

Meeting of Riverina Water County Council

The meeting will be held in the Riverina Water Pat Brassil AM Meeting Room, 91 Hammond Ave, Wagga Wagga at 10:00am on Thursday 26 February 2026

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 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.

Statement of Ethical Reminders

Board members are reminded of the Oath or Affirmation of Office that they made under Section 233A of the Local Government Act 1993. Board members and staff are also reminded of their obligations under Council's Code of Conduct to disclose and appropriately manage conflicts of interest.

Acknowledgement of Country

Apologies

Declaration of pecuniary and non-pecuniary interests

Confirmation of Minutes

Minutes of Board Meeting 11 December 2025

Correspondence

Open Reports

R1	List of Investments	4
R2	December 2025 Quarterly Budget Review Statement.....	13
R3	Budget Management Policy	25
R4	Recommendation to Extend Internal Audit Services - Centium.....	34
R5	Operational Plan Progress Report - 31 December 2025.....	37
R6	Donations and Sponsorships 2025-26 progress report.....	78
R7	Disability Inclusion Action Plan 2026-2030	82
R8	Customer rebate 2025/26 six-monthly update	104
R9	Proposed Memorandum of Understanding between Riverina Water and Wagga Wagga City Council.....	106
R10	Draft Assets and Infrastructure Naming Policy	118
R11	Draft Pensioner Concession Rebate Policy	124

R12	Draft Media Policy	129
R13	Draft Social Media Policy	143
R14	Lost Time Injury Statistics July 2025 to January 2026	159
R15	Arrangements Following the Resignation of the Chairperson	162
R16	Proposed Future Governance Processes to Trade Water Entitlements	165
R17	Review of Joint Organisation Framework.....	171
R18	LGNSW Rural & Regional Summit.....	178
R19	Adoption of SCC Constitution	179
R20	Council Resolution Sheet.....	190
R21	Greater Hume Settlement Strategy	193
R22	Works Report covering December 2025	197
R23	Works Report covering January 2026	207

Questions and Statements

Confidential Reports

CONF-1	Confidential Minutes of Audit, Risk and Improvement Committee held on 5 February 2026	218
CONF-2	New Borrowing - Plumpton Road (WWCC Works)	219
CONF-3	Request from Opening Doors Foundation	220
CONF-4	Tender RFT2025/26 - Oura Reservoir Replacement - Design & Construct Concrete Reservoir.....	221
CONF-5	Oura Reservoirs - Land Matters - Creation of Right of Way	222
CONF-6	Temporary Lease - 1 Gigalitre High Security Murrumbidgee River Regulated Water Entitlement	223

R1 List of Investments

Organisational Area Corporate Services

Author Natasha Harris, Manager Finance & Sourcing

Summary This report details the status of Riverina Water's investment portfolio for the months of December 2025 and January 2026.

RECOMMENDATION that Council receive and note the report detailing external investments for the months of December 2025 and January 2026.

Report

In accordance with the provisions of Clause 212 of the Local Government (General) Regulation 2021, reported are the details of Riverina Water's external investment portfolio as of December 2025 and January 2026.

- › R1.1 **December 2025 Investment Report** [↓](#)
- › R1.2 **January 2026 Investment Report** [↓](#)

Strategic Alignment

Our Sustainability
Strategically manage our assets and finances

Financial Implications

Not applicable.

Workforce Implications

Not applicable.

Risk Considerations

Financial	
Medium	Investments - Riverina Water has a medium appetite for financial investment to maximise growth.

Risk Alignment

Reviewing the list of investments ensures adequate oversight of financial investment to maximise growth.

