2	2	1	1	5	5	6	1	5
	W - West Bores Raw Pipeline	2	2	2	1	1	6	6	6	1	6
	West Wagga WTP & Pumps	2	2	2	1	1	5	3	3	1	3

Western Trunk System	W2 - HL Red Hill Pipeline from West WTP	2	2	2	1	1	5	4	4	1	4
	R - Trunk Main from West WTP to Henty Balance Tank	2	3	2	1	2	3	3	5	1	2
	Mains from Rock to Milbrulong Balance Tank	4	5	4	4	3	2	4	5	3	2
	RV Pipeline from Henty Balance Tank to Walla	3	4	3	2	2	5	5	5	2	5
	Rock to Mangoplah Pipeline	4	5	4	2	2	2	2	5	2	2
	Rock to Pleasant Hills Pipeline	4	4	5	2	2	5	5	6	2	5
	Walla Walla Bores	3	4	3	2	2	4	4	4	2	4
	Gardiners X-ing WTP (Walla Bores)	3	4	3	2	2	3	3	2	2	2
	Morven pipeline from Southern Trunk, incl. Henty PS	4	5	4	3	2	3	6	5	2	3
	Holbrook Systems	Ralvona Bores	3	3	3	2	2	5	7	6	2
Ralvona WTP & Pipeline		3	3	3	2	2	3	6	3	2	3
Holbrook Reticulation		3	3	3	2	2	3	4	5	2	3
Western Trunk System	Bulgary Bores	3	4	3	2	2	7	4	6	2	4
	Bulgary Bores to WTP Pipeline	3	4	3	2	2	4	4	5	2	4

Hunter New England | South Coast | Riverina Western | North Coast | Sydney

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	Bulgary WTP & pumps	3	4	3	2	2	4	4	3	2	3
	Bulgary to Milbrulong balance tank pipeline	3	4	3	2	2	3	4	4	2	3
	Pipeline from Milbrulong balance tank to Urana	3	3	3	2	2	3	5	5	2	3
	Colombo Creek Pumping station & pipeline to Urana	7	7	7	5	3	7	7	7	3	7
	Urana WTP	3	3	3	2	2	2	3	2	2	2
	Urana to Oaklands Pipeline	4	5	4	2	2	4	3	3	2	3
Morundah System	Morundah WFP, inc raw supply and pumps	5	6	5	4	3	3	6	3	3	3
	Morundah Reticulation	5	6	5	4	3	1	6	3	3	1
Collingullie System	Collingullie Bores incl. Pipeline	4	5	4	2	2	6	3	5	2	3
	Collingullie WTP (Filtration, aeration), CWS storage & pumping	4	5	4	2	2	6	6	7	2	6
	Collingullie Reticulation incl. Reservoir	4	5	4	2	2	5	3	6	2	3
Our a Syst	Oura Bores	4	5	4	2	2	6	6	7	2	6

	Oura WTP	4	5	4	2	2	4	5	4	2	4
	Oura Reticulation incl reservoir	4	5	4	2	2	3	5	5	2	3
Tarcutta System	Tarcutta Bores	3	4	3	2	2	5	6	5	2	5
	Tarcutta WTP	3	4	3	2	2	7	7	7	2	7
	Tarcutta Reticulation	3	4	3	2	2	4	6	6	2	4
Humula System	Humula Bores	5	6	5	2	2	6	5	4	2	4
	Humula Well	5	6	5	2	2	2	4	2	2	2
	Humula Reticulation	5	6	5	2	2	4	7	6	2	4
Woomargama	Woomargama Bores	4	5	4	2	2	5	6	7	2	5
	Woomargama WTP (Cl <sup>2</sup> & aerations)	4	5	4	2	2	2	5	3	2	2
	Woomargama Reticulation & Reservoir	4	5	4	2	2	3	1	5	2	1
Walbundrie Rand	Walbundrie Bores	4	5	4	3	2	6	6	6	2	6
	Walbundrie WTP (aeration & Cl <sup>2</sup> )	4	5	4	3	2	6	6	6	2	6
	Walbundrie Rising Main	4	5	4	3	2	6	7	7	2	6
	Walbundrie Reticulation	4	5	4	3	2	5	6	7	2	5
	Walbundrie to Rand Pipeline	4	5	4	3	2	7	7	7	2	7
	Rand Reticulation	4	5	4	3	2	5	6	7	2	5





## R23 Development Servicing Plan for Water Supply

### Organisational Area Engineering

**Author** Aran Beckett, Asset Supervisor

**Summary** Council's Development Servicing Plan for Water Supply (DSP) has been reviewed. The DSP details the proposed Development Servicing Charges required to be imposed on future development to recover the cost of additional water supply infrastructure.

### RECOMMENDATION that Council:

- a) Endorse the draft DSP and place it on public exhibition until 27 May 2022 inviting public submissions on the draft DSP during that period
- b) Receive a further report following the public exhibition and submission period:
  - i. Addressing any submissions made in respect of the proposed DSP
  - ii. Proposing adoption of the DSP unless there are any recommended amendments deemed to be substantial and requiring a further public exhibition period.

### Report

The draft DSP for Water Supply is submitted for Council's consideration. The 2022 draft DSP replaces Council's 2013 DSP

Following on from the recent development and adoption of Riverina Waters Integrated Water Cycle Management (IWCM) strategy, the DSP has been developed based on the predicted water supply infrastructure required to supply additional demand due to growth within Council's service area over the 30-year planning period.

Over the 30-year planning period, it is predicted that \$79M of new water supply infrastructure will be required to supply the increased demand due to growth. In addition, \$14M will be required to recover the cost of existing infrastructure previously funded by Council.

Analysis of growth within Council's service area highlights that the vast majority of growth is within the Wagga Wagga supply area (more than 96% of new connections over the last 6 years). Due to this, along with analysis from the previous DSP, the DSP proposes a single developer charge which will be applied across the Council supply area.

There is no proposal for cross-subsidy from Riverina Water customers to fund headworks required to supply new development. The full cost of new infrastructure assets required to supply increased demand through growth will be recovered by the Development Servicing Charge.

The proposed Development Servicing Charge (DSC) for 2022/23 is \$4,348.00 per Equivalent Tenement (ET). It is pleasing to note that the proposed DSC is less than the 2022 DSC which is currently \$5,053.00 per ET.

› **R23.1 Development Servicing Plan for Water Supply - draft** [↓](#) 

**Financial Implications**

The full cost of new infrastructure assets required to supply increased demand through growth will be recovered by the Development Servicing Charges. There is no cross-subsidy from Riverina Water customers.

There is no increase to the agreed Levels of Service (LoS) that would result in increased costs to Council.

There is no change to the timing and payment of developer charges that would impact Council.

There is no change to the methodology used to determine the developer charges to be paid towards a property or development.

The Development Servicing Charge will be adjusted on 1 July each year on the basis of movement in the CPI for Sydney.

**Risk Considerations**

<b>Financial</b>	
Avoid	Council will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.



# Riverina Water County Council

## Development Servicing Plan

March 2022



This document remains the property of Riverina Water County Council.

# Riverina Water County Council

## Development Servicing Plan For Water Supply 2022

Adopted: ?? ???? 2022

Effective: 01 July 2022

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			Name	Date
Draft 1	A Beckett	B Spannagle		

## Executive Summary

This Development Servicing Plan (DSP) covers water supply developer charges for the areas serviced by Riverina Water County Council (RWCC) as shown in Table 1.

Table 1: Water Supply Service Areas

Areas	Towns and Villages Included
Wagga Wagga	Wagga Wagga urban area, the villages of Brucedale, Currawarna and Ladysmith and the rural areas South of Wagga Wagga including Uranquinty, The Rock, French Park, Milbrulong, Mangoplah, Yerong Creek, Pleasant Hills, Henty, Walla Walla, Morven and all the rural customers between these towns and villages (i.e. Southern Trunk Main).
Western Trunk Main	Lockhart, Boree Creek, Urana and Oaklands as well as rural customers between these towns and villages
Collingullie	Collingullie
Holbrook	Holbrook
Humula	Humula
Morundah	Morundah
Oura	Oura
Tarcutta	Tarcutta
Walbundrie/Rand	Walbundrie and Rand
Woomargama	Woomargama
And all other areas (e.g. rural areas along the Western and Southern trunk mains) within the proclamation covered by Riverina Water	

This DSP has been prepared in accordance with the Developer Charges Guidelines for Water Supply, Sewerage and Stormwater (2016) issued by the Minister for Lands and Water pursuant to section 306 (3) of the Water Management Act 2000. This document is to be registered with the NSW Office of Water.

The existing assets serving the DSP areas and the timing and expenditures for new water supply works that will serve the areas covered by this DSP are shown in section 5.

Water supply levels of service to be provided by Council are provided in section 6.

The developer charges methodology including capital charges, reduction amount and developer charges calculations results are described in section 8.

The developer shall be responsible for the full cost of the design and construction of water supply reticulation works equivalent to 100 mm in residential areas and 150 mm in commercial/industrial areas (see section 8.6).

The determination of developer charges to be paid and the definition of the Equivalent Tenement (ET) of developments which vary from a detached house (i.e. 1 ET) are described in section 8.8.

The previous DSP (2013) was separated into 5 separate DSP's for different areas, to identify any differences in development growth, and the corresponding cost of water supply headworks. The weighted average of the developer charge found that by far the greatest factor, and therefore the most influence on the rate, was growth within the Wagga Wagga area.

#### New Connections Growth

Year	15/16	16/17	17/18	18/19	19/20	20/21
All Rural	11	14	11	9	13	17
Wagga city	296	197	338	410	328	442
Total	307	211	349	419	341	459
Wagga %	96.4%	93.4%	96.8%	97.9%	96.2%	96.3%

In addition, applying commercial ET growth to the above graph, would simply emphasise an even greater weighting toward Wagga Wagga area growth. Due to the vast majority of recent and projected growth being within the Wagga Wagga area, and the majority of projected capital works to service growth being within the Wagga Wagga area, all calculations included in the proposed developer charge have been based on the entire Riverina Water supply system as a whole. A single developer charge will be applied across the Riverina Water service area. The council's proposed developer charge for 22/23 is \$4,348.00.

The charges will be indexed on 1 July each year on the basis of movements in the CPI for Sydney. The developer charges calculated in this DSP shall be reviewed every five years.

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# 1 Introduction

Developer Charges have two related functions:

They provide a source of funding for infrastructure required for new urban development

They provide signals regarding the cost of urban development thus encouraging less costly forms and areas of development

Section 64 of the *Local Government Act 1993* enables a local government council to levy developer charges for water supply, sewerage and stormwater. This derives from a cross-reference in that Act to section 306 of the *Water Management Act 2000* (an outline of the relevant legislation is provided in Appendix C).

A Development Servicing Plan (DSP) is a document which details the water supply developer charges to be levied on development areas utilising a water utility's water supply infrastructure.

This DSP covers water supply developer charges for all the areas served by Riverina Water County Council (RWCC), as the local water utility. See Figure 1 in section 5.1.

This DSP enables Riverina Water County Council to levy contributions where the anticipated development will, or is likely to, increase the demand for water supply services.

This DSP has been prepared in accordance with the Developer Charges Guidelines for Water Supply, Sewerage and Stormwater (2016) issued by the Minister for Lands and Water pursuant to section 306 (3) of the *Water Management Act 2000*. This document is to be registered with the NSW Office of Water.

This DSP supersedes any other requirements related to water supply developer charges for the area covered by the DSPs areas. This DSP take precedence over any of Council's codes or policies where there are any inconsistencies relating to water supply developer charges.

Developer charges calculated in this DSP will be reviewed after a period of five years.

## 2 Glossary

Below is a list of some terms used in Development Servicing Plans.

<b>Capital Charge</b>	Capital cost of assets per ET x Return on Investment (ROI) factor
<b>Capital Cost</b>	The present Value (MEERA basis) of assets used to service the development
<b>CPI</b>	Consumer Price Index
<b>Developer Charge</b>	A charge levied on developers to recover part of the capital cost incurred in providing infrastructure to new development
<b>DSP</b>	Development Servicing Plan
<b>EP</b>	Equivalent Person
<b>ET</b>	Equivalent Tenement
<b>LEP</b>	Local Environment Plan
<b>MEERA</b>	Modern Equivalent Engineering Replacement Asset
<b>NPV</b>	Net Present Value
<b>OMA</b>	Operation, maintenance and administration (costs)
<b>Post 1996 Asset</b>	An Asset that was commissioned by a water utility on or after 1st January 1996 or that is yet to be commissioned
<b>PV</b>	Present Value
<b>Pre-1996 Asset</b>	An Asset that was commissioned by a water utility before 1st January 1996
<b>PS</b>	Pumping Stations
<b>Reduction Amount</b>	The amount by which the capital charge is reduced to arrive at the developer charge. This amount reflects the present value of the capital contribution that will be paid by the occupier of a development as part of future annual charges
<b>ROI</b>	Return on investment. Represents the income that is, or could be, generated by investing money
<b>RWCC</b>	Riverina Water County Council. Also referred to as Council or Riverina Water.
<b>Service Area</b>	An area serviced by a separate water supply system, a separate small town or village, or a new development of over 500 lots (Note: this is standard terminology from the Developer Charges for Water Supply Guidelines, 2016).

### 3 Administration

Riverina Water County Council Development Servicing Plan Areas	
DSP Areas	The areas covered by this DSP are shown in Figure 1 in section 5.1.
DSP Boundaries	The basis for defining the DSP areas boundaries is the existing and future development serviced by Riverina Water County Council water supply schemes. Council may supply water to any development within the proclaimed district of the county council and any development that is connected to one of the systems of the service areas described in this plan. All developments need to be analysed based on their engineering requirements and may require a special agreement with Riverina Water County Council.
Application of Developer Charges	Developer charges will be levied to all land within the DSP areas which is serviced by water supply infrastructure. RWCC will assess the demand for service in terms of equivalent tenements (ET) and will levy developer charges proportional to the number of ETs. The developer charges will apply to new development and re-development (i.e. change of use).
Time & Payment of Developer Charges	<p>Council will issue a Statement of Fees of Developer Charges at the time of assessing development application or other type of application or when RWCC become aware of a proposed change of use.</p> <p>If payment is made within the financial year, no further charges will apply for the development. If payment is not received within the financial year, a payment will be required prior to issue of Compliance Certificate and the charge will be recalculated in accordance with the DSP valid at that time.</p> <p>Payment of a developer charge is a precondition to the granting of a Compliance Certificate, which must be obtained in order to complete a development. A Compliance Certificate will not be issued until the developer charge payment has been received.</p>
Review	Developer Charges relating to this DSP shall be reviewed every 5 years. A shorter review period is permitted if a major change in circumstances occurs.
Indexation	The developer charges will be adjusted on 1 July each year on the basis of movements in the CPI for Sydney.

## 4 Demographic and Land Use Planning Information

### 4.1 Population and Equivalent Tenements Projections

Riverina Water County Council's existing and forecast (in 30 years) population are shown in Table 3 and the estimated numbers of current and forecast (in 30 years) Equivalent Tenement (ET) are provided in Table 4.

Table 3: Population Growth

Service Area	2021 Population <sup>1</sup>	2050 Estimated Population	Forecast Growth rate <sup>2</sup>
Wagga Wagga	73,725	98,386	1%
Western Trunk	3,965	5,291	1%
Collingullie	221	295	1%
Holbrook	1,877	2,155	0.5%
Humula	124	124	0%
Morundah	69	69	0%
Oura	219	292	1%
Tarcutta	446	595	1%
Walbundrie/Rand	204	204	0%
Woomargama	159	159	0%

Source: <sup>1</sup> ABS Census data  
<sup>2</sup> RWCC IWCM Strategy, 2021

Table 4: Estimated Number of ETs Growth

Service Areas	Equivalent Tenements (ETs) 2021	Equivalent Tenements (ETs) 2050	Total New ETs	Proportion of Growth
Wagga Wagga	30,718	40,994	10,276	92.9%
Western Trunk	1,652	2,204	552	4.9%
Collingullie	92	122	30	0.3%
Holbrook	782	897	115	1.0%
Humula	51	51	0	0%
Morundah	28	28	0	0%
Oura	91	121	30	0.3%
Tarcutta	185	247	62	0.6%
Walbundrie/Rand	85	85	0	0%
Woomargama	66	66	0	0%
<b>Total</b>			<b>11,065</b>	<b>100%</b>

Note: The number of ETs was estimated using the occupancy ratio of 2.4 EP/ET (Source: Council staff email 26 March 2013) and the population projections.

#### 4.2 Land Use Information

This DSP should be read in conjunction with the relevant local Council planning instrument.

# 5 Water Supply Infrastructure

## 5.1 RWCC Serviced Areas Overview

Riverina Water County Council (RWCC) is responsible for the water supply functions within Wagga Wagga City Council, Lockhart Shire Council, and parts of Federation Council and Greater Hume Council areas. RWCC provides reticulated water to all urban and village areas within the county district.

The RWCC water supply system consists of the following components:

- Principle headworks at Wagga Wagga – consisting of raw water pumping stations, treatment plant on the banks of the Murrumbidgee River and several underground bores situated at East, North and West Wagga Wagga
- Wagga Wagga high lift pumps, reservoirs, trunk mains and reticulation mains
- Pumps, mains (pipes), reservoirs and reticulation which serve the townships and rural areas which receive supply from Wagga Wagga headwork's as well as the Holbrook, Walla Walla, Urana and Bulgary sources
- Bores, pumps, treatment plants, reservoirs and reticulation of the independent systems

The RWCC water supply serviced areas are shown in Figure 1.



Figure 1: RWCC Serviced Areas

## 5.2 Existing Assets

The existing assets servicing the area covered by this DSP where costs have been included in the developer charges calculation are provided in Appendix A. A summary of the existing assets' remaining values is provided in Table 5.