Monthly Investment Report as at 31/12/2025

Investment	Inception Date	Term (Days)	Maturity Date	S&P LT	Rating	Interest		Percentage of Portfolio	Principal Value
						Rate (%)	Rate (%)		
Term Deposits									
AMP Bank	29/01/2025	365	29/01/2026		BBB+	4.95	4.95	2.916%	\$1,000,000.00
Australian Military Bank	11/02/2025	731	12/02/2027		BBB+	4.71	4.71	2.916%	\$1,000,000.00
Bank of Us	10/07/2025	335	10/06/2026		BBB+	4.11	4.11	2.916%	\$1,000,000.00
Bank of Us	26/06/2024	719	15/06/2026		BBB+	5.20	5.20	2.916%	\$1,000,000.00
Bank of Us	3/06/2025	552	7/12/2026		BBB+	4.08	4.08	2.916%	\$1,000,000.00
Bank of Us	17/06/2025	730	17/06/2027		BBB+	4.10	4.10	2.916%	\$1,000,000.00
BankVic	22/10/2025	460	25/01/2027		BBB+	4.10	4.10	2.916%	\$1,000,000.00
BankVic	15/12/2025	483	12/04/2027		BBB+	4.75	4.75	2.916%	\$1,000,000.00
ING	10/07/2024	579	9/02/2026		A	5.31	5.31	2.916%	\$1,000,000.00
ING	10/07/2024	642	13/04/2026		A	5.29	5.29	2.916%	\$1,000,000.00
ING	10/07/2024	761	10/08/2026		A	5.25	5.25	2.916%	\$1,000,000.00
ING	10/07/2025	823	11/10/2027		A	4.08	4.08	2.916%	\$1,000,000.00
NAB	2/10/2025	92	2/01/2026		AA-	4.12	4.12	2.916%	\$1,000,000.00
NAB	23/10/2025	412	9/12/2026		AA-	4.12	4.12	2.916%	\$1,000,000.00
Police Credit Union SA	17/11/2025	371	23/11/2026		Unrated	4.56	4.56	4.373%	\$1,500,000.00
Police Credit Union SA	26/11/2025	740	6/12/2027		Unrated	4.48	4.48	2.916%	\$1,000,000.00
Southern Cross Credit Union	9/12/2025	90	9/03/2026		Unrated	4.35	4.35	2.916%	\$1,000,000.00
State Bank of India (Sydney)	26/03/2025	350	11/03/2026		BBB	5.00	5.00	2.916%	\$1,000,000.00
State Bank of India (Sydney)	26/03/2025	364	25/03/2026		BBB	5.00	5.00	2.916%	\$1,000,000.00
State Bank of India (Sydney)	1/05/2025	368	4/05/2026		BBB	4.55	4.55	2.916%	\$1,000,000.00
State Bank of India (Sydney)	29/04/2025	440	13/07/2026		BBB	4.70	4.70	2.916%	\$1,000,000.00
State Bank of India (Sydney)	21/05/2025	453	17/08/2026		BBB	4.25	4.25	2.916%	\$1,000,000.00
State Bank of India (Sydney)	17/04/2025	508	7/09/2026		BBB	4.70	4.70	2.916%	\$1,000,000.00
State Bank of India (Sydney)	22/05/2025	480	14/09/2026		BBB	4.25	4.25	2.916%	\$1,000,000.00
State Bank of India (Sydney)	3/04/2025	551	6/10/2026		BBB	4.70	4.70	2.916%	\$1,000,000.00
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State Bank of India (Sydney)	4/06/2025	530	16/11/2026		BBB	4.15	4.15	2.916%	\$1,000,000.00
State Bank of India (Sydney)	6/08/2025	730	6/08/2027		BBB	4.10	4.10	4.373%	\$1,500,000.00
State Bank of India (Sydney)	17/06/2025	365	17/06/2026		AA-	4.21	4.21	4.373%	\$1,500,000.00
Suncorp	15/01/2025	700	16/12/2026		AA-	4.80	4.80	2.916%	\$1,000,000.00
Westpac	11/02/2025	366	12/02/2026		AA-	4.75	4.75	2.916%	\$1,000,000.00
Westpac	9/01/2025	641	12/10/2026		AA-	4.73	4.73	2.916%	\$1,000,000.00
								97.67%	\$33,500,000.00

Cash Deposit Account			
National Australia Bank	AA-	2.35	2.330%
			<u>2.33%</u>
TOTAL INVESTMENTS			100.00%
Cash at Bank	AA-	0.00	
TOTAL FUNDS			\$34,937,468.45

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 2021 and Council's Investments Policy number POL 4.10.



N Harris
MANAGER FINANCE & SOURCING
Application of Investment Funds

Restricted Funds	Description	Value
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$2,377,032.48
	Plant Replacement	\$2,123,924.61
	Sales Fluctuation	\$3,000,000.00
	Water Licences	\$916,385.20
		<u>\$8,417,342.29</u>
Unrestricted Funds		\$26,520,126.16
TOTAL FUNDS		\$34,937,468.45

* Externally & Internally Restricted Reserve figures are subject to final adjustment and external audit at 30 June each year. Figures shown above are estimates only.