Table 5: Summary of Existing Assets

Asset/Project	Year of Construction	Value	Growth Component	Remaining Value
Wagga WTP	2018	\$35,456,653	52%	\$17,383,890.44
WTP design & PM	2018	\$3,561,441	52%	\$1,746,123.64
Lamellar clarifiers & variations	2018	\$2,542,137	52%	\$1,246,373.45
Glenoak Reservoir	2019	\$2,031,000	100%	\$1,970,070.00
Low Level Reservoirs	2019	\$6,072,000	0%	\$0.00
Mangoplah Reservoir	2013	\$528,000	67%	\$321,921.60
Rural Reservoir (Dunns Rd)	2018	\$2,159,000	10%	\$207,264.00
Red Hill Reservoir # 3	2011	\$1,650,000	100%	\$1,468,500.00
Collingullie Reservoir	2016	\$528,000	74%	\$367,276.80
Woomargama Reservoir	2016	\$115,000	0%	\$0.00
Morundah Reservoir	2015	\$415,000	42%	\$162,099.00
Southern Trunk (WW to Res)	2015	\$5,242,000	31%	\$1,473,351.47
West Wagga Shires Pump upgrade	2015	\$829,000	44%	\$313,693.60
The Rock to Milbrulong BT	2018	\$1,295,000	44%	\$521,237.50
Milbrulong BT to Lockhart	2020	\$1,046,000	55%	\$552,288.00
Estella PH to Estella Res	2020	\$2,661,000	100%	\$2,590,040.00
Glenoak Reservoir (original)	2001	\$252,000	100%	\$199,080.00
Glenoak Pumphouse	2001	\$35,000	100%	\$20,300.00
Urana raw water pipeline	2010	\$2,000,000	10%	\$152,000.00
Urana raw water pump station	2010	\$400,000	10%	\$30,400.00
Boorooma 2 & 3	2014	\$152,706	\$20,676	\$20,676
Boorooma 3 & 4A	2015	\$77,748	\$8,589	\$8,589
Boorooma 5	2017	\$96,008	\$13,593	\$13,593
Boorooma 7	2019	\$107,960	\$47,106	\$47,106
Cooramin St 1	2017	\$8,951	\$1,669	\$1,669
Farrer Rd 4	2016	\$34,567	\$10,463	\$10,463
Bourkelands 20C	2014	\$29,500	\$6,601	\$6,601
Bourkelands 20D	2014	\$32,230	\$7,091	\$7,091
Bourkelands 24A	2015	\$55,263	\$9,947	\$9,947
Staunton Estate 1	2015	\$78,750	\$25,387	\$25,387
Brunnslea Park 12	2015	\$44,555	\$731	\$731
Brunnslea Park 13	2015	\$40,820	\$4,278	\$4,278
Brunnslea Park 14A	2018	\$67,699	\$1,029	\$1,029
58 Harris Rd 1	2020	\$108,847	\$19,368	\$19,368
58 Harris Rd 2	2021	\$71,404	\$7,752	\$7,752
86 Harris Rd 1	2021	\$128,387	\$33,786	\$33,786
Estella Heights 1	2017	\$76,060	\$3,803	\$3,803
Estella Heights 2	2018	\$48,245	\$1,447	\$1,447
Estella Heights 4	2019	\$106,689	\$32,007	\$32,007
Estella Rise 1B	2014	\$92,088	\$17,497	\$17,497

Estella Rise 3A	2015	\$140,995	\$32,429	\$32,429
Estella Rise 3B	2016	\$59,802	\$11,363	\$11,363
Estella Rise 4 & 6	2018	\$155,054	\$34,112	\$34,112
Estella Rise 2	2015	\$106,345	\$3,190	\$3,190
Estella Rise 5	2016	\$60,624	\$7,882	\$7,882
Crooked Creek 1	2017	\$127,234	\$41,655	\$41,655
Governors Hill 2	2015	\$43,422	\$6,278	\$6,278
Governors Hill 3	2017	\$157,796	\$45,322	\$45,322
Governors Hill 5	2020	\$103,855	\$32,619	\$32,619
Lloyd 2	2015	\$35,549	\$4,266	\$4,266
Lloyd 3	2018	\$34,482	\$8,965	\$8,965
Lloyd 7	2018	\$140,556	\$21,024	\$21,024
Lloyd 8 & 9	2019	\$283,539	\$101,844	\$101,844
Lloyd Wets 4A	2017	\$78,749	\$4,725	\$4,725
Springvale Heights	2021	\$97,097	\$43,374	\$43,374
Urana St 1	2016	\$81,560	\$22,181	\$22,181
Urana St 2	2018	\$49,098	\$8,561	\$8,561
Tatton 10	2008	\$42,949	\$34,359	\$34,359
Tatton 11	2009	\$106,848	\$89,040	\$89,040
Tatton 12A	2011	\$144,474	\$131,340	\$131,340
Jacob Wenke 1	2019	\$23,773	\$11,672	\$11,672
Bourkelands 1	2011	\$16,905	\$14,700	\$14,700
Bourkelands 18a	2006	\$24,138	\$20,115	\$20,115
Bourkelands 19	2007	\$24,717	\$22,470	\$22,470
Bourkelands 21a	2010	\$16,170	\$15,400	\$15,400
Bourkelands 22	2008	27951	\$25,410	\$25,410
Bourkelands 23	2008	26040	\$21,700	\$21,700
Hilltop 7	2008	\$18,480	\$16,800	\$16,800
Hilltop 8	2010	\$57,288	\$47,740	\$47,740
Lloyd 4	2007	\$58,464	\$48,720	\$48,720
Glenoak 4	2004	\$62,388	\$54,250	\$54,250
Glenoak 3	2003	\$30,564	\$27,785	\$27,785
Glenoak 1	2008	\$51,660	\$43,050	\$43,050
Tatton 8 & 9	2008	\$71,555	\$59,629	\$59,629

Source: Asset Registers provided by RWCC staff

### 5.3 Future Assets

Total capital works program comprising works for growth, improved standards and renewals is estimated at \$554 M (see Table 6). These works will be required over the next 30 years to provide water supply services to the Riverina Water service area and new development areas. A summary of the 30 years water supply capital works program is provided in Table 6.

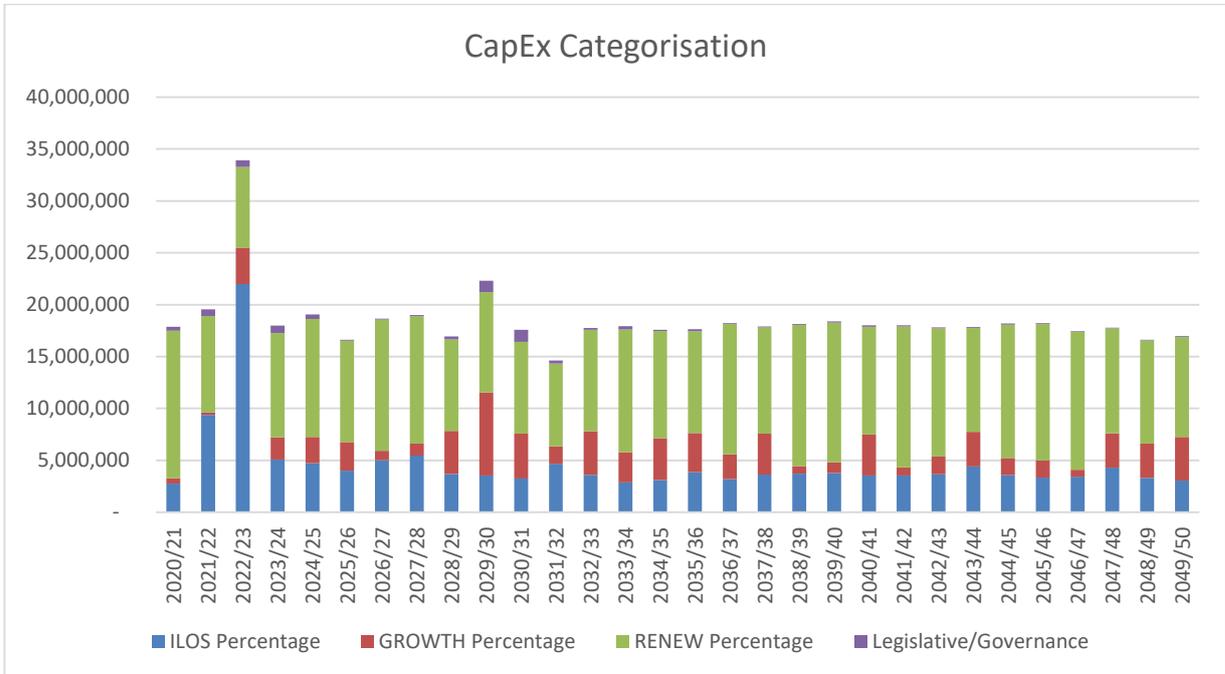
The Developer Charges Guidelines for Water Supply, Sewerage and Stormwater (2016) recommend excluding the cost of capital works that are renewals or are to improve standards of service from the capital charges calculation.

**Table 6: Summary of 30 years Water Supply Capital Works Program**

	Total 30 years (2021 \$)
Improve Standards of Service	\$137 M
Growth	\$79 M
Renewals	\$330 M
Legislative/Governance	\$8 M
<b>Total</b>	<b>\$554 M</b>

The calculation of capital charges includes capital works for growth only, excluding reticulation, with an estimated value of \$79 M. A detailed 30 year capital works program is provided in Table 2 of the RWCC DSP Background Document for Water Supply (see Appendix A).

The 30 years capital works expenditure for water supply is graphically shown in Figure 2. Timing of works and expenditure are to be reviewed and updated when required.



**Figure 2: RWCC 30 Years Capital Works Program**

## 6 Levels of Service

The levels of service applied to RWCC's water supply schemes are the standard targets that RWCC aims to achieve. They are not intended as a formal customer contract.

RWCC's system design and operations are based on providing the following levels of service.

**Table 7: Water Supply Levels of Service**

RWCC Levels of Service and Targets					
<b>Pressure</b>					
Provide pressures between 12 and 120 metres head at the water meter when service has no flow.					
<b>Flow Rate</b>					
Provide water to each connection at an available flow rate not less than:					
Diameter of service pipe (mm)	20	25	32	40	50
Minimum flow rate (litres/min)	20	35	60	90	160
Trickle feed option is on an economic basis case by case.					
The minimum flow rate available for rural properties may be less where elevations or operational factors limit the supply. In some situation, the flow may be restricted to 11 kL/day. In such situations or where part of the land being serviced has elevation higher than the head available, connection approval may be granted provided a private balance tank and pressure system are installed within the property at the owner's cost.					
<b>Consumption Restrictions in Droughts</b>					
Water restrictions may be applied to encourage wise water use, to reduce excessive demand, or to conserve limited resource in time of drought.					
Restrictions may also be applied at the request of NSW Office of Water or to comply with an adopted Water Sharing Plan.					
To reduce evaporation losses, the use of fixed sprinklers for irrigation by residential, commercial and public customers is prohibited between 10 am - 5 pm during daylight savings.					

## RWCC Levels of Service and Targets

### Interruptions to Supply

#### Planned:

Residential and commercial customers will receive 24 hours written notice and industrial customers will receive 7 days written notice.

#### Unplanned:

Not to occur more than 2 times per year if lasting up to 12 hours.

Not to occur more than 5 times per year if lasting up to 5 hours.

### Water for Fire Fighting

Provide fire flows in reticulation systems in accordance with NSW Water Directorate Fire Flow guidelines. A positive residual head should be maintained while supplying fire flow plus 75% of the design peak instantaneous demand.

### Water Quality

#### Potable Water Supply:

Where it can be achieved, water quality should meet the 2011 Australian Drinking Water Guidelines, published jointly by the National Health and Medical Research Council (NHMRC) and the natural Resource Management Ministerial Council.

Some aesthetic or taste parameters may not be achieved at times in some village and rural areas.

#### Response Time

Response time is defined as time to have staff on site to commence rectification of problem after notification by the public or RWCC staff. Council aims to meet the following response times depending on priority.

#### Priority 1:

Defined as failure to maintain continuity or quality of supply to a large number of customers or to a critical use at a critical time.

1 hour (during working hours)

2 hours (after working hours)

#### Priority 2:

Defined as failure to maintain continuity or quality of supply to a large number of customers or to a critical use at a non-critical time.

3 hours (during working hours)

4 hours (after working hours)

#### Priority 3:

Defined as failure to maintain continuity or quality of supply to a single customer.

One working day

#### Priority 4:

Defined as a minor problem or complaint which can be dealt with at a time convenient to the customer and the water authority.

Within 2 weeks

Catastrophe: Any situation of this nature would prompt immediate action involving senior personnel and emergency services with the aim of containing and resolving the situation as quickly as possible.

RWCC Levels of Service and Targets
<b>CUSTOMER COMPLAINTS AND ENQUIRIES OF GENERAL NATURE</b>
Respond to 95% of written complaints or inquiries within 10 working days. Respond to 95% of personal complaints or inquiries within 1 working day. (Source: Riverina Water Strategic Business Plan, revised March 2003)
<b>SPECIAL CUSTOMERS</b>
Certain customers may have special needs by virtue of specific health, commercial or industrial circumstances. Specific levels of service and associated charges should be negotiated with these customers.

Source: RWCC IWCM Strategy, 2021.

## 7 Design Parameters

Investigation, design and construction of water supply components are based as appropriate on:

Water Supply Investigation Manual (1986)

Council's Levels of Service (Refer to section 6 above)

WSAA Water Supply Code of Australia – Regional NSW Edition – WSA 03-2011-3.1

AUSPEC design specifications for water supply

RWCC's Operational Plan

NSW Water Directorate Guidelines

## 8 Developer Charges Methodology

### 8.1 Capital Charge

The capital charges were calculated for RWCC's water supply service area, based on the existing and future assets providing the services in Councils supply area. The capital charge calculations are summarized in Table 8 (also see Table 4 of Appendix A).

Table 8: Capital Charge Calculation

Year	Estimated expenditure (total) (2021/22\$)	PV factor	PV of expenditure (@ 5%)	Number of new ETs (ET)	PV new ETs (ET)
21/22	\$754,391	1.00	754,391	404	404
22/23	\$4,013,641	0.95	3,822,516	410	390
23/24	\$2,624,391	0.91	2,380,400	416	377
24/25	\$3,006,491	0.86	2,597,120	422	365
25/26	\$3,223,391	0.82	2,651,892	428	352
26/27	\$1,403,641	0.78	1,099,790	435	341
27/28	\$1,657,411	0.75	1,236,786	441	329
28/29	\$4,634,891	0.71	3,293,931	448	318
29/30	\$8,508,991	0.68	5,759,220	455	308
30/31	\$4,801,991	0.64	3,095,406	462	298
31/32	\$2,177,011	0.61	1,336,496	469	288
32/33	\$4,699,151	0.58	2,747,497	476	278
33/34	\$3,412,741	0.56	1,900,342	484	269
34/35	\$4,517,041	0.53	2,395,484	491	260
35/36	\$4,272,142	0.51	2,157,722	499	252
36/37	\$2,877,293	0.48	1,384,027	507	244
37/38	\$4,424,996	0.46	2,027,142	515	236
38/39	\$1,218,501	0.44	531,628	523	228
39/40	\$1,538,059	0.42	639,095	531	221
40/41	\$4,428,419	0.40	1,752,476	540	214
41/42	\$1,270,334	0.38	478,776	548	207
42/43	\$2,181,802	0.36	783,141	557	200
43/44	\$3,815,575	0.34	1,304,354	566	194
44/45	\$2,157,904	0.33	702,552	576	187
45/46	\$2,156,738	0.31	668,735	585	181
46/47	\$1,166,728	0.30	344,538	595	176
47/48	\$3,781,975	0.28	1,063,646	605	170
48/49	\$3,799,530	0.27	1,017,698	615	165
49/50	\$4,697,393	0.26	1,198,275	625	160
	93,222,575		51,125,077	14629	7,612
	<b>Capital Charge per ET</b>	<b>\$6,717</b>			

Note: Figures in this table are rounded.

## 8.2 Reduction Amount

The Department of Primary Industries – Water guidelines require reduction amount to be calculated based on the proportion of income from future water sales that cover capital works.

Council has adopted the NPV of Annual Charges method to calculate the Reduction Amount. This method calculates the reduction amount as the NPV of the future (i.e. 30 years) net income from annual charges (i.e. income less OMA).

The reduction amount for RWCC was calculated as \$2,500 per ET. Details of the reduction amount calculations are provided in Appendix B.

## 8.3 Calculated and Proposed Developer Charge

The calculated developer charges for this DSP are shown in Table 9. These developer charges reflect the cost of assets for servicing new development and are the maximum amounts which may be charged by Council.

Council has decided to levy a flat charge across the entire Riverina Serviced Area, as shown in Table 9.

When a lower developer charge is adopted, the cross-subsidy by existing customers' needs to be disclosed according to the requirements of the DSP guidelines. See section 8.4 for cross-subsidy calculation.

**Table 9: Water Supply Developer Charges**

<b>DSP Area</b>	<b>Capital Charge (21/22\$)</b>	<b>Reduction Amount</b>	<b>Calculated Developer Charge (\$/ET) 22/23\$<sup>1</sup></b>	<b>Developer Charge Proposed by RWCC (\$/ET) 22/23\$</b>
RWCC Supply Area	\$6,717	\$2,500	\$4,348	\$4,348

Note: <sup>1</sup> 2022/23 Developer Charge is calculated using Sydney CPI for December 2020 to December 2021 of 3.1% per year

#### 8.4 Cross-Subsidy

As the full cost of headworks constructed to service new development is proposed to be recovered from the developer charge, there is no cross-subsidy from RWCC customers to headworks required for new development.

The RWCC calculated weighted average developer charge is \$4,348.00 (22/23) (see Table 9). RWCC proposes to charge the same amount across all DSP areas, which entails a cross-subsidy of between 3-4% from the Wagga Wagga city development charge revenue to DSP areas 1 to 4.

#### 8.5 Reviewing/ Updating of Calculated Developer Charges

Developer charges relating to this DSP shall be reviewed every 5 years. In the period between any reviews, developer charges will be adjusted on 1 July each year on the basis of movements in the CPI for Sydney as required by the Developer Charges Guidelines (excluding the impact of GST). Developer charges will be those charges determined by Council from time to time and will be published in Council's Annual Fees and Charges.

If a major change occurs in RWCC's circumstances such as the need for a significant capital works that had not been included in this DSP, Council may carry out a review in less than 5 years, subject to approval by NSW Office of Water. If the review results in a new DSP, the new DSP will be exhibited and registered in accordance with the requirements of the guidelines.

#### 8.6 Exclusions

The developer charges do not cover the costs of reticulation works and assets commissioned pre -1970.

The developer shall be responsible for the cost of reticulation works within the new development. Where reticulation mains required within a development are larger than 100mm in residential areas or larger than 150mm in commercial/industrial areas, RWCC will cover the additional costs. These additional costs are for the "trunk" component of the mains and form part of the developer charge calculations.

The design and construction of the reticulation works will be undertaken by RWCC and shall be in accordance with development specifications for water supply as stated in Council's Operational Plan.

#### 8.7 Time and Payment of Developer Charges

All developer charges will be paid at the rate applicable as at the day of payment.

Payment of developer charges must be finalised at the following stages:

- Prior to the installation of new reticulation to serve the proposed development
- Prior to the issue of a subdivision certificate by the constituent council - for development consents for subdivisions
- Prior to the issue of the construction certificate by the constituent council – for development consents involving building work
- Prior to issue of a RWCC Compliance Certificate

- Prior to water being used on the new development commensurate with any change of use

### 8.8 Determining Developer Charges to be paid

All new properties and those with change of use which are subject to payment of water supply charges are liable for paying developer charges. In order to assess the developer contribution applicable to a specific development, it is necessary to assess the demand that the proposed development will place on the relevant water systems.

An Equivalent Tenement (ET) is the basic unit of measure to quantify the demand on water supply systems. One ET represents the equivalent demand from a standard detached residential dwelling.

To assist with the assessment of water demand, RWCC uses the NSW Water Directorate's Guidelines for Determining Water ET Figures. The Water Directorate guidelines are available through the following URL:

<https://www.waterdirectorat.asn.au/Bookshop/Section64DeterminationsofEquivalentTenementsGuidelines2017.aspx>

In the case of non-residential developments, the Water Directorate Standard ETs must be factored to determine RWCC's Local ET. All Water Directorate non-residential ET are to be multiplied by 0.7 to determine the RWCC Local ET.

When applying the estimated average water consumption for non-typical developments under the Water Directorate Guidelines, non-residential ET's are calculated by dividing the development's assessed peak day demand by 3.8 kL. This method is only used when the Water Directorate Guidelines (Table 2 or 3 of the guidelines) don't include that category of development.