Report

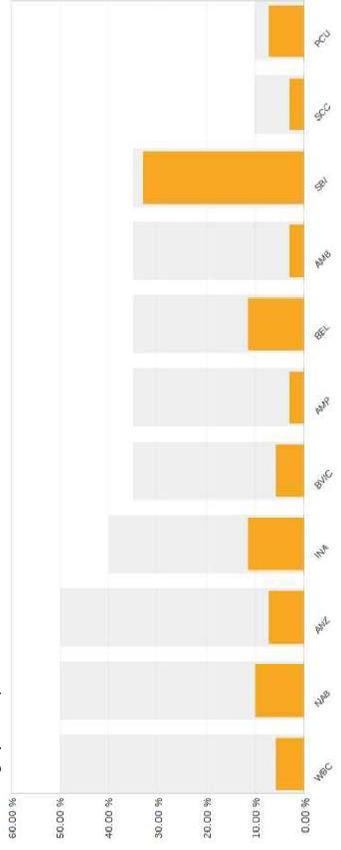
The investment portfolio decreased by \$652,684.35 for the month. The decrease was due to receipts from customers being lower than payments to suppliers and staff in December. This resulted in decreased funds in cash and investments.

Portfolio Performance

For the month of December, the portfolio (excluding cash) provided a return of +0.39% (actual) or +4.72% p.a. (annualised), outperforming the benchmark Ausbond Bank Bill Index return of +0.31% (actual) or +3.71% p.a. (annualised). The portfolio's performance is ahead of benchmark again over all time periods out to 12 months. As maturities occur, Council continues to increase the average duration of the investment portfolio to increase revenue, targeting high yielding deposits with tenors between 1 and 2 years. This provides some income protection against a lower rate environment in coming years. Interest received in the period totalled \$152,325.38, with \$813,649.25 received and accrued for the year to date.

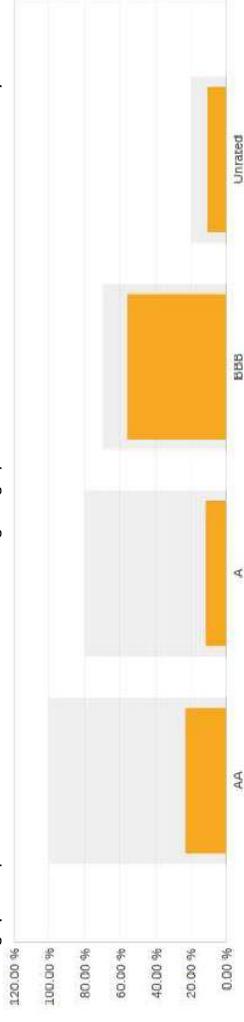
Counterparty Compliance

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



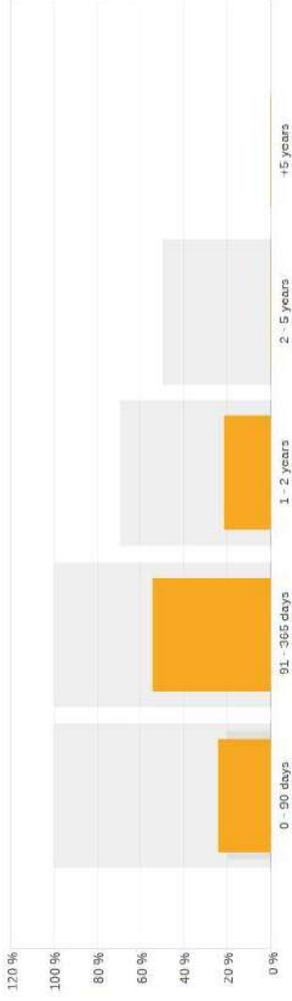
Credit Quality Compliance

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



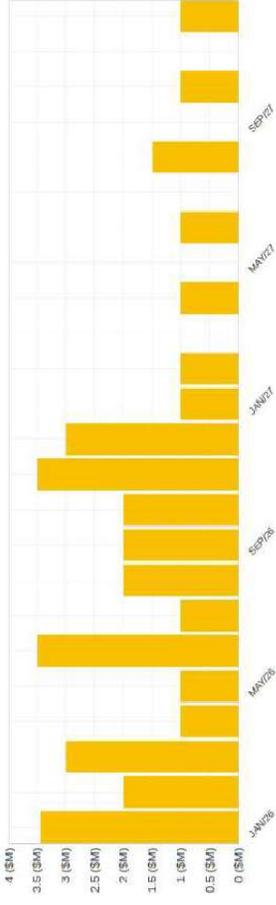
Term to Maturity

The percentage of investments maturing over the next ten years is detailed in the graph below. All maturity limits comply with the Investment Policy, council's cash flow requirements have been managed well with regular maturities typically placed over the next year



Maturity Cashflow

When investments will mature over time



Historical Portfolio Balances

Indicative of the normal cash cycle of the Council



Monthly Investment Report as at 31/01/2026

Investment	Inception Date	Term (Days)	Maturity Date	S&P LT	Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value
Term Deposits								
Australian Military Bank	11/02/2025	731	12/02/2027		BBB+	4.71	2.834%	\$1,000,000.00
Bank of Us	10/07/2025	335	10/06/2026		BBB+	4.11	2.834%	\$1,000,000.00
Bank of Us	26/06/2024	719	15/06/2026		BBB+	5.20	2.834%	\$1,000,000.00
Bank of Us	3/06/2025	552	7/12/2026		BBB+	4.08	2.834%	\$1,000,000.00
Bank of Us	17/06/2025	730	17/06/2027		BBB+	4.10	2.834%	\$1,000,000.00
BankVic	22/10/2025	460	25/01/2027		BBB+	4.10	2.834%	\$1,000,000.00
BankVic	15/12/2025	483	12/04/2027		BBB+	4.75	2.834%	\$1,000,000.00
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ING	10/07/2025	823	11/10/2027		A	4.08	2.834%	\$1,000,000.00
NAB	23/10/2025	412	9/12/2026		AA-	4.12	2.834%	\$1,000,000.00
NAB	6/01/2026	365	6/01/2027		AA-	4.60	2.834%	\$1,000,000.00
Police Credit Union SA	17/11/2025	371	23/11/2026		Unrated	4.56	4.252%	\$1,500,000.00
Police Credit Union SA	26/11/2025	740	6/12/2027		Unrated	4.48	2.834%	\$1,000,000.00
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State Bank of India (Sydney)	21/05/2025	453	17/08/2026		BBB	4.25	2.834%	\$1,000,000.00
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Suncorp	17/06/2025	365	17/06/2026		AA-	4.21	4.252%	\$1,500,000.00
Suncorp	15/01/2025	700	16/12/2026		AA-	4.80	2.834%	\$1,000,000.00
Westpac	11/02/2025	366	12/02/2026		AA-	4.75	2.834%	\$1,000,000.00
Westpac	9/01/2025	641	12/10/2026		AA-	4.73	2.834%	\$1,000,000.00
							92.11%	\$32,500,000.00

Cash Deposit Account			
National Australia Bank	AA-	2.35	7.884%
TOTAL INVESTMENTS			100.00%
Cash at Bank	AA-	0.00	
TOTAL FUNDS			\$35,744,100.66

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 2021 and Council's Investments Policy number POL 4.10.



N Harris
MANAGER FINANCE & SOURCING
Application of Investment Funds

Restricted Funds	Description	Value
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$2,377,032.48
	Plant Replacement	\$2,229,236.99
	Sales Fluctuation	\$3,000,000.00
	Water Licences	\$916,385.20
		\$8,522,654.67
Unrestricted Funds		\$27,221,445.99
TOTAL FUNDS		\$35,744,100.66

* Externally & Internally Restricted Reserve figures are subject to final adjustment and external audit at 30 June each year. Figures shown above are estimates only.