Credit for existing use is inherent in the calculation of the ET loading, as the developer charges are levied for the additional ET loadings that a development will place on the infrastructure. For example, if a single residential lot is subdivided into four residential lots, the development has a credit of one ET from the existing use. The developer charges will be applied for the three additional ETs.

### 8.9 Exemption of Developer Charges

Under section 306 (4) and (5) of the Water Management Act 2000, the Minister for Urban Affairs & Planning may make a determination with regard to developer charges.

## 9 Reference Documents

Background information and calculations relating to this DSP are provided in the following documents:

2016 Developer Charges Guidelines for Water Supply, Sewerage and Stormwater, published by Department of Primary Industries - Water

RWCC DSP Background Document for Water Supply (Appendix A)

RWCC Strategic Business Plan (including RWCC Financial Plan), November 2012

RWCC Integrated Water Cycle Management Strategy, 2021

RWCC Demand Management Plan, 2012

RWCC Asset Management Plan, 2021

Note: These background documents contain detailed calculations for the capital charges and developer charges, including asset commissioning dates, size/length of assets, MEERA valuation of assets, 30 years capital works program, assets current and future capacities

# Appendix A

## RWCC DSP Background Document for Water Supply



Table 1: Existing Water Supply Assets

Asset/Project	Year of Construction	Value	Growth Component	Age	Useful Life	Remaining Life	Remaining Value	Annual Cost (Rem Val/Rem Life)	Notes
Wagga WTP	2018	\$35,456,653	52%	4	70	66	\$17,383,890.44	\$263,392.28	26ML to 55ML
WTP design & PM	2018	\$3,561,441	52%	4	70	66	\$1,746,123.64	\$26,456.42	26ML to 55ML
Lamellar clarifiers & variations	2018	\$2,542,137	52%	4	70	66	\$1,246,373.45	\$18,884.45	26ML to 55ML
Glenoak Reservoir	2019	\$2,031,000	100%	3	100	97	\$1,970,070.00	\$20,310.00	New 4.5ML
Low Level Reservoirs	2019	\$6,072,000	0%	3	100	97	\$0.00	\$0.00	Reduced capacity
Mangoplah Reservoir	2013	\$528,000	67%	9	100	91	\$321,921.60	\$3,537.60	44kL to 135kL
Rural Reservoir (Dunns Rd)	2018	\$2,159,000	10%	4	100	96	\$207,264.00	\$2,159.00	4.5ML to 5ML
Red Hill Reservoir # 3	2011	\$1,650,000	100%	11	100	89	\$1,468,500.00	\$16,500.00	New 11ML
Collingullie Reservoir	2016	\$528,000	74%	6	100	94	\$367,276.80	\$3,907.20	180kL to 700kL
Woomargama Reservoir	2016	\$115,000	0%	6	100	94	\$0.00	\$0.00	120kL - no increase
Morundah Reservoir	2015	\$415,000	42%	7	100	93	\$162,099.00	\$1,743.00	77.35kL to 135kL
Southern Trunk (WW to Res)	2015	\$5,242,000	31%	7	75	68	\$1,473,351.47	\$21,666.93	375mm to 450mm DICL
West Wagga Shires Pump upgrade	2015	\$829,000	44%	7	50	43	\$313,693.60	\$7,295.20	Growth %
The Rock to Milbrulong BT	2018	\$1,295,000	44%	4	50	46	\$521,237.50	\$11,331.25	150mm to 200mm OPVC
Milbrulong BT to Lockhart	2020	\$1,046,000	55%	2	50	48	\$552,288.00	\$11,506.00	200mm to 300mm OPVC
Estella PH to Estella Res	2020	\$2,661,000	100%	2	75	73	\$2,590,040.00	\$35,480.00	New 450mm DICL
Glenoak Reservoir (original)	2001	\$252,000	100%	21	100	79	\$199,080.00	\$2,520.00	New 1.3 ML
Glenoak Pumphouse	2001	\$35,000	100%	21	50	29	\$20,300.00	\$700.00	New
Urana raw water pipeline	2010	\$2,000,000	10%	12	50	38	\$152,000.00	\$4,000.00	200mm
Urana raw water pump station	2010	\$400,000	10%	12	50	38	\$30,400.00	\$800.00	
Boorooma 2 & 3	2014	\$152,706	\$20,676	8	50	42	\$20,676	\$492.29	
Boorooma 3 & 4A	2015	\$77,748	\$8,589	7	50	43	\$8,589	\$199.74	



Boorooma 5	2017	\$96,008	\$13,593	5	50	45	\$13,593	\$302.07	
Boorooma 7	2019	\$107,960	\$47,106	3	50	47	\$47,106	\$1,002.26	
Cooramin St 1	2017	\$8,951	\$1,669	5	50	45	\$1,669	\$37.09	
Farrer Rd 4	2016	\$34,567	\$10,463	6	50	44	\$10,463	\$237.80	
Bourkelands 20C	2014	\$29,500	\$6,601	8	50	42	\$6,601	\$157.17	
Bourkelands 20D	2014	\$32,230	\$7,091	8	50	42	\$7,091	\$168.83	
Bourkelands 24A	2015	\$55,263	\$9,947	7	50	43	\$9,947	\$231.33	
Staunton Estate 1	2015	\$78,750	\$25,387	7	50	43	\$25,387	\$590.40	
Brunsville Park 12	2015	\$44,555	\$731	7	50	43	\$731	\$17.00	
Brunsville Park 13	2015	\$40,820	\$4,278	7	50	43	\$4,278	\$99.49	
Brunsville Park 14A	2018	\$67,699	\$1,029	4	50	46	\$1,029	\$22.37	
58 Harris Rd 1	2020	\$108,847	\$19,368	2	50	48	\$19,368	\$403.50	
58 Harris Rd 2	2021	\$71,404	\$7,752	1	50	49	\$7,752	\$158.20	
86 Harris Rd 1	2021	\$128,387	\$33,786	1	50	49	\$33,786	\$689.51	
Estella Heights 1	2017	\$76,060	\$3,803	5	50	45	\$3,803	\$84.51	
Estella Heights 2	2018	\$48,245	\$1,447	4	50	46	\$1,447	\$31.46	
Estella Heights 4	2019	\$106,689	\$32,007	3	50	47	\$32,007	\$681.00	
Estella Rise 1B	2014	\$92,088	\$17,497	8	50	42	\$17,497	\$416.60	
Estella Rise 3A	2015	\$140,995	\$32,429	7	50	43	\$32,429	\$754.16	
Estella Rise 3B	2016	\$59,802	\$11,363	6	50	44	\$11,363	\$258.25	
Estella Rise 4 & 6	2018	\$155,054	\$34,112	4	50	46	\$34,112	\$741.57	
Estella Rise 2	2015	\$106,345	\$3,190	7	50	43	\$3,190	\$74.19	
Estella Rise 5	2016	\$60,624	\$7,882	6	50	44	\$7,882	\$179.14	
Crooked Creek 1	2017	\$127,234	\$41,655	5	50	45	\$41,655	\$925.67	
Governors Hill 2	2015	\$43,422	\$6,278	7	50	43	\$6,278	\$146.00	
Governors Hill 3	2017	\$157,796	\$45,322	5	50	45	\$45,322	\$1,007.16	
Governors Hill 5	2020	\$103,855	\$32,619	2	50	48	\$32,619	\$679.56	
Lloyd 2	2015	\$35,549	\$4,266	7	50	43	\$4,266	\$99.21	
Lloyd 3	2018	\$34,482	\$8,965	4	50	46	\$8,965	\$194.89	
Lloyd 7	2018	\$140,556	\$21,024	4	50	46	\$21,024	\$457.04	
Lloyd 8 & 9	2019	\$283,539	\$101,844	3	50	47	\$101,844	\$2,166.89	
Lloyd Wets 4A	2017	\$78,749	\$4,725	5	50	45	\$4,725	\$105.00	
Springvale Heights	2021	\$97,097	\$43,374	1	50	49	\$43,374	\$885.18	



Urana St 1	2016	\$81,560	\$22,181	6	50	44	\$22,181	\$504.11	
Urana St 2	2018	\$49,098	\$8,561	4	50	46	\$8,561	\$186.11	
Tatton 10	2008	\$42,949	\$34,359	14	50	36	\$34,359	\$954.42	
Tatton 11	2009	\$106,848	\$89,040	13	50	37	\$89,040	\$2,406.49	
Tatton 12A	2011	\$144,474	\$131,340	11	50	39	\$131,340	\$3,367.69	
Jacob Wenke 1	2019	\$23,773	\$11,672	3	50	47	\$11,672	\$248.34	
Bourkelands 1	2011	\$16,905	\$14,700	11	50	39	\$14,700	\$376.92	
Bourkelands 18a	2006	\$24,138	\$20,115	16	50	34	\$20,115	\$591.62	
Bourkelands 19	2007	\$24,717	\$22,470	15	50	35	\$22,470	\$642.00	
Bourkelands 21a	2010	\$16,170	\$15,400	12	50	38	\$15,400	\$405.26	
Bourkelands 22	2008	27951	\$25,410	14	50	36	\$25,410	\$705.83	
Bourkelands 23	2008	26040	\$21,700	14	50	36	\$21,700	\$602.78	
Hilltop 7	2008	\$18,480	\$16,800	14	50	36	\$16,800	\$466.67	
Hilltop 8	2010	\$57,288	\$47,740	12	50	38	\$47,740	\$1,256.32	
Lloyd 4	2007	\$58,464	\$48,720	15	50	35	\$48,720	\$1,392.00	
Glenoak 4	2004	\$62,388	\$54,250	18	50	32	\$54,250	\$1,695.31	
Glenoak 3	2003	\$30,564	\$27,785	19	50	31	\$27,785	\$896.29	
Glenoak 1	2008	\$51,660	\$43,050	14	50	36	\$43,050	\$1,195.83	
Tatton 8 & 9	2008	\$71,555	\$59,629	14	51	37	\$59,629	\$1,611.59	















Table 3: Water Supply Equivalent Tenements Projection

Year (FY)	New Res ET's	Total Res ET's	Comm ET's	New Comm ET's	Total New ET's	Cumulative New ET's	Total ET's
20/21		30924.00	5600.00	92.00			36524.00
21/22	309.24	31233.24	5694.76	94.76	404.00	404.00	36928.00
22/23	312.33	31545.57	5792.36	97.60	409.94	813.94	37337.94
23/24	315.46	31861.03	5892.89	100.53	415.99	1229.92	37753.92
24/25	318.61	32179.64	5996.44	103.55	422.16	1652.08	38176.08
25/26	321.80	32501.43	6103.09	106.65	428.45	2080.53	38604.53
26/27	325.01	32826.45	6212.95	109.85	434.87	2515.40	39039.40
27/28	328.26	33154.71	6326.09	113.15	441.41	2956.81	39480.81
28/29	331.55	33486.26	6442.64	116.54	448.09	3404.90	39928.90
29/30	334.86	33821.12	6562.68	120.04	454.90	3859.80	40383.80
30/31	338.21	34159.33	6686.32	123.64	461.85	4321.65	40845.65
31/32	341.59	34500.93	6813.67	127.35	468.94	4790.59	41314.59
32/33	345.01	34845.94	6944.84	131.17	476.18	5266.77	41790.77
33/34	348.46	35194.40	7079.94	135.11	483.56	5750.34	42274.34
34/35	351.94	35546.34	7219.10	139.16	491.10	6241.44	42765.44
35/36	355.46	35901.80	7362.43	143.33	498.80	6740.24	43264.24
36/37	359.02	36260.82	7510.07	147.63	506.65	7246.89	43770.89
37/38	362.61	36623.43	7662.13	152.06	514.67	7761.56	44285.56
38/39	366.23	36989.66	7818.75	156.62	522.86	8284.42	44808.42
39/40	369.90	37359.56	7980.07	161.32	531.22	8815.64	45339.64
40/41	373.60	37733.16	8146.24	166.16	539.76	9355.39	45879.39
41/42	377.33	38110.49	8317.38	171.15	548.48	9903.87	46427.87
42/43	381.10	38491.59	8493.67	176.28	557.39	10461.26	46985.26
43/44	384.92	38876.51	8675.24	181.57	566.49	11027.74	47551.74
44/45	388.77	39265.27	8862.25	187.02	575.78	11603.53	48127.53
45/46	392.65	39657.93	9054.88	192.63	585.28	12188.81	48712.81
46/47	396.58	40054.51	9253.29	198.41	594.99	12783.79	49307.79
47/48	400.55	40455.05	9457.64	204.36	604.90	13388.70	49912.70
48/49	404.55	40859.60	9668.13	210.49	615.04	14003.74	50527.74
49/50	408.60	41268.20	9884.94	216.80	625.40	14629.14	51153.14



Table 4: Developer Charges Calculations

Year	Estimated expenditure (new) (2021/22\$)	Estimated expenditure (existing) (2021/22\$)	Estimated expenditure (total) (2021/22\$)	PV factor	PV of expenditure (@ 5%)	Number of new ETs (ET)	PV new ETs (ET)
21/22	\$268,000	\$486,391	\$754,391	1.00	754,391	404	404
22/23	\$3,527,250	\$486,391	\$4,013,641	0.95	3,822,516	410	390
23/24	\$2,138,000	\$486,391	\$2,624,391	0.91	2,380,400	416	377
24/25	\$2,520,100	\$486,391	\$3,006,491	0.86	2,597,120	422	365
25/26	\$2,737,000	\$486,391	\$3,223,391	0.82	2,651,892	428	352
26/27	\$917,250	\$486,391	\$1,403,641	0.78	1,099,790	435	341
27/28	\$1,171,020	\$486,391	\$1,657,411	0.75	1,236,786	441	329
28/29	\$4,148,500	\$486,391	\$4,634,891	0.71	3,293,931	448	318
29/30	\$8,022,600	\$486,391	\$8,508,991	0.68	5,759,220	455	308
30/31	\$4,315,600	\$486,391	\$4,801,991	0.64	3,095,406	462	298
31/32	\$1,690,620	\$486,391	\$2,177,011	0.61	1,336,496	469	288
32/33	\$4,212,760	\$486,391	\$4,699,151	0.58	2,747,497	476	278
33/34	\$2,926,350	\$486,391	\$3,412,741	0.56	1,900,342	484	269
34/35	\$4,030,650	\$486,391	\$4,517,041	0.53	2,395,484	491	260
35/36	\$3,785,751	\$486,391	\$4,272,142	0.51	2,157,722	499	252
36/37	\$2,390,902	\$486,391	\$2,877,293	0.48	1,384,027	507	244
37/38	\$3,938,605	\$486,391	\$4,424,996	0.46	2,027,142	515	236
38/39	\$732,110	\$486,391	\$1,218,501	0.44	531,628	523	228
39/40	\$1,051,668	\$486,391	\$1,538,059	0.42	639,095	531	221
40/41	\$3,942,028	\$486,391	\$4,428,419	0.40	1,752,476	540	214
41/42	\$783,943	\$486,391	\$1,270,334	0.38	478,776	548	207



42/43	\$1,695,411	\$486,391	\$2,181,802	0.36	783,141	557	200
43/44	\$3,329,184	\$486,391	\$3,815,575	0.34	1,304,354	566	194
44/45	\$1,671,513	\$486,391	\$2,157,904	0.33	702,552	576	187
45/46	\$1,670,347	\$486,391	\$2,156,738	0.31	668,735	585	181
46/47	\$680,337	\$486,391	\$1,166,728	0.30	344,538	595	176
47/48	\$3,295,584	\$486,391	\$3,781,975	0.28	1,063,646	605	170
48/49	\$3,313,139	\$486,391	\$3,799,530	0.27	1,017,698	615	165
49/50	\$4,211,002	\$486,391	\$4,697,393	0.26	1,198,275	625	160
	<b>79,117,224</b>	<b>14,105,351</b>	<b>93,222,575</b>		<b>51,125,077</b>	<b>14629</b>	<b>7,612</b>

**Capital  
Charge per  
ET                    \$6,717**

# Appendix B

## Reduction Amount for Water supply

Table 5 – Reduction Amount by NPV of annual bills method

Year	Total ETs	New ETs per year	PV (New ETs) over 30 years @ 5%	Cumulative New ETs	Net Income from New ETs (\$'000)	PV (Net Income) from new ETs over 30 years @ 5% (\$'000)	Reduction Amount (\$ per ET)
	(1)	(2) = (1) <sub>i</sub> - (1) <sub>i-1</sub>	(3) = PV of (2)	(4)	(5) = (4) * ('C)	(6) = PV of (5)	(7) = (6) / (3)
					660 \$ per ET		
					457 \$ per ET		
					203 \$ per ET		
19/20	33,226						
20/21	33,817						
2021/22	36,928	404		404	82		
2022/23	37,338	410	7,612	814	165	17,301	2,273
2023/24	37,754	416	7,569	1,230	250	18,080	2,389
2024/25	38,176	422	7,517	1,652	335	18,810	2,502
2025/26	38,605	428	7,456	2,081	422	19,488	2,614
2026/27	39,039	435	7,385	2,515	511	20,111	2,723
2027/28	39,481	441		2,957	600		
2028/29	39,929	448		3,405	691		
2029/30	40,384	455		3,860	784		
2030/31	40,846	462		4,322	877		
2031/32	41,315	469		4,791	972		
2032/33	41,791	476		5,267	1,069		
2033/34	42,274	484		5,750	1,167		
2034/35	42,765	491		6,241	1,267		
2035/36	43,264	499		6,740	1,368		
2036/37	43,771	507		7,247	1,471		
2037/38	44,286	515		7,762	1,576		
2038/39	44,808	523		8,284	1,682		
2039/40	45,340	531		8,816	1,790		
2040/41	45,879	540		9,355	1,899		
2041/42	46,428	548		9,904	2,010		
2042/43	46,985	557		10,461	2,124		
2043/44	47,552	566		11,028	2,239		
2044/45	48,128	576		11,604	2,356		
2045/46	48,713	585		12,189	2,474		
2046/47	49,308	595		12,784	2,595		
2047/48	49,913	605		13,389	2,718		
2048/49	50,528	615		14,004	2,843		
2049/50	51,153	625		14,629	2,970		
		5yr Ave Reduction		2,500			

# Appendix C

## Outline of Legislation

Source: 2016 Developer Charges Guidelines for Water Supply, Sewerage and Stormwater

### Outline of Legislation

#### Local Government Act 1993

The power for local government councils to levy developer charges for water supply, sewerage and stormwater derives from section 64 of the *Local Government Act 1993* by means of a cross-reference in that Act to the relevant provisions of the *Water Management Act 2000*.

Section 64 of the Local Government Act states that:

Division 5 of Part 2 of Chapter 6 of the *Water Management Act 2000* applies to a council exercising function under this Division in the same way as it applies to a water supply authority exercising functions under that Act.

#### Environmental Planning and Assessment Act 1979

Prior to the introduction of the *Local Government Act in 1993*, councils used the provisions of section 94 of the *Environmental Planning and Assessment Act 1979* to obtain developer contributions for water supply and sewerage services. As part of the *Local Government (Consequential Provisions) Act 1993*, amendment was made to the *Environmental Planning and Assessment Act* so that section 94 no longer applied for water supply and sewerage services.

However, Councils can levy developer charges for stormwater under either Local Government Act or Water Management Act.

#### Water Management Act 2000

Section 305 (1) of the *Water Management Act* states that:

(1) A person may apply to a water supply authority for a certificate of compliance for development carried out, or proposed to be carried out, within the water supply authority's area.

Section 306 (2) and (3) of the *Water Management Act* states that:

(2) as a pre-condition to granting a certificate of compliance for development, a water supply authority may, by notice in writing served on the applicant, require the applicant to do either or both of the following:

(a) to pay a specified amount to the Authority by way of contribution towards the cost of such water management works as are specified in the notice, being existing works or projected works, or both,

(b) To construct water management works to serve the development.

- (3) In calculating an amount for the purposes of subsection (2) (a):
  - (a) the value of existing water management works and the estimated cost of projected water management works may be taken into consideration, and
  - (b) the amount of any government subsidy or similar payment is not to be deducted from the relevant value or cost of the water management works, and
  - (c) Consideration is to be given to any guidelines issued for the time being for the purposes of this section by the Minister.

In 2015, the Minister for Lands and Water became responsible for non-metropolitan NSW town water services. The Minister is responsible for the issue of guidelines for water utilities on the calculation of water supply, sewerage and stormwater developer charges.

Note: Use of moneys raised from developer charges is discussed in section 2.8 on page 10 of the guidelines.

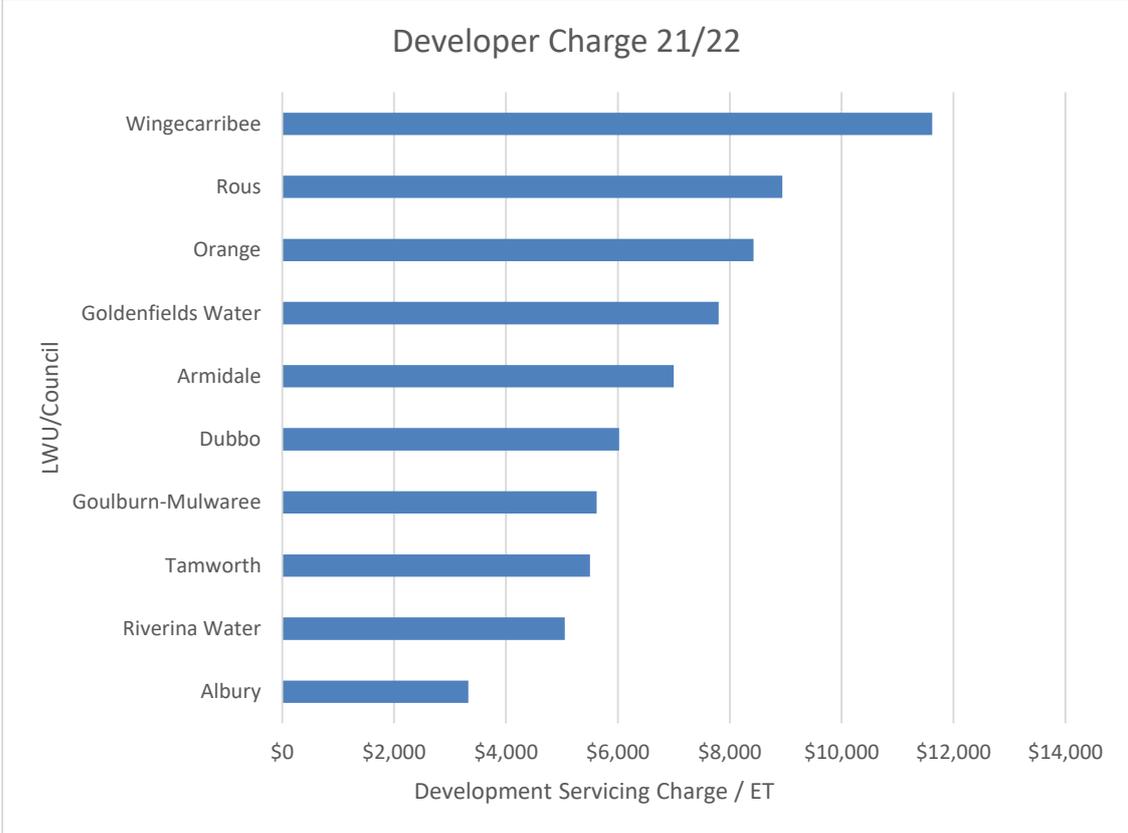
#### Local Government (Savings and Transitional) Regulation 1993

The *Local Government (Savings and Transitional) Regulation 1993* covers the matter of developer contributions which had previously been obtained by councils under the *Environmental Planning and Assessment Act* as follows:

- (9) Any monetary contribution held by a council immediately before the commencement of this Regulation, being a contribution arising from a condition:
  - (a) that was imposed under section 94 of the *Environmental Planning and Assessment Act 1979*; and
  - (b) that specifies that the contribution is to be applied towards providing specified water or sewerage services or towards providing water or sewerage services generally, is to be applied towards the construction of works within the meaning of Division 2 of Part 3 of the *Water Supply Authorities Act 1987*, or towards the repayment of money borrowed for the construction of such works, and is not to be applied towards any other purpose.

# Appendix D

## Comparison of Similar LWU Development Servicing Charge



## R24 Henty Sportsground - Water connection upgrade

**Organisational Area** Engineering

**Author** Austin Morris, Manager Works

**Summary** Riverina Water have received a request for financial assistance from Greater Hume Council to upgrade the water main supplying the Henty Sportsground

**RECOMMENDATION** that Council approve a financial contribution of \$15,330.50 to Greater Hume Council for the upgrade of the water main supplying the Henty Sportsground as part of its revised 2021/22 Delivery Plan.

### Report

Greater Hume Council has written to Riverina Water (attached) requesting a financial contribution of 50% toward the water upgrade for the Henty sportsground amenities building. This amounts to a \$15,330.50 contribution.

The existing 50mm WUPVC main is not large enough to service the new building and will require upgrading. Riverina Water has provided a quote to undertake this work, in the amount of \$30,661.00. (Attached).

### Asset consideration

Normally, the cost of the water main upgrade is the responsibility of the developer. However in this case, there are a number of arguments that support a contribution from Riverina Water.

- The white UPVC main is only 25 years old and has a condition two rating with no history of failure, which means it has a planned 25 years of remaining life.
- The hydraulic improvement upgrading to 100mm will also provide benefit to four existing customers.
- A new DICL under bore of the rail land will reduce the risk of pipe failure under the railway asse in the future.

### Financial consideration.

This report recommends that Riverina Water agree to the request and contribute 50% (\$15,330.50) to the project, based on the asset consideration above.

### Time consideration

GHSC has requested the work be undertaken prior to May, which did not allow a formal decision to be made, instead informal approval was given at the Board workshop in March. Formal endorsement is now sought.

### › R24.1 Request from Greater Hume Shire Council [↓](#)

#### **Financial Implications**

The proposed work has not been budgeted for. An additional amount will be required to cover Riverina Water's contribution and be reflected in future quarterly budget review. Council has the funds to contribute to the project.

#### **Risk Considerations**

<b>Community Partnerships</b>	
Accept	When considering options for community partnerships or external party relationships, Council may choose to accept risks to maximise potential benefits to Council and the community.



**Greater  
Hume  
Council**

Andrew Crakanthorp  
General Manager  
Riverina Water County Council  
P.O. Box 456  
Wagga Wagga NSW 2650

All correspondence  
PO Box 99 Holbrook NSW 2644

P 02 6036 0100 or 1300 653 538  
E mail@greaterhume.nsw.gov.au  
greaterhume.nsw.gov.au

ABN 44 970 341 154

Dear Andrew

### **Water supply – Henty Sportsground – Fire services main upgrade**

Last year the Henty Sportsground Committee was successful in obtaining funding under the NSW Government's Showground Stimulus Fund to redevelop the existing Sportsground Amenities Building and Function Room. With further support from Henty Community Financial Services Ltd and Council through the Local Roads and Community Infrastructure Program, Council is working with the Sportsground Committee to bring the project to fruition.

Council engaged Building Services Group (BSG) to undertake the Fire Services design for the facility. As part of this design, in October last year, Council engaged Riverina Water County Council (RWCC) to undertake a pressure and flow test on the main servicing the Henty Sportsground. This test was conducted on the 100mm section of the main immediately before it reduces to 65mm which directly services the Henty Sportsground and several other RWCC consumers.

When contact was made by Council's plumber to RWCC seeking a connection for the building and the fire service he was advised that the 65mm main was insufficient to meet the demand. Accordingly Council has sought a quotation from RWCC to upgrade the 65mm section of the main to 100mm over a distance of 310M.

A costing totalling \$40,084.00 has now been provided which is attached. This is a significant unbudgeted expense and Council on behalf the Henty Sportsground Committee is enquiring whether RWCC may consider making a contribution of 50% to the main upgrade cost of \$30,661.00 on the basis that the upgrade of the 65mm Main may have been included in a future works program.

On that basis the cost to the Henty Sportsground Committee/Council would be \$24,753.50 (being half the main upgrade \$15,330.50 + \$3,899.00 + \$5,524.00).

Your careful consideration of this request would be greatly appreciated by the Henty Sportsground Committee and Council.

Should you have any further queries in relation to this matter please do not hesitate to contact the undersigned.

Yours faithfully

Steven Pinnuck  
**General Manager**  
GREATER HUME COUNCIL

17 February 2021

## SERVICE CONNECTION – STATEMENT OF FEES



Ref: 121598

17 February 2022

General Manager  
Greater Hume Council  
PO Box 99, Holbrook NSW 2644

To Steven,

**Water supply – Henty Sports ground, Fire service – mains upgrade**

In response to a request for water supply work to the above-mentioned development, I can advise you that under Riverina Water's pricing effective 1 July 2021 to 30 June 2022 the following costs will apply:

-Installation of water reticulation, estimated total distance of 310m with 1 conduit crossings using oPVC and DICL (including material, labour & plant)	\$30,661.00
50mm Service Connection Fee @ \$3,899.00	\$3,899.00
Installation of a 80mm Fire Service Connection (includes plant, labour and materials) *	
*NB: Backflow prevention device/s not included	\$5,524.00
<b>TOTAL:</b>	<b>\$40,084.00</b>

The costing detailed above is based on the plans and information provided. This includes the installation of 310 meters of reticulation mains & a 80mm fire service adjacent to the southern property boundary fronting Angaston Road.

It is the developers' responsibility to engage a suitably licensed plumber to supply and install the necessary backflow prevention device/s.

To proceed with the works detailed above, please complete and return a signed copy of the Consent to Proceed letter attached to this statement and you will then be invoiced for the total amount as detailed above.

Please note that the cost is based on the following requirements:

Payment in full is required prior to Riverina Water commencing any onsite construction work or issuing a Certificate of Compliance for water supply.

At least 4 weeks' notice prior to construction is given to Riverina Water to allow for programming of resources. A plumbing permit is required prior to commencing any water plumbing work onsite. This quote remains valid until 30 June 2022.

For further details regarding this matter, please contact Riverina Water on 02 6922 0628.

Kind Regards

Truman Carroll  
Development Engineering Officer

**Riverina Water**

91 Hammond Ave (PO Box 456) Wagga Wagga NSW 2650

Phone: 02 6922 0608

[rwcc.nsw.gov.au](http://rwcc.nsw.gov.au)

ABN 52 084 853 210

# R25 Works Report covering February 2022

**Organisational Area** Engineering

**Author** Austin Morris, Acting Director Engineering

**Summary** This report provides an overview of water usage, connections, maintenance and water quality matters from 1-28 February 2022.

**RECOMMENDATION** that the Works Report covering February 2022 be received and noted.

## Report

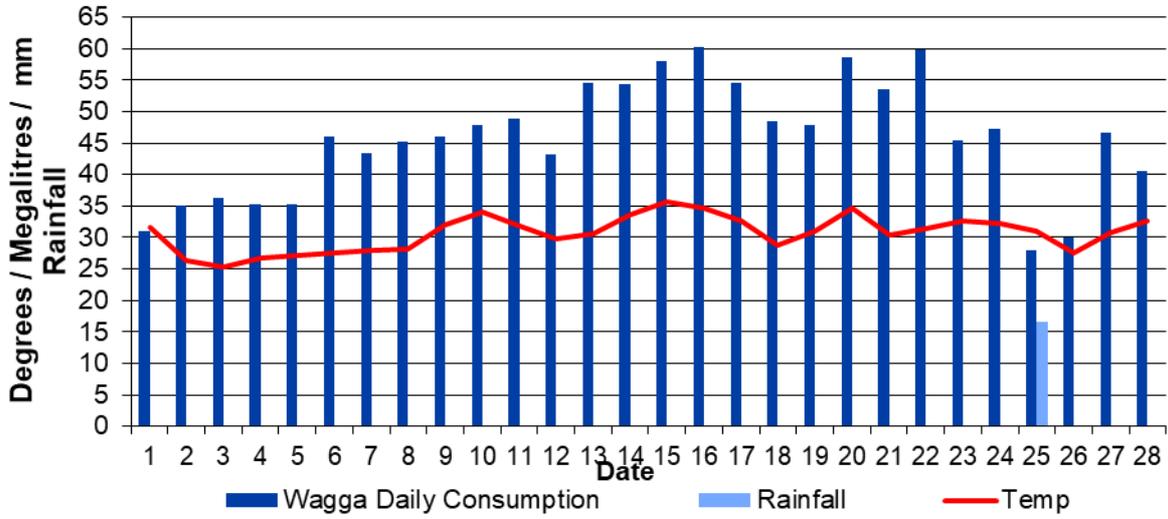
This report provides an overview of water usage, connections, maintenance, and water quality matters from 1 – 28 February 2022.

### Water Sourced and Used

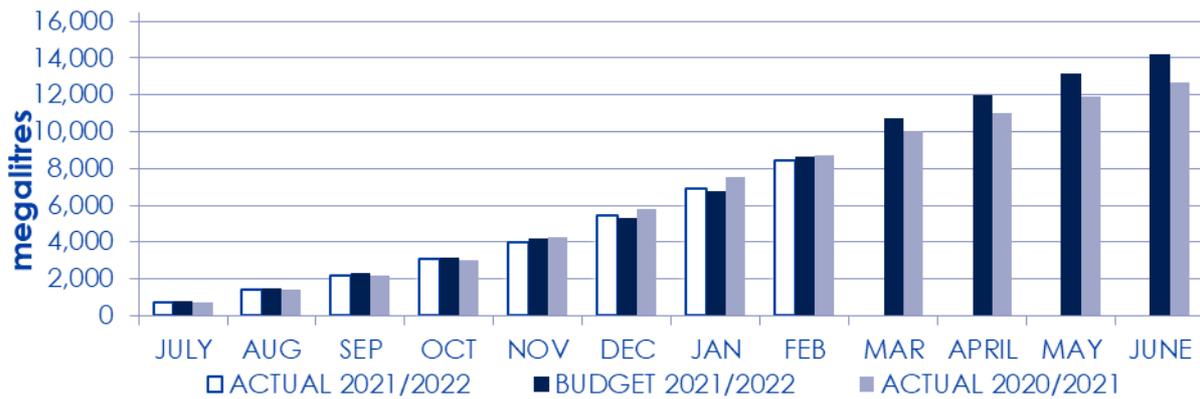
	2020	2021	2022
Rainfall	13.0	81.7	16.6
Wet days	8	5	1
<b>Water sourced February 2022 (MI)</b>			
North Wagga bores	277.33	245.54	275.37
West Wagga bores	665.34	450.55	464.16
East Wagga bores	565.50	248.58	290.77
Murrumbidgee River	588.35	198.50	424.42
<b>Sub Total</b>	<b>2,096.52</b>	<b>1,143.17</b>	<b>1,454.72</b>
Bulgary bores	62.57	36.60	48.98
Urana source	15.70	16.24	4.36
Ralvona bores	39.95	18.74	23.19
Walla Walla bores	41.36	25.15	17.98
Goldenfields Water Supply System	7.63	1.91	4.65
<b>Sub Total</b>	<b>167.21</b>	<b>98.64</b>	<b>99.16</b>
Woomargama	2.82	0.98	1.41
Humula	0.89	0.47	0.42
Tarcutta	5.74	3.29	4.52
Oura	6.70	3.18	5.50
Walbundrie / Rand	6.14	3.47	4.17

	2020	2021	2022
Morundah	1.37	0.83	1.20
Collingullie	12.00	8.50	8.75
<b>Sub Total</b>	<b>35.66</b>	<b>20.72</b>	<b>25.97</b>
<b>Totals</b>	<b>2,299.39</b>	<b>1,262.53</b>	<b>1,579.85</b>
<b>Water used February 2022 (MI)</b>			
East Bomen	30.83	28.71	29.99
Estella	187.01	114.69	159.33
North Wagga	120.13	74.01	71.78
Wagga Wagga – low level	243.83	148.13	179.10
Wagga Wagga – high level	1,031.27	555.05	711.25
Wagga Wagga – Bellevue level	173.72	61.74	117.57
<b>Sub Total</b>	<b>1,786.79</b>	<b>982.33</b>	<b>1,269.02</b>
Ladysmith system	12.16	5.28	7.73
Brucedale scheme	43.54	20.25	30.30
Currawarna scheme	24.20	13.28	22.77
Rural Southern trunk main system	243.96	123.38	140.59
Rural Western trunk main system	78.70	52.30	53.76
<b>Sub Total</b>	<b>402.56</b>	<b>214.49</b>	<b>255.15</b>
Holbrook	39.92	18.43	23.27
Woomargama	2.82	0.98	1.41
Humula	0.89	0.47	0.42
Tarcutta	5.84	3.85	4.36
Oura	6.70	3.18	5.50
Walbundrie / Rand	6.14	3.47	4.17
Morundah	1.29	0.76	1.25
Collingullie	12.92	8.00	8.04
<b>Sub Total</b>	<b>76.52</b>	<b>39.14</b>	<b>48.42</b>
<b>Totals</b>	<b>2,265.87</b>	<b>1,235.96</b>	<b>1,572.59</b>

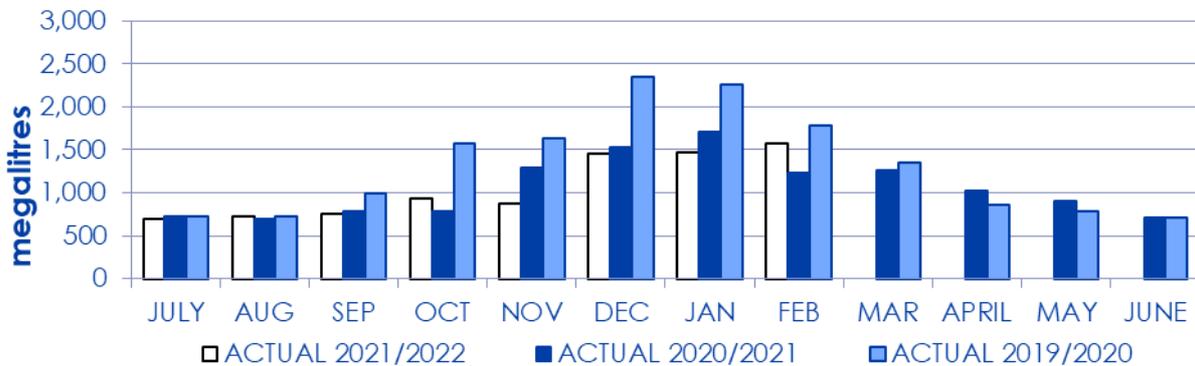
### DAILY WATER USED, WAGGA WAGGA, February 2022