Report

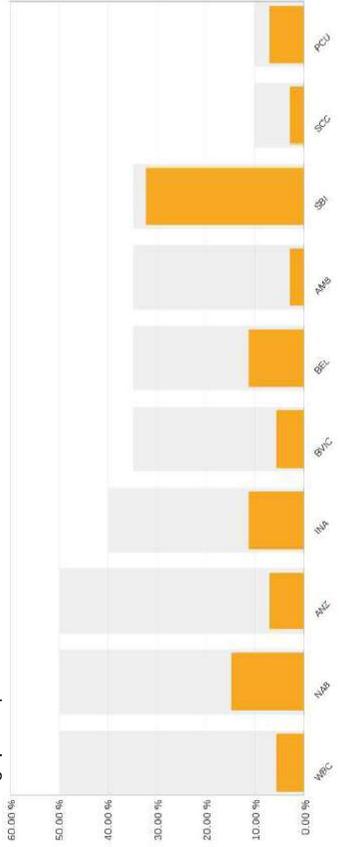
The investment portfolio increased by \$806,632.21 for the month. The increase was due to receipts from customers being higher than payments to suppliers and staff in January. This resulted in increased funds in cash and investments.

Portfolio Performance

For the month of January, the portfolio (excluding cash) provided a return of +0.39% (actual) or +4.72% p.a. (annualised), outperforming the benchmark Ausbond Bank Bill Index return of +0.30% (actual) or +3.64% p.a. (annualised). The portfolio's performance is ahead of benchmark again over all time periods out to 12 months. As maturities occur, Council continues to increase the average duration of the investment portfolio to increase revenue, targeting high yielding deposits with tenors between 1 and 2 years. This provides some income protection against a lower rate environment in coming years. Interest received in the period totalled \$110,181.80, with \$992,980.23 received and accrued for the year to date.

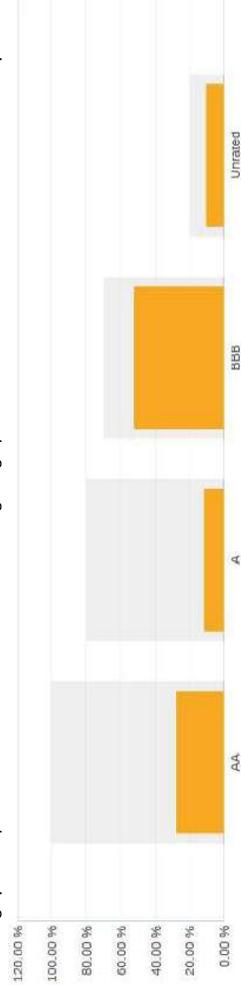
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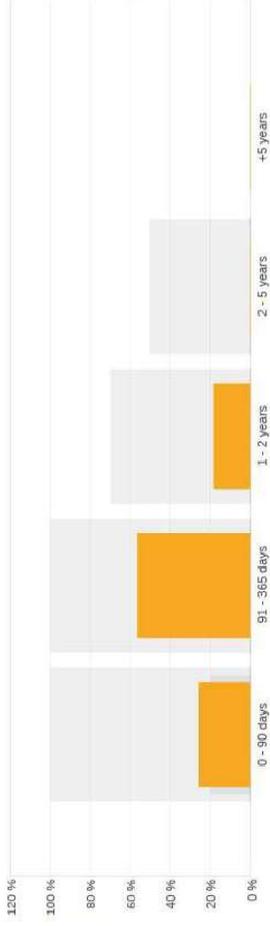
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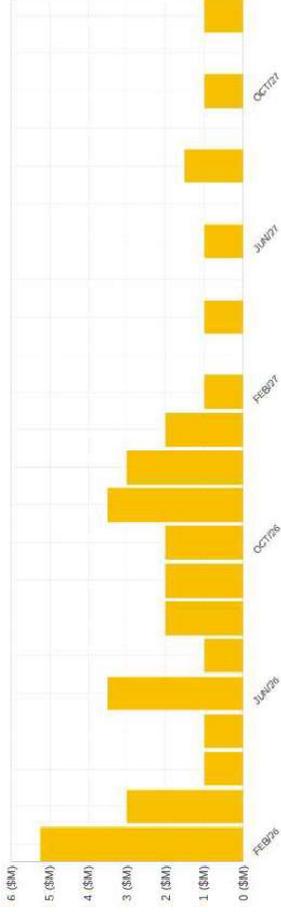
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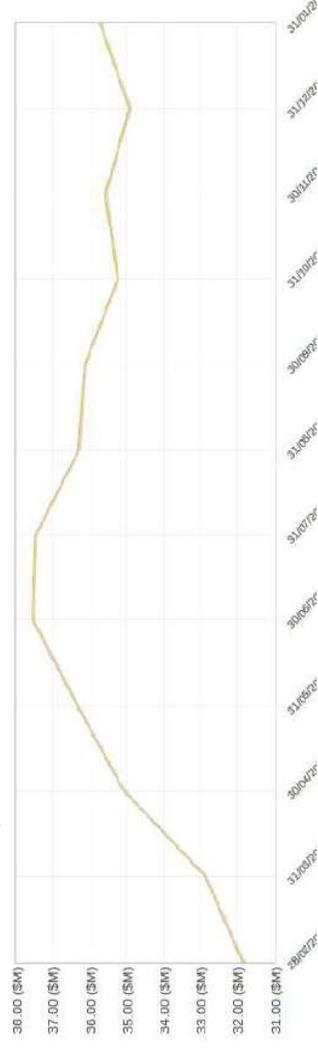
Maturity Cashflow