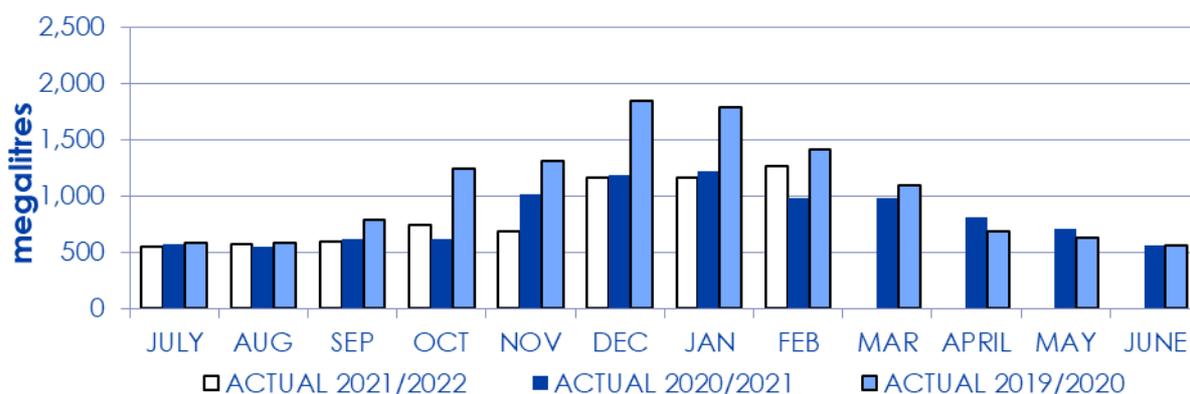
### TOTAL CUMULATIVE WATER USED 2021/2022



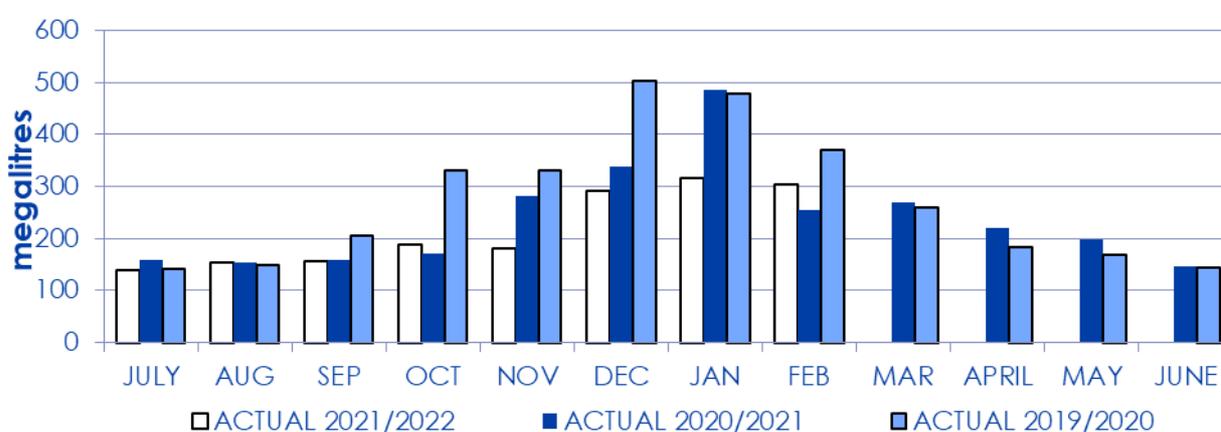
### MONTHLY TOTAL WATER USED COMPARED TO PREVIOUS YEARS



### MONTHLY WAGGA WATER USED COMPARED TO PREVIOUS YEARS



### MONTHLY RURAL WATER USED COMPARED TO PREVIOUS YEARS



### New Service Connections, Repairs, Meters, Locations and Complaints

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints*	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Wagga Wagga	24	6	3	14	12	10				68	6	6
Wagga Wagga	2	3	1	4	8	3				16	2	1
Forest Hill					1					5		
North Wagga										2		
Estella										3		1
Koorinal				2		1				6	1	
Turvey Park										4		

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Lake Albert	1			1		1				2	2	
Ashmont				1	1	1				6		
Tolland			1		1	2				4	1	4
Mt Austin		1	1	2						4		
Bourkelands						1				5		
Tatton										1		
Glenfield				1						7		
Lloyd	8											
Springvale	1	2		2								
East Wagga				1		1						
Boorooma	1				1					1		
Gobgombalin	10									2		
Gumly Gumly	1											
Brucedale					1							
Euberta	1											
Humula					1	1				1		
San Isidore						1						
The Gap				1						1		
Lockhart						2						
Mangoplah				1								
Milbrulong										1		
Pleasant Hills				1								
The Rock	2			3								
Yerong Creek						1						
Culcairn	1			1						1		
Henty				3						1		
Holbrook		1		2						3	1	
Morven				1							1	
Walla Walla	1			1						2		
Woomargama										1		
Boree Creek				1								
<b>TOTAL</b>	<b>29</b>	<b>7</b>	<b>3</b>	<b>29</b>	<b>14</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>79</b>	<b>8</b>	<b>6</b>

## Water System Repairs

Wagga Wagga							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
1/2/2022	Wagga Wagga	50 PVC	Pipe failure (not specified)	Yes		0	2
1/2/2022	Wagga Wagga	50 PVC	Pipe failure – ground movement	Yes		0	2
2/2/2022	Wagga Wagga	100 AC	Tree roots	Yes		0	6
4/2/2022	Wagga Wagga	250 AC	T/Band broken/leaking	Yes		0	5
8/2/2022	Lake Albert	100 AC	Pipe failure (not specified)	Yes		0	2
19/2/2022	Ashmont	100 AC	Pipe failure	Yes		0	4
22/2/2022	Wagga Wagga	100 AC	Pipe failure (not specified)	Yes		0	5
26/2/2022	Wagga Wagga	100 AC	Pipe failure (not specified)	Yes		0	5
28/2/2022	Lake Albert	75 AC	Leaking ss clamp	Yes		0	3

Rural							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
1/2/2022	Morven	150 AC	Pipe failure – Ground movement	No		10	67
1/2/2022	Walbundrie	63 PE	Pipe failure – ground movement	Yes		0	12
1/2/2022	Bulgary	63 PE	Pipe failure – Ground movement	No		9	45
2/2/2022	Brucedale	32 PVC	Accidental damage	No		3	3
2/2/2022	The Gap	63 PE	Pipe failure (not specified)	Yes		0	2
4/2/2022	Oura	100 WPVC	Pipe failure (not specified)	Yes		0	4
6/2/2022	Osbourne	63 PE	Pipe failure – Ground movement	No		7	12

8/2/2022	Milbrulong	63 PE	Pipe failure – ground movement	Yes		4	153
13/2/2022	Morven	150 AC	Pipe failure (not specified)	No		10	2
14/2/2022	The Rock	63 PE	Leaking collar	No		0	23
22/2/2022	San Isidore	100 WPVC	Pipe failure (not specified)	Yes		0	3
25/2/2022	Bulgary	63 PE	Pipe failure – ground movement	No		5	34

### Water Quality Complaints

<b>RHS</b>	<b>Date</b>	<b>Town</b>	<b>Request details</b>	<b>Action Taken</b>
60960	8/2/22	Wagga	Dirty water	Flushed main & service
60981	13/2/22	Wagga	Dirty water	Flushed main
60993	10/2/22	Wagga	Brown water	Was flushed, explained to customer.
60994	10/2/22	Wagga	Dirty water	Flushed main
61008	14/2/22	Wagga	Caller advised that water is not quenching the caller's thirst. The caller still has a dry mouth after consuming water. Requesting issue be rectified asap	Fiona will kindly respond to her complaint via phone. Entered in RHS twice
61013	11/2/22	Ashmont	Bleach smell from shower	Free chlorine 1.7ppm, Total chlorine 1.8ppm. All within ADWG
61014	14/2/22	Wagga	Water not quenching thirst.	Water supply within ADWG
61020	14/2/22	Humula	Dirty water- yellow tinge	Flushed service
61025	17/2/22	Boorooma	Sand blocking sprinkler system. Sand coming through taps. Owner engaged plumber to fix sprinkler issue and he advised the sand is due to RW maintenance repairs??	Flushed service think this is an issue with their gal pipes. Maintenance to call owner.
61048	20/2/22	Forest Hill	Bad taste in water	Flushed hydrant - dead end

61052	17/2/22	Wagga	Dirty water	Flushed hydrant
61130	15/2/22	Wagga	Water discoloured, smell	Gerard attended, there is a sewer leak at side of house.
61140	24/2/22	Brucedale	Aerated water since new service line at East Bomen Rd & Windmill Ln. Water comes out white. They have waited for it to settle but it hasn't come good.	Flushed main at hydrant near service connection
61194	28/2/22	Tolland	Dirty water and metallic taste	Water tested and tasted fine. Turbidity 0.99NTU, Free Chlorine 1.30ppm and pH 7.59

New water mains laid

Location	Project	63		100		150		200		300	
		PE	OPVC	DICL	OPVC	DICL	OPVC	DICL	OPVC	DICL	
Edward St	PCYC				75	70					

Replacement of Existing Mains

Location	Project	50	63	100		150	200	200	250		300	600
		PE	OPVC	DICL	OPVC	DICL	OPVC	DICL	OPVC	DICL	DICL	DICL
Koorungal Road	Replacement	100				404						
Brucedale	Replacement										223	
Athol Street	Replacement			155								

Other Construction

Location or Project	Work done
Tarcutta Treatment Plant	Tank overflow
PCYC	100mm fire service & 80mm Domestic service
401 Koorungal Road	150mm Fire Service

### Major Repairs / Overhauls

<b>Facility</b>	<b>Work done</b>
Nil	

### Water Filling Station Activity

<b>Location</b>	<b>Number of fills</b>
Bomen Hereford Street	310
Estella Farrer Road	133
Forest Hill Elizabeth Avenue	72
Glenfield Red Hill Road	125
Henty Olympic Way	7
Holbrook Millswood Road	33
Lake Albert Plumpton Road	140
Lockhart Napier Road	20
Pleasant Hills Manson Street	2
Rolvona	1
The Rock	32
Urana Federation Way	3
Walla Walla Short Street	4
Yerong Creek Finlayson	14

### Fleet Disposals

Nil

### Fleet Acquisitions

Nil

Major Capital Projects Progress (over \$100,000)

	On track
	Behind schedule
	Unlikely this Financial Year

Description	2020/21 Budget	Actual & Committed to Date	Comments
<b>MANAGEMENT</b>			
<b>Administration Office</b>			
Carpark – Admin building	\$60,000	\$21,950	Design to relocate disabled carpark and remark spaces in progress.
Administration Office	\$57,965	\$21,540	Additional workstations for adopted layout ordered.
<b>Depot Buildings</b>			
Refurbishment of Operations Office – Urban	\$1,250,445	\$474,676	Contract for windows commenced and site installation 95% complete. New contract awarded for rendering after original contractor withdrew. Order placed for roller shutters. Site work to modify roller door openings commenced. Tender advertised for Specification W278 Roof Sheeting, Gutters, Colorbond Custom orb and Insulated Wall Panels.
Depot Building The Rock – Non-Urban	\$110,301	\$11,698	Design completed for modifications to culverts on South and East side. Quotations obtained for automatic gates.

Description	2020/21 Budget	Actual & Committed to Date	Comments
Awning on stores building	\$51,996	\$11,274	Design and fabrication drawings complete.
Re-use of supernatant non-potable water on Hammond Ave site	\$50,000	\$238	Not started. To be deferred to 22/23
<b>Land and Buildings for Admin, Depot and Workshops</b>			
<b>Access, Parking and Landscaping</b>			
Levee protection Stage 2 Hammond Ave – Urban	\$28,928	\$26,516	Only minor sealing work still to be completed.
Murrumbidgee River Bank Stabilisation	\$41,927	\$14,428	Assessment report completed.
Marshalls Creek Bank Stabilisation	\$45,515	\$15,803	Combined with Murrumbidgee River Bank Stabilisation project
Koorringal Road purchase	\$381,928	\$386,802	Completed.
Forge & Copland Street Development	\$60,000	\$947	High level stormwater drainage design is completed. Concept design options will be presented to stakeholders in April.
45 Koorringal Road purchase	\$0	\$1,500	Complete
Willans Hill Low Level Res Land Purchase	\$161,200		Compulsory land acquisition in progress.
Koorringal Land Purchase (Profinance Lot 2)	\$800,000	\$726,712	Complete
<b>Asset Demolition</b>			
Millswood (Abandoned) Reservoir x2	\$50,000	\$0	Deferring demolition until 22/23 to combine with Red Hill demolition to reduce cost.
Bomen No. 1 Steel (Abandoned) Reservoir	\$50,000	\$0	Deferring demolition until 22/23 to combine with Red Hill demolition to reduce cost.

Description	2020/21 Budget	Actual & Committed to Date	Comments
<b>PLANT AND EQUIPEMENT</b>			
<b>IT Equipment</b>			
Computer Server Replacement – Urban	\$51,050	\$15,375	Commenced server replacement program. Program slightly behind due to IT resourcing. No budget variation required at this stage.
Computer Equipment – Urban	\$188,928	\$22,403	Commenced IT equipment replacement program. Delay in program due supply issues.
<b>Working Plant and Vehicle Purchases</b>			
Routine plant and vehicle replacements	\$1,626,292	\$1, 211,743	Ongoing
<b>Telemetry and Control Systems Upgrade</b>			
Radio Telemetry SCADA Upgrade	\$362,785	\$156,088	Ongoing
Remote telemetry units and radio upgrade project	\$100,000	\$186,927	Ongoing
<b>Radio Communication Upgrade/Replacements/Improvements</b>			
Radio Communication	\$0	\$1,440	Completed
<b>Energy Efficiency and Cost Minimisation</b>			
Solar Pilot plant – East Wagga	\$209,178	\$204,408	Single Line Diagrams for the high voltage design are being finalised. The first network model (Steady State) is being submitted to Essential Energy on 25/3/2022. NGH are preparing the Aboriginal Heritage Impact Permit (AHIP) application for submission to the NSW government. Aitken & Rowe have been engaged for an in-depth geotechnical investigation on the site.

Description	2020/21 Budget	Actual & Committed to Date	Comments
<b>INTANGIBLES</b>			
<b>Water Licences</b>			
ERP Development and Implementation	\$3,381,430	\$2,590,948	Order raised – project on track.
<b>SOURCES</b>			
<b>Bores – Renew / Refurbish / Decommission</b>			
Tarcutta Bore 5 Replacement (WTP site)	\$300,000	\$0	
Sourceworks Metering (governance)	\$40,000	\$0	Woomargama Spear Points made INACTIVE and not required to be certified
Switchboards Improvements/Replacements	\$15,000	\$0	
<b>TREATMENT PLANTS</b>			
<b>Aeration Tower Replacements</b>			
Ralvona Aeration Basin Replacement	\$115,000	\$72,224	The Contractor, Panthers Concrete Tanks, plan to pour the tank at same time as other planned tank work. Panthers are experiencing long delays with steel fabrication and galvanising and have not yet provided a firm date for the work.
<b>Specific Treatment Plant Improvements</b>			
Tarcutta WTP Levee protection	\$25,000	\$0	
Online & Remote Monitoring	\$23,932	\$8,932	Ongoing
<b>Treatment Plant Refurbishments</b>			

Description	2020/21 Budget	Actual & Committed to Date	Comments
WTP stage 1 – Urban	\$3,109,661	\$500,828	Lamella access complete. Filtered water flow meter complete. Tender issued for replacement of Raw Water pumps. Tender doc for WAE drawings & O&M manuals 80% complete 23/44 defect completed. Commenced documenting claim for cost to complete. "
Roads	\$209,686	\$75,136	Tender open for Stage 1 and 2.
Footpaths and Covered Walkways	\$100,000	\$19,270	Fabrication completed and chemical building walkway erected.
Landscaping	\$103,312	\$82,379	No further progress.
North Wagga WTP Fluoride Plant Replacement	\$120,000	\$0	
Tarcutta Iron Filter Replacement	\$2,962	\$0	Certified design for access walkway and ladders completed
Tarcutta CWS tank replacement	\$80,000	\$88,672	Concrete tank has been constructed. Contractor to return in February to complete handrail, hatches and ladders.
Tarcutta CWS Access Ladder	\$33,788	\$11,821	
Tarcutta Manganese Filter Replacement	\$80,000	\$0	
Western Strategy and Urana WTP replacement	\$10,000	\$32,178	Modelling of Boree Creek to Morundah pipeline 100%. Western strategy signed off by EMT. EOI letter sent to property owners on proposed route. EOI closed with 10 interested parties. Private scheme nearby has also expressed interest and Riverina Water staff attending their AGM next month.  Magflow meter on Raw Water pipeline installed. Waiting for hire pump to undertake flow vs pressure tests. "

Description	2020/21 Budget	Actual & Committed to Date	Comments
Woomagama WTP	\$224,000	\$13,598	Consultant report received and reviewing treatment process and risks
<b>PUMPING STATIONS</b>			
Estella Pump Station Power Upgrade	\$80,000	\$81,056	Completed
Wagga CWS – Bomen pump Station	\$50,000	\$0	On hold
Pleasant Hills Pump Station Refurbishment	\$90,000	\$0	Preliminary hydraulic review completed
<b>RESERVOIRS</b>			
<b>General Improvements</b>			
Reservoir Access Security Enclosures & Cameras	\$20,000	\$3,542	Draft design Red Hill Reservoir 1 enclosure completed for consultation with stakeholders.
<b>New / Replacement Reservoirs</b>			
Main Low Level Reservoir 2x11ML Investigation & Design - Urban	\$52,206	\$18,593	Completed. Remaining budget to be used for land acquisition.
Humula Reservoir Replacement 2x 100kL with 1x 150kL	\$95,752	\$102,885	Concrete tank has been constructed. Contractor to return to complete handrail, hatches and ladders. Contractor experiencing long delays with fabrication and galvanising of steel components.
Walbundrie Reservoir #2 1x100kL with 150kL replacement	\$92,785	\$117,977	Concrete tank has been constructed. Contractor to return to complete handrail, hatches and ladders. Contractor experiencing long delays with fabrication and galvanising of steel components.
Oura Reservoir Replacements 2x100kL with 700kL replacement	\$28,974	\$4,982	Panthers will complete the work at same time as Humula and Walbundrie

Description	2020/21 Budget	Actual & Committed to Date	Comments
The Rock Reservoir South	\$8,900	\$11,449	Meeting scheduled with Land owner and Solicitor next week to agree on access easement.
Low Level Reservoirs – Land Matters	\$160,000	\$12,889	Acquisition of reservoir site from Department of Education in progress.
Decommission 10Mg open reservoir	\$0	\$23,729	Ngh environmental prepared application for Aboriginal Heritage Impact Permit (AHIP). Application under review. Geotechnical report and tender specifications for filling open reservoir being amended to allow alternate design to meet performance criteria.
<b>Reservoirs – Upgrade Ladders and Access</b>			
Reservoirs – upgrade ladders and access – Urban	\$30,000	\$0	
Reservoirs – upgrade ladders and access – Non-Urban	\$65,600	\$5,600	
<b>Reservoir Hatches Magflows</b>			
Reservoir Magflow – Non-Urban	\$25,000	\$1,475	
<b>MAINS</b>			
<b>System Improvements</b>			
System Improvements – Urban	\$150,000	\$26,312	In progress
System Improvements – Non-Urban	\$50,000	\$2,900	In progress
Low Level Reservoirs Pipework	\$101,946	\$169,627	Complete
WW WTP 600mm DICL Koorringal Road	\$107,770	\$106,482	Complete

Description	2020/21 Budget	Actual & Committed to Date	Comments
Estella PH and Res	\$0	\$1,269	Project completed. Minor committed costs carried over.
Eldershaws Rd, The Gap	\$150,000	\$77,263	Complete.
Cooedong Lane, 230m 100mm DICL	\$100,000	\$3,273	Not yet commenced.
Bolton Park	\$200,000	\$67,792	In progress.
Koorungal Road, Christian College	\$320,000	\$91,062	In progress
<b>Reticulation for Developers (including other extensions)</b>			
Reticulation for Developers – Urban	\$608,000	\$645,007	In progress
Reticulation for Developers – non urban	\$60,600	\$365,584	In progress. Major works undertaken at The Rock for stormwater project.
<b>Renew Reticulation Mains</b>			
Renew Reticulation Mains – Non-Urban	\$200,000	\$95,253	In progress
Renew Reticulation Mains – Urban	\$300,000	\$45,190	In progress
Athol St 100mm DICL	\$400,000	\$226,684	Stage 1 completed.
<b>Renew Trunk Mains</b>			
Renew Trunk Mains – Urban	\$400,000	\$308,724	In progress
Renew Trunk Mains – Non-Urban	\$14,690	\$12,281	In progress
Olympic Highway – Trunk Mains Replacement	\$913,507	\$334,391	In progress
Simkin/Churchill/Sherwood – Trunk Main Replacement	\$11,785	\$11,736	Completed – designs only.
Urana – Corowa (Oaklands)	\$250,000	\$95,467	In progress.

Description	2020/21 Budget	Actual & Committed to Date	Comments
Olympic Highway Henty to Jennings Lane	\$500,000	\$155	Not yet commenced.
Western Region Network Design	\$190,000	\$33,073	
Renew Rail Crossings	\$25,000	\$0	Not yet commenced.
<b>SERVICES</b>			
<b>Service Connections, new including Meters</b>			
Service Connections, New – Urban	\$500,403	\$561,718	In progress
Service Connections, New – Non Urban	\$50,000	\$55,531	In progress
<b>Renew Services</b>			
Renew Services – Urban	\$300,000	\$76,554	In progress
Renew Services – Non-Urban	\$30,000	\$61,909	In progress, replacement of services in Walla Walla causing over expenditure
<b>METERS</b>			
<b>Water Meters Replacement</b>			
Water meters replacement – Urban	\$150,871	\$69,205	In progress
Water meters replacement – Non-Urban	\$50,000	\$1,482	In progress
<b>Remote Metering</b>			
Remote Metering – Non-Urban	\$25,000	\$2,206	In progress, Oura trial site.
Estella – The Gap (Pine Gulley Road) Magflow (Solar)	\$25,000	\$0	Not yet commenced.
<b>Water Filling Stations New</b>			

Description	2020/21 Budget	Actual & Committed to Date	Comments
WFS – Non-Urban	\$25,000	\$24,807	Completed.

### Financial Implications

Nil

### Risk Considerations

Service Delivery	
Avoid	Council will avoid taking on any risks which may compromise water quality.

## R26 Works Report covering March 2022

**Organisational Area** Engineering

**Author** Austin Morris, Acting Director Engineering

**Summary** This report provides an overview of water usage, connections, maintenance and water quality matters from 1-31 March 2022

**RECOMMENDATION** that the Works Report covering March 2022 be received and noted

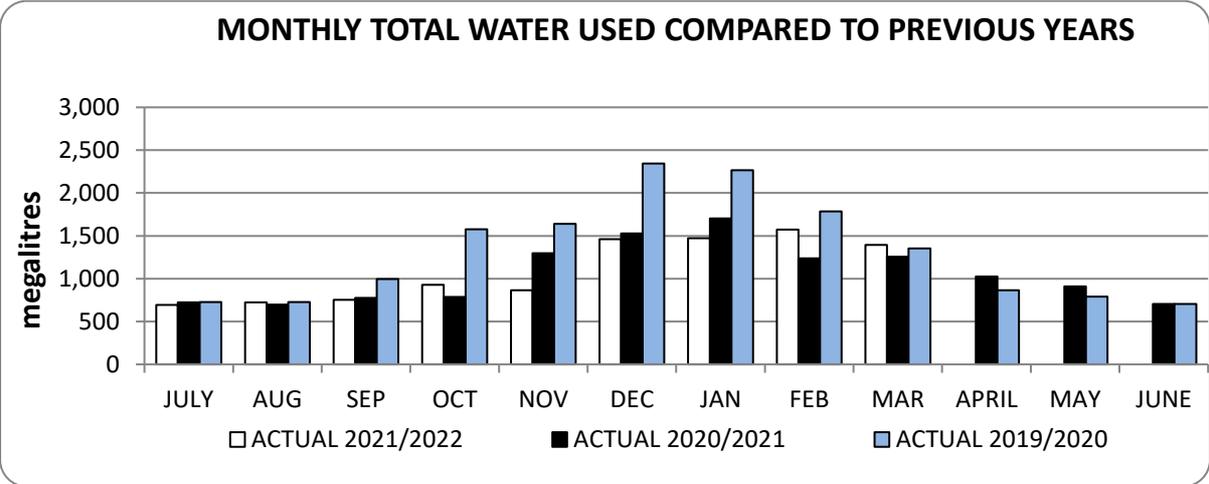
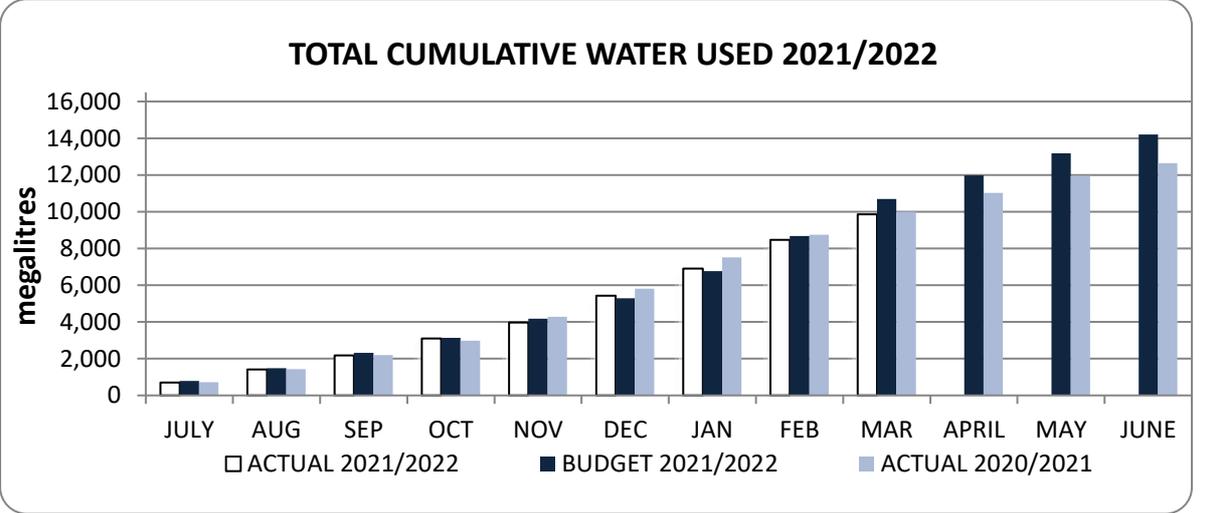
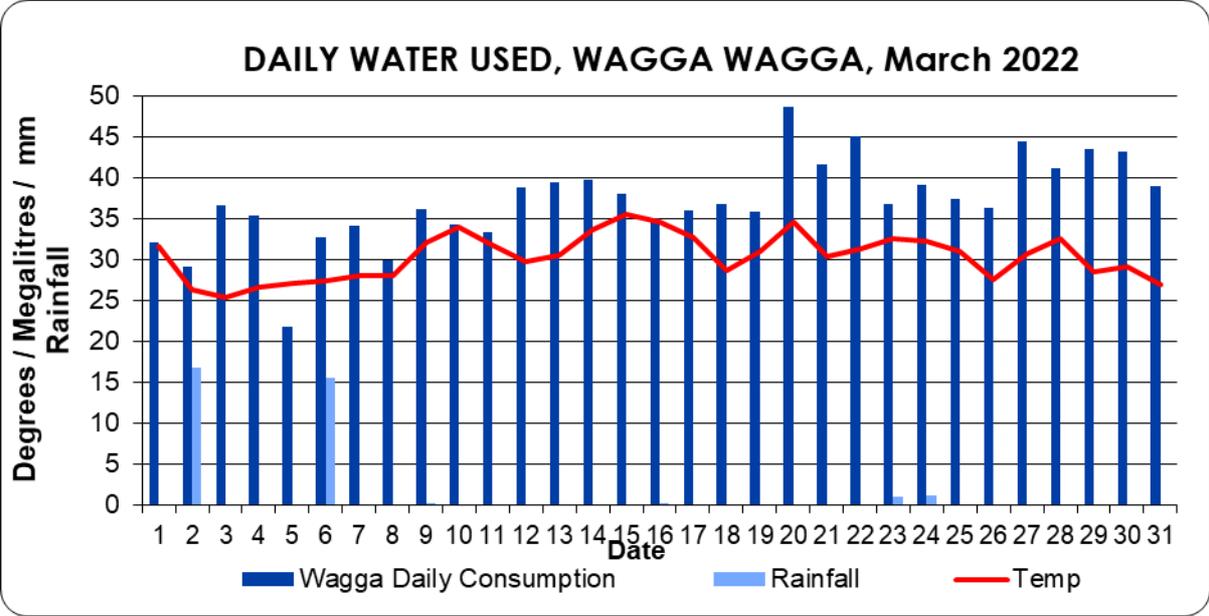
### Report

This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 31 March 2022.

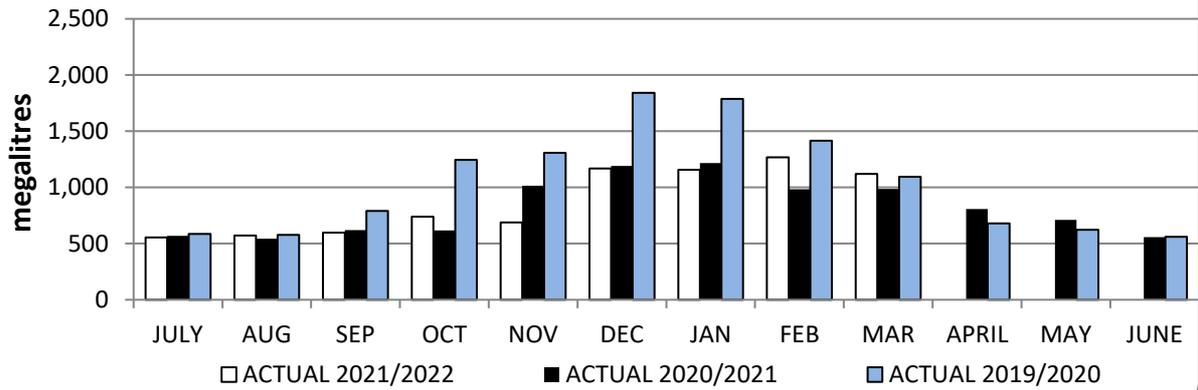
#### Water Sourced and Used

	2020	2021	2022
Rainfall	77.4	117.2	35.0
Wet days	5	8	6
<b>Water sourced March 2022 (MI)</b>			
North Wagga bores	252.13	251.86	265.91
West Wagga bores	464.08	342.40	174.41
East Wagga bores	479.29	190.40	437.28
Murrumbidgee River	85.50	388.80	438.34
<b>Sub Total</b>	<b>1,281.00</b>	<b>1,173.46</b>	<b>1,315.94</b>
Bulgary bores	38.32	38.76	37.29
Urana source	0.94	8.29	4.08
Ralvona bores	20.75	27.09	22.40
Walla Walla bores	5.40	28.35	20.25
Goldenfields Water Supply System	4.82	2.69	4.43
<b>Sub Total</b>	<b>70.23</b>	<b>105.18</b>	<b>88.45</b>
Woomargama	1.38	1.36	1.33
Humula	0.34	0.49	0.35
Tarcutta	4.84	2.33	4.88
Oura	4.52	3.06	10.18
Walbundrie / Rand	3.41	4.02	3.37

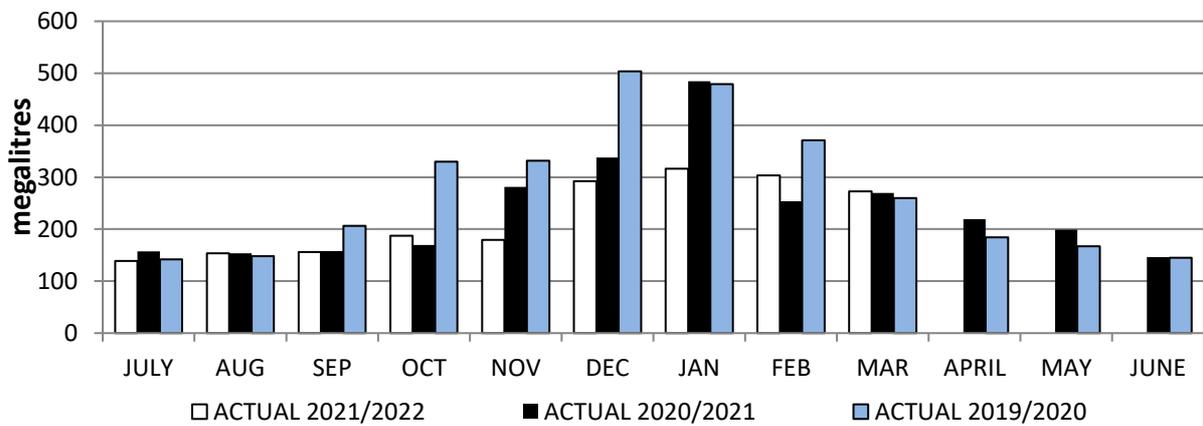
	<b>2020</b>	<b>2021</b>	<b>2022</b>
Morundah	0.88	0.85	0.81
Collingullie	6.96	7.26	7.89
<b>Sub Total</b>	<b>22.33</b>	<b>19.37</b>	<b>28.81</b>
<b>Totals</b>	<b>1,373.56</b>	<b>1,298.01</b>	<b>1,433.20</b>
<b>Water used March 2022 (MI)</b>			
East Bomen	26.16	29.90	28.46
Estella	135.00	105.63	113.14
North Wagga	69.38	84.68	98.33
Wagga Wagga – low level	163.69	144.29	172.98
Wagga Wagga – high level	600.57	540.41	615.93
Wagga Wagga – Bellevue level	98.58	81.05	91.99
<b>Sub Total</b>	<b>1,093.38</b>	<b>985.96</b>	<b>1,120.83</b>
Ladysmith system	6.47	5.42	6.74
Brucedale scheme	23.16	24.77	25.70
Currawarna scheme	15.45	13.69	19.90
Rural Southern trunk main system	133.15	131.98	128.50
Rural Western trunk main system	38.79	46.84	41.56
<b>Sub Total</b>	<b>217.02</b>	<b>222.70</b>	<b>222.40</b>
Holbrook	20.75	27.10	22.50
Woomargama	1.38	1.36	1.33
Humula	0.34	0.49	0.35
Tarcutta	4.86	3.55	4.75
Oura	4.52	3.06	10.18
Walbundrie / Rand	3.41	4.02	3.37
Morundah	0.81	0.83	0.82
Collingullie	6.93	6.85	7.28
<b>Sub Total</b>	<b>43.00</b>	<b>47.26</b>	<b>50.58</b>
<b>Totals</b>	<b>1,353.40</b>	<b>1,255.92</b>	<b>1,393.81</b>



### MONTHLY WAGGA WATER USED COMPARED TO PREVIOUS YEARS



### MONTHLY RURAL WATER USED COMPARED TO PREVIOUS YEARS



### New Service Connections, Repairs, Meters, Locations and Complaints

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
<b>Wagga Wagga</b>	<b>21</b>		<b>6</b>	<b>15</b>	<b>3</b>	<b>5</b>				<b>61</b>	<b>3</b>	<b>4</b>
Wagga Wagga	9		3	4		2				19	1	
Forest Hill										1		
North Wagga	1											
Bomen												1
Estella					1					4		
Koorngal										8		

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Turvey Park			1	1	1							1
Lake Albert	2				1					6	1	
Ashmont						1				9		
Tolland						1				3		
Mt Austin										5		
Bourkelands										1		
Tatton			1	2								
Glenfield			1	2						3		1
Lloyd	2			2						1		
Springvale	1			3		1					1	
East Wagga												1
Gobbagombalin	5			1						1		
Gumly Gumly	1											
Brucedale				1								
Currawarna				1								
San Isidore				1		1					1	
Tarcutta						1						
The Gap						1						
Lockhart										1		
Bidgeemia	2											
Uranquinty										1		
Yerong Creek										1		1
Henty			1			1						
Holbrook	1									1		
Walbundrie	1				1							
Woomargama				1								
Urana	1	1										
<b>TOTAL</b>	<b>24</b>	<b>1</b>	<b>7</b>	<b>19</b>	<b>4</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>65</b>	<b>4</b>	<b>5</b>

### Water System Repairs

<b>Wagga Wagga</b>							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
3/3/2022	Wagga Wagga	80 Cl	Corrosion	No		0	5

7/3/2022	Lake Albert	150 AC	Leaking SS clamp	Yes		0	2
7/3/2022	Lake Albert	63 PE	Pipe failure (not specified)	Yes		0	5
8/3/2022	Koorungal	100 AC	Pipe failure (not specified)	Yes		0	5
15/3/2022	Wagga Wagga	150 WPVC	Tree Roots	Yes		0	5
16/3/2022	Lake Albert	150 WPVC	Pipe failure (not specified)	Yes		0	2
16/3/2022	Wagga Wagga	100 AC	Tree Roots	Yes		0	4
25/3/2022	Lake Albert	100 AC	Pipe failure (not specified)	Yes		0	5

<b>Rural</b>							
<b>Date</b>	<b>Town</b>	<b>Main type</b>	<b>Cause</b>	<b>Live repair</b>	<b>Outage duration time</b>	<b>Customers affected</b>	<b>Water lost (KI)</b>
1/3/2022	Morven	150 AC	Pipe failure – ground movement	Yes		0	32
2/3/2022	Bidgeemia	100 BPVC	Pipe failure – ground movement	No		15	102
3/3/2022	Bidgeemia	100BPV C	Pipe failure – ground movement	No		7	34
6/3/2022	Milbrulong	80 PVC	Pipe failure – ground movement	Yes		0	14
7/3/2022	Oaklands	100 BPVC	T/band Broken/Leaking	No		0	67
7/3/2022	Walbundrie	63 PE	Pipe failure – ground movement	Yes		0	9
11/3/2022	The Gap	150 WPVC	Tree Roots	Yes		0	5
14/3/2022	Morven	150 AC	Pipe failure (not specified)	No		10	20
14/3/2022	Urana	100 AC	Pipe failure (not specified)	Yes		0	1
17/3/2022	Oura	100 WPVC	Pipe failure (not specified)	No		15	5
23/3/2022	Bulgary	63 PE	Pipe failure – ground movement	Yes		0	32