When investments will mature over time



Historical Portfolio Balances

Indicative of the normal cash cycle of the Council



R2 December 2025 Quarterly Budget Review Statement

Organisational Area Corporate Services

Author Natasha Harris, Manager Finance & Sourcing

Summary The Quarterly Budget Review Statement is presented to the Board in accordance with Clause 203(2) of the Local Government (General) Regulation 2021, for the purpose of periodically reviewing and revising the adopted estimates of income and expenditure.

RECOMMENDATION that Council receive and adopt the Quarterly Budget Review for the period ended 31 December 2025.

Report

The Quarterly Review of Riverina Water's budget for the period ending 31 December 2025 is submitted for review by the Board.

Operating Budget

The Operating Result was originally budgeted for a surplus of \$3,683,739 (\$644,601 before grants and contributions provided for capital purposes). This was revised in the September Quarterly Budget Review to a surplus of \$3,784,540 (\$745,402 before grants and contributions provided for capital purposes).

The proposed December quarterly budget review operational adjustments are outlined in detail on page 6 of the attachment. The revised anticipated Operating Result for 2025/26 is a surplus of \$3,333,114 (\$293,976 before grants and contributions provided for capital purposes).

Capital Budget

Also included is a quarterly review for Capital Works projects. The original capital expenditure budget for 2025/26 was \$18,089,624. This was revised to \$22,257,439 inclusive of carryovers, revotes, reprioritisation of capital works, and standalone report resolutions. The September Quarterly Budget Review further revised this to \$22,498,489.

The proposed December 2025 quarterly review adjustments, which are outlined in detail on page 8 of the attachment, result in an increase of \$150,642 to bring the proposed capital expenditure for 2025/26 to \$22,649,131.

› **R2.1** **December 2025 Quarterly Budget Review** [📄](#)

Strategic Alignment

Our Sustainability
Strategically manage our assets and finances

Financial Implications

The recommendation increases Council's anticipated net cashflow for 2025/26 by \$11,031,000 when incorporated into the revised long term financial plan.

2025/26 Operational Plan Implications

The Quarterly Budget Review is not expected to have any implications for the 2025/26 Operational Plan.

Workforce Implications

Not applicable.

Risk Considerations

Financial	
Low	Financial Loss - Riverina Water has a low appetite for financial loss. We maintain a prudent financial strategy, ensuring stability and sustainable growth

Risk Alignment

The presentation of the Quarterly Budget Review supports effective decision-making, long-term financial sustainability and highlights budget performance, transparency and accountability to the community.

Table of Contents	page
1. Responsible Accounting Officer's Statement	2
2. QBRS Financial Overview	3
3. Income & Expenses Budget Review Statement - General Fund	4
4. Income & Expenses Budget Review Statement - Water Fund	5
5. Capital Budget Review Statement	7
6. Cash & Investments Budget Review Statement	9
7. Developer Contributions Summary	10

Riverina Water County Council

Quarterly Budget Review Statement
for the period 01/10/25 to 31/12/25

Report by Responsible Accounting Officer

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulation 2021:

It is my opinion that the Quarterly Budget Review Statement for Riverina Water County Council for the quarter ended 31/12/25 indicates that Council's projected financial position at 30/6/26 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: 16/02/2025