23/3/2022	Brucedale	100 WPVC	Leaking collar	Yes		0	5
24/3/2022	San Isidore	150 WPVC	Pipe failure – ground movement	Yes		0	5
27/4/2022	Holbrook	100 AC	Pipe failure – ground movement	Yes		0	24
28/3/2022	Milbrulong	40 PE	Pipe failure – ground movement	Yes		0	12
28/3/2022	The Gap	63 PE	Pipe failure (not specified)	Yes		0	3
30/3/2022	Pleasant Hills	63 PE	Pipe failure – ground movement	Yes		0	54
31/3/2022	The Rock	100 AC	Pipe failure – ground movement	Yes		0	12

#### Water Quality Complaints

<b>RHS</b>	<b>Date</b>	<b>Town</b>	<b>Request details</b>	<b>Action Taken</b>
61421	21/3/22	Lake Albert	Dirty water over the past few weeks, seems to be getting worse.	Took meter off and flushed water is all clear
61500	28/3/22	Walbundrie	Plumber told owner the water quality has eaten away the elements in the solar heating system & hot water system.	Explained WQ analysis of Walbundrie Rand all within ADWG no action is required at this stage.
61554	29/3/22	Turvey Park	Water discoloured	Flushed - clear advised owner internal
61564	31/3/22	Estella	Taste and smell of his water. Check WQ	Tested pH 7.9, Free Cl 1.2mg/L, Total Cl 1.3mg/L, Turb 0.3 NTU. All within AWDG
61568	31/3/22	Lake Albert	Unpleasant taste	Tested pH 7.8, Free Cl 0.9mg/L, Total Cl 1.0mg/L, Turb 0.5 NTU. All within AWDG
61584	31/3/22	Estella	Taste & smell of water, possible build-up of chlorine and fluoride as he's near the end of line, unsure.	Referred to water quality

New water mains laid

Location	Project	63	100		150		200		300	
		PE	OPVC	DICL	OPVC	DICL	OPVC	DICL	OPVC	DICL
Bidgeemia	Mains Extension	209								
Bomen RIFL	New Main					23	360		156	40
Harris Rd Stage 3	New Subdivision									

Replacement of Existing Mains

Location	Project	50	63	100		150	150	200	300		375	
		PE	OPVC	DICL	OPVC	DICL	OPVC	OPVC	OPVC	DICL	DICL	DICL
Oaklands	Replacement						1240					
Henty	Replacement					45	606					
Olympic Hwy Brucedale	Up Grade				284					237		

Other Construction

Location or Project	Work done
Koorungal Road Kings Church	100mm Fire Service
Christian College	100mm Fire Service
Simmons Street	100mm Fire Service

Major Repairs / Overhauls

Facility	Work done
Nil	

Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	303
Estella Farrer Road	47
Forest Hill Elizabeth Avenue	77

Glenfield Red Hill Road	109
Henty Olympic Way	2
Holbrook Millswood Road	22
Lake Albert Plumpton Road	90
Lockhart Napier Road	113
Pleasant Hills Manson Street	2
Rolvona	2
The Rock	43
Urana Federation Way	3
Yerong Creek Finlayson	6

Fleet Disposals

Nil

Fleet Acquisitions

Nil

Major Capital Projects Progress (over \$100,000)

	On track
	Behind schedule
	Unlikely this Financial Year

Description	2020/21 Budget	Actual & Committed to Date	Comments
<b>MANAGEMENT</b>			
<b>Administration Office</b>			
Carpark – Admin building	\$60,000	\$22,138	Design to relocate disabled carpark and remark spaces in progress.
Administration Office	\$57,965	\$34,379	Additional workstations for adopted layout ordered.
<b>Depot Buildings</b>			
Refurbishment of Operations Office – Urban	\$1,250,445	\$901,487	Contract for windows supply and installation complete. Rendering contract commenced. Roller shutters installed. Tender for Specification W278 Roof Sheeting, Gutters, Colorbond Custom orb and Insulated Wall Panels awarded.
Depot Building The Rock – Non-Urban	\$110,301	\$18,457	Finalised the culvert extension requirements and pipes ordered
Awning on stores building	\$51,996	\$11,274	Design and fabrication drawings complete. No further work planned

Description	2020/21 Budget	Actual & Committed to Date	Comments
Re-use of supernatant non-potable water on Hammond Ave site	\$50,000	\$371	Not started. To be deferred to 22/23
<b>Land and Buildings for Admin, Depot and Workshops</b>			
<b>Access, Parking and Landscaping</b>			
Levee protection Stage 2 Hammond Ave – Urban	\$28,928	\$34,344	Only minor sealing work still to be completed.
Murrumbidgee River Bank Stabilisation	\$41,927	\$14,861	Assessment report completed.
Marshalls Creek Bank Stabilisation	\$45,515	\$15,803	Combined with Murrumbidgee River Bank Stabilisation project
Koorinal Road purchase	\$381,928	\$386,802	Completed.
Forge & Copland Street Development	\$60,000	\$947	High level stormwater drainage design is completed. Concept design options will be presented to stakeholders in April.
45 Koorinal Road purchase	\$0	\$1,500	Complete
Willans Hill Low Level Res Land Purchase	\$161,200		Compulsory land acquisition in progress.
Koorinal Land Purchase (Profinance Lot 2)	\$800,000	\$726,712	Complete
<b>Asset Demolition</b>			
Millswood (Abandoned) Reservoir x2	\$50,000	\$0	
Bomen No. 1 Steel (Abandoned) Reservoir	\$50,000	\$0	Deferring demolition until 22/23 to combine with Red Hill demolition to reduce cost.
<b>PLANT AND EQUIPEMENT</b>			
<b>IT Equipment</b>			
Computer Server Replacement – Urban	\$51,050	\$15,375	Commenced server replacement program.

Description	2020/21 Budget	Actual & Committed to Date	Comments
Computer Equipment – Urban	\$188,928	\$22,403	Commenced IT equipment replacement program. Delay in program due supply issues.
<b>Working Plant and Vehicle Purchases</b>			
Routine plant and vehicle replacements	\$1,626,292	\$1, 213,315	Ongoing
<b>Telemetry and Control Systems Upgrade</b>			
Radio Telemetry SCADA Upgrade	\$362,785	\$156,088	Ongoing
Remote telemetry units and radio upgrade project	\$100,000	\$201,477	Ongoing
<b>Radio Communication Upgrade/Replacements/Improvements</b>			
Radio Communication	\$0	\$1,440	Completed
<b>Energy Efficiency and Cost Minimisation</b>			
Solar Pilot plant – East Wagga	\$209,178	\$236,944	Aitken & Rowe have been completed site testing for geotechnical investigation.
<b>INTANGIBLES</b>			
<b>Water Licences</b>			
ERP Development and Implementation	\$3,381,430	\$2,585,665	Order raised – project on track.
<b>SOURCES</b>			
<b>Bores – Renew / Refurbish / Decommission</b>			
Tarcutta Bore 5 Replacement (WTP site)	\$300,000	\$0	
Sourceworks Metering (governance)	\$40,000	\$0	Woomargama Spear Points made INACTIVE and not required to be certified

Description	2020/21 Budget	Actual & Committed to Date	Comments
Switchboards Improvements/Replacements	\$15,000	\$0	
<b>TREATMENT PLANTS</b>			
<b>Aeration Tower Replacements</b>			
Ralvona Aeration Basin Replacement	\$115,000	\$80,786	The Contractor, Panthers Concrete Tanks, plan to pour the tank at same time as other planned tank work. Panthers are experiencing long delays with steel fabrication and galvanising and have not yet provided a firm date for the work.
<b>Specific Treatment Plant Improvements</b>			
Tarcutta WTP Levee protection	\$25,000	\$0	
Online & Remote Monitoring	\$23,932	\$17,950	Ongoing
<b>Treatment Plant Refurbishments</b>			
WTP stage 1 – Urban	\$3,109,661	\$515,166	Tender issued for replacement of Raw Water pumps. Tender issued for WAE drawings & O&M manuals. 24/44 defect completed. Commenced documenting claim for cost to complete
Roads	\$209,686	\$102,378	See detailed report for tender recommendation.
Footpaths and Covered Walkways	\$100,000	\$30,392	Sheeting ordered for chemical building walkway.
Landscaping	\$103,312	\$82,379	No further progress.
North Wagga WTP Fluoride Plant Replacement	\$120,000	\$0	

Description	2020/21 Budget	Actual & Committed to Date	Comments
Tarcutta Iron Filter Replacement	\$2,962	\$0	Detailed drawings for fabrications of access walkway and ladders commenced.
Tarcutta CWS tank replacement	\$80,000	\$94,030	Concrete tank completed including handrail, hatches and ladders.
Tarcutta CWS Access Ladder	\$33,788	\$20,066	Handrail, hatches and ladder have been installed.
Tarcutta Manganese Filter Replacement	\$80,000	\$0	
Western Strategy and Urana WTP replacement	\$60,000	\$32,386	Riverina Water staff attended private water scheme meeting on the 6th of April and provided members with further information on our proposed pipeline, obtained information on their scheme with crossing points. Overall consensus was all in attendance were in favor of our proposed pipeline and would connect (7 members in attendance). Currently modelling multiple scenarios put forward from members to see if a larger outlet could be possible. Modelling will determine ultimate capacity of Urana water treatment plant. Urana raw water line to be tested to model's ultimate capacity. Test scheduled for early June.
Woomagama WTP	\$224,000	\$13,959	Consultant report received and reviewing treatment process and risks
<b>PUMPING STATIONS</b>			
Estella Pump Station Power Upgrade	\$80,000	\$81,056	Completed
Wagga CWS – Bomen pump Station	\$50,000	\$0	On hold
Pleasant Hills Pump Station Refurbishment	\$90,000	\$0	Preliminary hydraulic review completed
<b>RESERVOIRS</b>			

Description	2020/21 Budget	Actual & Committed to Date	Comments
<b>General Improvements</b>			
Reservoir Access Security Enclosures & Cameras	\$20,000	\$4,301	Consultant engaged to certify design plans for Red Hill Reservoir 1 enclosure.
<b>New / Replacement Reservoirs</b>			
Main Low Level Reservoir 2x11ML Investigation & Design - Urban	\$52,206	\$18,954	Completed. Remaining budget to be used for land acquisition.
Humula Reservoir Replacement 2x 100kL with 1x 150kL	\$95,752	\$104,644	Concrete tank completed and handrail, hatches and ladder have been installed.
Walbundrie Reservoir #2 1x100kL with 150kL replacement	\$92,785	\$120,777	Concrete tank completed and handrail, hatches and ladder have been installed.
Oura Reservoir Replacements 2x100kL with 700kL replacement	\$28,974	\$5,438	Contract for sale of land has been signed.
The Rock Reservoir South	\$8,900	\$12,649	Meeting held with Land owner and Solicitors to agree on access easement. Two options agreed and plan provided to solicitors to be used for independent valuation being arranged by Land owners solicitor.
Low Level Reservoirs – Land Matters	\$160,000	\$0	Acquisition of reservoir site from Department of Education in progress.
Decommission 10Mg open reservoir	\$0	\$39,278	Nggh environmental have submitted application for Aboriginal Heritage Impact Permit (AHIP). Geotechnical report and tender specifications for filling open reservoir being amended to allow alternate design to meet performance criteria.
<b>Reservoirs – Upgrade Ladders and Access</b>			

Description	2020/21 Budget	Actual & Committed to Date	Comments
Reservoirs – upgrade ladders and access – Urban	\$30,000	\$0	
Reservoirs – upgrade ladders and access – Non-Urban	\$65,600	\$5,600	
<b>Reservoir Hatches Magflows</b>			
Reservoir Magflow – Non-Urban	\$25,000	\$1,475	
<b>MAINS</b>			
<b>System Improvements</b>			
System Improvements – Urban	\$150,000	\$57,572	In progress
System Improvements – Non-Urban	\$50,000	\$3,133	Not yet commenced.
Low Level Reservoirs Pipework	\$201,976	\$169,627	Complete
WW WTP 600mm DICL Koorungal Road	\$107,770	\$106,482	Complete
Estella PH and Res	\$0	\$1,269	Project completed. Minor committed costs carried over.
Eldershaws Rd, The Gap	\$150,000	\$77,263	Complete.
Cooedong Lane, 230m 100mm DICL	\$100,000	\$3,273	Not yet commenced.
Bolton Park	\$200,000	\$68,857	Not yet commenced.
Koorungal Road, Christian College	\$320,000	\$132,136	In progress
<b>Reticulation for Developers (including other extensions)</b>			
Reticulation for Developers – Urban	\$608,000	\$846,183	In progress

Description	2020/21 Budget	Actual & Committed to Date	Comments
Reticulation for Developers – non urban	\$460,600	\$384,183	In progress. Major works undertaken at The Rock for stormwater project.
<b>Renew Reticulation Mains</b>			
Renew Reticulation Mains – Non-Urban	\$200,000	\$95,253	In progress
Renew Reticulation Mains – Urban	\$300,000	\$46,933	In progress
Athol St 100mm DICL	\$400,000	\$226,390	Stage 1 completed. Stage 2 to be undertaken.
<b>Renew Trunk Mains</b>			
Renew Trunk Mains – Urban	\$400,000	\$310,364	In progress
Renew Trunk Mains – Non-Urban	\$14,690	\$12,281	In progress
Olympic Highway – Trunk Mains Replacement	\$913,507	\$336,746	In progress
Simkin/Churchill/Sherwood – Trunk Main Replacement	\$11,785	\$11,736	Completed – designs only.
Urana – Corowa (Oaklands)	\$250,000	\$103,195	Not yet commenced.
Olympic Highway Henty to Jennings Lane	\$500,000	\$1,086	Not yet commenced.
Western Region Network Design	\$190,000	\$35,659	
Renew Rail Crossings	\$25,000	\$0	Not yet commenced.
<b>SERVICES</b>			
<b>Service Connections, new including Meters</b>			
Service Connections, New – Urban	\$500,403	\$695,280	In progress
Service Connections, New – Non Urban	\$50,000	\$59,074	In progress

Description	2020/21 Budget	Actual & Committed to Date	Comments
<b>Renew Services</b>			
Renew Services – Urban	\$250,000	\$89,725	In progress
Renew Services – Non-Urban	\$80,000	\$61,909	In progress, replacement of services in Walla Walla causing over expenditure
<b>METERS</b>			
<b>Water Meters Replacement</b>			
Water meters replacement – Urban	\$150,871	\$81,455	In progress
Water meters replacement – Non-Urban	\$50,000	\$1,482	In progress
<b>Remote Metering</b>			
Remote Metering – Non-Urban	\$25,000	\$2,206	In progress, Oura trial site.
Estella – The Gap (Pine Gulley Road) Magflow (Solar)	\$25,000	\$0	Not yet commenced.
<b>Water Filling Stations New</b>			
WFS – Non-Urban	\$25,000	\$26,268	In progress, Rand and Ralvona sites commenced.

### Financial Implications

Nil

**Risk Considerations**

<b>Service Delivery</b>	
Avoid	Council will avoid taking on any risks which may compromise water quality.

## R27 Council Resolution Sheet

**Organisational Area** Chief Executive Officer

**Author** Andrew Crakanthorp, Chief Executive Officer

**Summary** The report provides an update on the status of previous resolutions of the Council.

**RECOMMENDATION** that the report detailing the status of the active resolutions of Council be received.

### Report

The attachment to this report provides details on the implementation of Council resolutions.

› **R27.1 Council Resolution Sheet** [↓](#) 

### Financial Implications

Nil

### Risk Considerations

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

## OUTSTANDING ACTIONS REPORT

Printed: Tuesday, 19 April 2022  
4:07:22 PM

Meeting	Date	Officer	Title	Target
Board Meeting 18/10/2018	18/10/2018	Spannagle, Bede	PFAS matter	
<b>Resolution</b>				
Resolution not found - no minutes document				
<b>Notes For Action</b>				
<b>30 Nov 2020 11:20am Spannagle, Bede - Historical</b>				
27/2/19 - No further updates are available at this stage				
21/8/19 - A verbal briefing will be provided to Council at this meeting				
30/10/19 - A report on this matter is included in this business paper				
18/12/19 - A report on this matter will be provided when new information is presented to Council. Councils Manager Operations attends the regular meeting of the Project Committee.				
<b>21 Apr 2021 2:02pm Vincent, Melissa</b>				
20/4/2021 Senior staff have meet with DPIE staff regarding further pursuing issue.				
<b>16 Aug 2021 1:55pm Vincent, Melissa</b>				
Further updates will be provided as information comes to hand				

Meeting	Date	Officer	Title	Target
Board Meeting 18/10/2018	18/10/2018	Spannagle, Bede	Purchase of Land for Storage and Potential Access	
<b>Resolution</b>				
Resolution not found - no minutes document				
<b>Notes For Action</b>				
<b>30 Nov 2020 11:20am Spannagle, Bede - Historical</b>				
27/2/19 - A surveyor is commencing the preparation of plans to enable a subdivision application to be submitted and approved. Following the approval of the subdivision contracts will be exchanged. Settlement expected in 2019/20				
23/4/19 - The plan of survey of the land to be purchased has been completed. The current owner is responsible for lodging a subdivision application and this process has commenced. Exchange of the contracts will occur when the subdivision DA is approved. Settlement expected in 2019/20				
26/6/19 - Exchange of the contracts took place in June and settlement is expected in this calendar year.				
21/8/19 - The plan of survey of the land to be purchased has been completed. The current owner is responsible for lodging a subdivision application and this process has commenced. Exchange of the contracts took place in June and settlement is expected in this calendar year. The current owners have been asked to redirect a stormwater pipe that directs stormwater on to the land to be acquired prior to settlement taking place.				
18/12/19 - Exchange of the contracts took place in June and settlement is expected in the first quarter of 2020. Settlement is taking longer than anticipated				
20/2/20 - The current owners have been asked to redirect a stormwater pipe that directs stormwater on to the land to be acquired prior to settlement taking place. Settlement is now planned for 2021 and the contract has been amended to reflect that.				
<b>21 Apr 2021 2:02pm Vincent, Melissa</b>				
20/4/2021 Meeting with Profinance, land matters expected to be resolved first quarter 2022.				
<b>16 Aug 2021 1:56pm Vincent, Melissa</b>				
Negotiations are progressing subject to construction of stormwater infrastructure				

Meeting	Date	Officer	Title	Target
Board Meeting 24/08/2021	24/08/2021	Crakanthorp, Andrew	Goldenfield Water County Council Customer Handover	7/09/2021
<b>Resolution</b>				
21/092 <b>RESOLVED:</b> On the Motion of Councillors V Keenan and D Hayes				
<b>That Council endorse the attached Community Engagement Plan – Handover of Goldenfields Water Customers.</b>				
				<b>CARRIED</b>
<b>Notes For Action</b>				
<b>14 Feb 2022 7:48am Vincent, Melissa</b>				
Report updating progress included in Business Paper for meeting on 24 February 2022				

## OUTSTANDING ACTIONS REPORT

Printed: Tuesday, 19 April 2022  
4:07:22 PM

Meeting	Date	Officer	Title	Target
Board Meeting 26/10/2021	26/10/2021	Beechani, Anjane	Willans Hill Land Matters	9/11/2021
<b>Resolution</b>				
21/118 <b>RESOLVED:</b> On the Motion of Councillors D Meyer OAM and T Koschel				
That Council:				
1. Proceed with the compulsory acquisition of the land described as:				
1. Lot 1 in unregistered plan of acquisition of Lot 22 in Deposited Plan 835331 (plan attached);				
2. Proposed easement for Pipeline 6 wide marked T in the unregistered plan (plan attached).				
for the purpose of the construction of water supply infrastructure and associated access in accordance with the requirements of the Land Acquisition (Just Terms Compensation) Act 1991; and				
2. Council make an application to the Minister and the Governor for approval to acquire:				
1. Lot 1 in unregistered plan of acquisition of Lot 22 in Deposited Plan 835331;				
2. Proposed easement for Pipeline 6 wide marked T in the unregistered plan.				
by compulsory process under Section 186(1) of the of the Local Government Act.				
3. That the land upon acquisition be classified as operational land in accordance with the Local Government Act.				
4. Delegate authority to the Chief Executive Officer to purchase the land and establish the pipeline easements under compulsory acquisition process.				
<b>CARRIED</b>				
<b>Notes For Action</b>				
14 Feb 2022 9:34am Vincent, Melissa Council staff have commenced the acquisition process and are awaiting advice from the NSW Government in relation to Aboriginal artefacts found on the site				

Meeting	Date	Officer	Title	Target
Board Meeting 24/08/2021	24/08/2021	Taylor, Tamarin	The Rock Reservoir Land Acquisition	7/09/2021
<b>Resolution</b>				
21/105 <b>RESOLVED:</b> On the Motion of Councillors D Meyer OAM and T Quinn				
That Council:				
(a) approve the compulsory acquisition of Lot 1 in Deposited Plan 596611 to enable the future construction of The Rock Reservoirs				
(b) classify the land as operational as defined by the Local Government Act.				
(c) Delegate authority to the CEO to sign all documents relating to the compulsory acquisition				
<b>CARRIED</b>				
<b>Notes For Action</b>				
19 Apr 2022 4:00pm Vincent, Melissa The acquisition process is progressing as planned				

## OUTSTANDING ACTIONS REPORT

**Printed: Tuesday, 19 April 2022  
4:07:22 PM**

Meeting	Date	Officer	Title	Target
Board Meeting 24/02/2022	24/02/2022	Tonacia, Emily	Gumly Gumly Private Irrigation District Service Agreement	10/03/2022
<b>Resolution</b>				
22/011 <b>RESOLVED:</b> On the Motion of Councillors D Meyer OAM and T Quinn				
That Council not enter into any future agreement with the Gumly Gumly Private Irrigation District beyond 30 June 2022.				
<b>CARRIED</b>				
<b>Notes For Action</b>				
19 Apr 2022 4:03pm Vincent, Melissa				
The transition is progressing as planned				

Meeting	Date	Officer	Title	Target
Board Meeting 24/02/2022	24/02/2022	Reichelt, Wendy	Code of Meeting Practice Policy 1.02	10/03/2022
<b>Resolution</b>				
A motion was moved by Councillors G Davies and J McKinnon				
That Council:				
a) Note the changes to the Code of Meeting Practice, Policy 1.02 including the new provisions outlined in the <i>Model Code of Practice for Local Government in NSW 2021</i>				
b) Note that the revised Code of Meeting Practice, Policy 1.02 will be placed on public exhibition for a period of 28 days				
c) Note that a further report will be provided to the April 2022 meeting with the outcome of the exhibition period				
<b>The motion was withdrawn by Councillor G Davies and J McKinnon</b>				
22/014 <b>RESOLVED:</b> On the Motion of Councillors D Meyer OAM and D Hayes				
That discussion of the Draft Code of Meeting Practice be moved to a workshop with a further report to the April meeting.				
<b>CARRIED</b>				
<b>Notes For Action</b>				
19 Apr 2022 4:03pm Vincent, Melissa				
The updated Code is included in this Business Paper				

Meeting	Date	Officer	Title	Target
Board Meeting 24/02/2022	24/02/2022	Lang, Josh	Draft Assistance for Undetected Water Leaks Policy	10/03/2022
<b>Resolution</b>				
22/019 <b>RESOLVED:</b> On the Motion of Councillors T Quinn and M Henderson				
That Council:				
a) Endorse the draft policy and place it on public exhibition until 31 March 2022 invite public submissions on the draft policy during that period				
b) Receive a further report following the public exhibition and submission period:				
i. Addressing any submissions made in respect of the proposed policy				
ii. Proposing adoption of the policy unless there are any recommended amendments deemed to be substantial and requiring a further public exhibition period.				
<b>CARRIED</b>				
<b>Notes For Action</b>				
19 Apr 2022 4:04pm Vincent, Melissa				
There is a report on this matter in this business paper which recommends adoption				

# M1 Minutes of Audit, Risk and Improvement Committee held on 23 March 2022

**Organisational Area** Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** The minutes of the Audit, Risk & Improvement Committee (ARIC) are provided to the Board for review and endorsement. Also included are the November 2021 and March 2022 reports prepared by the Chairperson of the ARIC.

**RECOMMENDATION** that Council:

- a) endorses the recommendations contained in the minutes of the Audit, Risk and Improvement Committee meeting held on 23 March 2022.
- b) Receive and note the ARIC Chairperson reports from November 2021 and March 2022

## Report

The Audit, Risk and Improvement Committee (ARIC) met on 23 March 2022. The minutes of the meeting are attached for information.

Also attached are the ARIC Chairperson reports from November 2021 and March 2022. These are written by the Chairperson following ARIC meetings to provide background information and context to the minutes.

- › **M1.1** **Audit, Risk and Improvement Committee Minutes 23 March 2022** [↓](#) 
- › **M1.2** **ARIC Chair Report Nov 2021.docx** [↓](#) 
- › **M1.3** **ARIC Chair Report 23 March 2022.docx** [↓](#) 

# Minutes of the Audit, Risk and Improvement Committee held on Wednesday 23 March 2022

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**The meeting of the Riverina Water County Council Audit, Risk and Improvement Committee was declared open at 9:30am.**

## 1 Acknowledgment of Country

I acknowledge the Wiradjuri people who are the Traditional Custodians of this Land. I pay respect to the Elders both past and present of the Wiradjuri Nation and extend that respect to other Community members present.

## 2 Attendance and Apologies

### Present

David Maxwell (Chairperson)  
Bryce McNair  
Councillor Georgie Davies

### In Attendance

Andrew Crakanthorp  
Wendy Reichelt  
Melissa Vincent  
Stephen Prowse  
Grace Hemley  
Genevieve Taylor  
Damian Connell

Chief Executive Officer  
Governance and Records Officer  
Executive Assistant to the CEO  
National Audits Group  
Project Manager ERP (via teams)  
Accounting Officer (via teams)  
Statewide Mutual

### Apologies

Emily Tonacia

Director Corporate Services

## 3 Declaration of interests

Nil

## 4 Minutes of Previous Meetings

### 4.1 Minutes of the Riverina Water Audit, Risk and Improvement Committee Meeting held on Wednesday 10 November 2021

**22/001 RESOLVED:**  
On the Motion of B McNair and D Maxwell

**That the minutes of the Audit, Risk and Improvement Committee meeting of 10 November 2021, having been circulated and read by members, were confirmed as a true and accurate record of the proceedings.**

**CARRIED**

## 5 External Audit

### 5.1 Annual Engagement Plan 2022

**22/002 RESOLVED:**  
On the Motion of B McNair and Councillor G Davies

**That Audit, Risk and Improvement Committee receive and note the Annual Engagement Plan.**

**CARRIED**

## 6 Internal Audit

### 6.1 Internal Audit Status Report March 2022

**22/003 RESOLVED:**  
On the Motion of Councillor G Davies and B McNair

**That the Audit, Risk and Improvement Committee**

- 1. Receive and note the progress status report from National Audits Group to 14 March 2022.**
- 2. That the review of the forward internal audit program include outline scopes for the internal audits proposed for 2022/23 which will be considered at the relevant meeting**

**CARRIED**

## 7 Other Reports

### 7.1 JLT Risk Report 2021

#### 22/004 RESOLVED:

On the Motion of B McNair and Councillor G Davies

**That the Audit, Risk and Improvement Committee note the information provided in the Jardine Lloyd Thompson Risk Report 2021.**

**CARRIED**

### 7.2 Records Management - self audit using RMAAT

#### 22/005 RESOLVED:

On the Motion of B McNair and Councillor G Davies

**That the Audit, Risk and Improvement Committee note that a self-audit using the Records Management Assessment Tool will be conducted during April 2022, and the results of this will be presented to the Committee at the May 2022 meeting.**

**CARRIED**

### 7.3 CIP Workbook - Claims Management

#### 22/006 RESOLVED:

On the Motion of Councillor G Davies and B McNair

**That the Audit, Risk and Improvement Committee receive and note the Statewide Mutual CIP results for claims management as presented by Damien Connell**

**CARRIED**

*Damien Connell left the meeting at 10:47am*

### 7.4 Risk & Governance Report March 2022

#### 22/007 RESOLVED:

On the Motion of Councillor G Davies and B McNair

**That the Audit, Risk and Improvement Committee note the Risk and Governance report to 11 March 2022.**

**CARRIED**

## 7.5 Statecover GM Annual Report

22/008

**RESOLVED:**

On the Motion of B McNair and Councillor G Davies

**That Audit, Risk and Improvement Committee notes the results of the StateCover Annual Workers Compensation and Safety Performance Report for 2020/21**

**CARRIED**

## 7.6 ERP Implementation - Project Update

22/009

**RESOLVED:**

On the Motion of Councillor G Davies and B McNair

**That Audit, Risk and Improvement Committee receive and note the update in relation to the ERP replacement project.**

**CARRIED**

*Grace Hemley left the meeting at 11:35am*

## 7.7 Audit actions progress report March 2022

22/010

**RESOLVED:**

On the Motion of B McNair and Councillor G Davies

**That the Audit, Risk and Improvement Committee review the progress of agreed management actions arising from recommendations from external and internal audits submitted to the Committee.**

**CARRIED**

## 8 Chief Executive Officer Confidential Report

The Chief Executive Officer gave a verbal update to the Committee.

22/011

**RESOLVED:**

On the Motion of Councillor G Davies and B McNair

**That the Chief Executive Officer's report be received.**

**CARRIED**

## 9 Riverina Water Work Health and Safety Committee minutes

### 9.1 WHS Committee Minutes Receipt

#### 22/012 RESOLVED:

On the Motion of B McNair and Councillor G Davies

**That the minutes of the Riverina Water Work Health and Safety Committee meeting of 9 December 2021 and the minutes of the meeting of 15 February 2022, having been circulated and read by Members, were received**

**CARRIED**

## 10 Committee Operations

### 10.1 Forward Meeting Plan

#### 22/013 RESOLVED:

On the Motion of Councillor G Davies and B McNair

**That the Audit, Risk and Improvement Committee adopt the 2022 Forward Meeting Plan noting some forward actions to be scheduled to 2024 and beyond.**

**CARRIED**

### 10.2 Committee Actions Report March 2022

#### 22/014 RESOLVED:

On the Motion of B McNair and Councillor G Davies

**That the Audit, Risk and Improvement Committee note the progress of the matters contained within the meeting actions register dated 8 March 2022**

**CARRIED**

**This concluded the meeting of the Riverina Water County Council Audit, Risk and Improvement Committee which rose at 12:07pm.**



## RIVERINA WATER COUNTY COUNCIL

### AUDIT, RISK & IMPROVEMENT COMMITTEE

#### Chairman's Report – November 2021

##### External Audit

A number of subsidy programs – and this varies from program to program – require a specific report from the external auditor that the conditions of the program have been complied with and one such report, in relation to the pensioner concession subsidy, was referred to the Committee. We noted the report but adopted the approach that the Committee is only concerned with the auditors' reports directly associated with the annual financial statements, and any other reports that contain a qualified opinion.

All other external audit matters relating to the 2021 annual financial statements have already been considered by the Committee.

##### Internal Audit

The internal audit status report was noted with some discussion of the possibility of completing the next audit in time for the Committee's next meeting.

##### Executive Officer Legislative Compliance

It is a fact of life that internal audit can always identify improvements to policies, procedures and systems for the subject under review. Given that, the 3 recommendations – 2 assessed as medium and 1 as low risk – did not indicate any serious matters for concern. In part, one of the recommendations is already in process of being resolved with the implementation of the PULSE software suite, and the Committee will follow up completion of the other items in accordance with our normal procedures.

##### Other Reports

##### Governance and Risk Reports

The Governance & Risk Report, Risk Management Action Plan, ERP Implementation Project Update and WHS Committee minutes were reviewed and noted without any significant issues being raised. Members were particularly impressed with the Risk Management Action Plan and commended Ms Reichelt and all other staff involved on a very good initiative.

##### Audit Actions Progress Report (Audit Follow-up Matrix)

This was the first such report prepared in the PULSE software suite and the format and contents was acceptable to the Committee. Although occasional targeted completion dates should be reviewed, there was no evidence that management's agreed actions were suffering through lack of attention. Indeed, the evidence is to the contrary, that all levels are striving to give full effect to these.

##### Statecover Self Audit Report and Action Plan

At first sight the results of the annual self-audit were disappointing, but the combination of a new assessor and requiring positive answers to be supported by actual documentation effectively amounted to a new method of assessment. Members asked several questions, and were impressed by the comprehensive action plan, the completion of which will be followed up (through PULSE) and our normal procedures.

In particular, the Committee did not consider that there was any level of concern that would justify a report to Council in accordance with our Charter.

**Committee Operations**Forward Meeting Plan

As Chairman I presented several suggested changes, principally designed to facilitate the transition to the new requirements to come into effect post-election. These will be further reviewed and confirmed at our February meeting.

New Risk Management & Internal Audit Guidelines

Council has previously received reports relating to the revised proposed guidelines which I will not replicate here. The Committee resolved to make a joint submission with Council before the due date of 26 November, to be signed by the CEO and myself as Chairman of Council's ARIC.

David G Maxwell  
Chairman



## RIVERINA WATER COUNTY COUNCIL

### AUDIT, RISK & IMPROVEMENT COMMITTEE

#### Chairman's Report – 23 March 2022

##### External Audit

The first step in relation to the external audit for 2021/22 is the receipt of the Annual Engagement Plan, and this was received and noted by the Committee.

##### Internal Audit

The current schedule of 3 internal audit assignments each year means that there will be no new assignment report at one of our meetings, as was the case here. The status report indicates that the remaining assignments will be completed on schedule.

There is a suggestion that the new ARIC guidelines will require the scope of proposed internal audit assignments to be determined at the time that the assignments are scheduled, rather than when the engagement is initiated as is current practice. It was decided to trial this when the forward internal audit plan is reviewed.

##### Other Reports

###### JLT Risk Report

This report summarises the risk ratings given by 237 Council CEOs throughout Australia classified under the 14 main headings used by JLT (and hence by Statewide Mutual, Council's insurers). One of the major risks identified (ranked #2) was climate change and there was discussion about assessing the practical impact on RWCC in the short to medium term. It was a very interesting background paper of the overall attitudes to risks in local government, presented to the Committee by Damien Connell of Statewide Mutual.

###### Records Management – self audit

The Committee uses self-audits as a tool to extend its purview of Council operations without incurring the expense of additional internal audit assignments.

We were advised that NSW State Archives and Records have prepared a self-audit tool to be completed by all Councils during April, the results of which will be reported to the Committee when available. As Chairman I express concern that the recommendations arising from this self-audit may be beyond the resources that this – or any other smaller Council – can reasonably be expected to allocate.

###### Statewide Mutual self-audit – Claims Management

Damien Connell presented the results of the Claims Management workbook which showed mixed results. Good results were reported for *resourcing* and *documentation*, and there is a need to adequately document the processes, which we were advised was in process. There was discussion as to whether there was a real need to formally develop a policy covering this area or whether references in other policies was adequate.

###### Risk and Governance Reports

The regular progress reports from the Governance & Records Officer and ERP Implementation Project Update were noted.

#### Statecover GM Annual Report

Following on from the self-audit report considered at the previous meeting, this report revealed significant reductions in claims frequencies and, importantly, premium rates. Despite the recommendations for improvements arising from the self-audit report, RWCC compares favourably in most KPIs with other Councils in the region and across the State. The report was noted.

#### WHS Committee Minutes

We review these minutes to obtain assurance that the various risks associated with WHS are being addressed by the body entrusted with this responsibility. The minutes of the December and February meetings were received and noted.

### **Committee Operations**

#### Audit Actions Follow-up Report

Various reports – external and internal audit, self-audit, and other reports – contain recommendations which may or may not be accepted by management for implementation. This report is the mechanism by which the Committee tracks progress with the implementation of the accepted recommendations. These have recently been imported into PULSE and it may fairly be said that these processes are settling down.

#### Forward Meeting Plan

Our Charter requires that the Committee each year must adopt a forward meeting plan, albeit this year with the likelihood that there will need to be changes required as a result of the introduction of the new regulations and guidelines for ARICs. We will adapt to these as and when required.

In considering the forward plan it was noted that the Committee does not have any formal procedure in place to satisfy itself that RWCC is providing safe water on a reliable basis. That it is doing so may safely be inferred from the recent receipt of the Sam Samra Award, on which the Committee conveyed its congratulations. The matter was referred to the CEO for consideration.

David G Maxwell  
Chairman

# CONF-1 Performance Review - Chief Executive Officer

**Organisational Area** Chief Executive Officer

**Author** Tim Koschel, Councillor

**Summary** The Chief Executive Officer's Performance Review Panel met in February to undertake the mid-year review of the performance of the Chief Executive Officer and this report provides the outcomes of that mid-year review.

This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:

(a) personnel matters concerning particular individuals (other than councillors)

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# CONF-2 CEO Application for Re-employment

**Author** Councillor Tim Koschel

**Summary** In a recent meeting with Mr Crakanthorp, he expressed his interest in seeking re-appointment as Chief Executive Officer of Riverina Water County Council. Mr Crakanthorp has officially expressed this interest in writing to me to be taken to the next available board meeting for a decision.

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This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:

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## CONF-3 Quote LGP NPN116-2 Supply and Delivery of 250mm Water Pipe

**Organisational Area** Engineering

**Author** Austin Morris, Manager Works

**Summary** Approval is sought to purchase water main pipe to renew the existing pipeline along the Olympic Highway from Henty to Jennings Lane.

This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:

(di) commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it

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# CONF-4 W291 Raw Water Pump Tender

**Organisational Area** Engineering

**Author** Greg Vidler, Manager Projects

**Summary** This report provides a recommendation to invite fresh tenders for W291.

This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:

(dii) information that would, if disclosed, confer a commercial advantage on a competitor of the council

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# CONF-5 W284 Roads Reconstruction Tender

**Organisational Area** Engineering

**Author** James Dwerryhouse, Engineer

**Summary** This report provides a recommendation to decline to accept any of the tenders for the Hammond Avenue Site Roads Reconstruction project but rather to enter negotiations with the persons who submitted tenders.

This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:

(di) commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it

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# CONF-6 Lease of Part of Lot 1 DP742224 to Mawsons

**Organisational Area** Engineering

**Author** Greg Vidler, Manager Projects

**Summary** This report provides information regarding a request to lease land owned by Council in Forge St, Wagga Wagga to EB Mawson and Sons.

This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:

(dii) information that would, if disclosed, confer a commercial advantage on a competitor of the council