Natasha Harris
Responsible Accounting Officer

QBRs FINANCIAL OVERVIEW													
Riverina Water County Council													
Budget review for the quarter ended 31/12/25													
DESCRIPTION	Previous Year Actual 2024/25 \$000's	Current Year Budget 2025/26 \$000's	Current Year Original	Revised Changes	Review	Approved Changes	Review	Approved Changes	Revised Budget	Recommended for Council resolution	Projected Final Result (PFR) 2025/26 \$000's	Variance Original Budget v PFR 2025/26 \$000's	ACTUAL YTD 2024/26 \$000's
General Fund	4,207	644	644	0	0	0	0	0	745	-451	294	-350	-4,115
Water Fund	4,207	644	644	0	0	0	0	0	745	-451	294	-350	-4,115
Sewer Fund	0	0	0	0	0	0	0	0	0	0	0	0	0
Consolidated	0	0	0	0	0	0	0	0	0	0	0	0	0
Consolidated	0	0	0	0	0	0	0	0	0	0	0	0	0
Total borrowings	0	0	0	0	0	0	0	0	0	0	0	0	0
External restrictions	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Allocations	8,715	8,715	8,715	0	0	0	0	0	8,715	0	8,715	0	8,417
Unallocated	28,528	15,121	15,121	-4,308	0	0	0	0	10,813	11,031	21,844	6,723	26,520
Total Cash, Cash Equivalents and Inves	37,243	23,836	23,836	-4,308	0	0	0	0	19,528	11,031	30,559	6,723	34,937
Capital Funding	11,540	18,090	18,090	4,409	0	0	0	0	22,499	151	22,650	4,560	4,180
Capital Expenditure	11,540	18,090	18,090	4,409	0	0	0	0	22,499	151	22,650	4,560	4,180
Net Capital	0	0	0	0	0	0	0	0	0	0	0	0	0

Net Operating Result before grants and contributions provided for capital purposes

Operating Result from continuing operations (with capital grants and contributions) after depreciation, amortisation and impairment of non-financial assets

Operating Balance As at 1 July 2025 \$000's	Total Cash Contributions Received As at this Q \$000's	Total Interest Earned As at this Q \$000's	Total Expended As at this Q \$000's	Total Internal Borrowings (to)/from As at this Q \$000's	WGL as Restricted Asset As at this Q \$000's	Cumulative balance of internal borrowings (to)/from As at this Q \$000's
0	663	0	663	0	0	0
Total Developer Contributions						

Income and Expenses Budget Review Statement											
Riverina Water County Council											
Budget review for the quarter ended 31/12/2025											
General Fund											
Description	Previous Year		Current Year Original		Approved Changes		Revised Budget		Projected Result 2025/26 \$000's	Variance ORIGINAL budget v FYE 2025/26 \$000's	ACTUAL YTD 2025/26 \$000's
	Actual 2024/25 \$000's	Budget 2025/26 \$000's	0.1 \$000's	0.2 \$000's	0.3 \$000's	Budget \$000's	Recommended changes for council resolution \$000's				
INCOME											
Rates and Annual Charges	6,147	6,585				6,585		6,585		0	3,323
User Charges and Fees	29,512	27,604				27,604	3,442	31,046		3,442	11,210
Other Revenue	451	492				492	214	706		214	419
Grants and Contributions - Operating	31	25	36			61	180	241		216	139
Grants and Contributions - Capital	1,389	3,039				3,039		3,039			718
Interest and Investment Income	1,649	1,571				1,571	116	1,687		116	855
Other Income						0		0		0	
Net gain from disposal of assets	162					0		0		0	
Total Income from continuing operations	39,341	39,316	36	0	0	39,352	3,952	43,304		3,988	16,664
EXPENSES											
Employee benefits and on-costs	14,556	13,325				13,325	2,661	15,986		2,661	8,446
Materials & Services	10,166	12,585	-65			12,520	7	12,527		-68	5,719
Borrowing Costs	117	364				364		364			40
Other Expenses	224	266				266		266			56
Net Loss from Disposal of Assets						0	815	815		815	795
Total Expenses from continuing operations excluding depreciation, amortisation and impairment of non financial assets	25,063	26,540	-65	0	0	26,475	3,483	29,958		3,418	15,056
Operating Result from continuing operations excluding depreciation, amortisation and impairment of non financial assets	14,278	12,776	101	0	0	12,877	469	13,346		570	1,608
Depreciation, amortisation and impairment of non financial assets	8,682	9,093				9,093		10,013		920	5,005
Operating result from continuing Operations	5,596	3,683	101	0	0	3,784	-451	3,333		-350	-3,397
Net Operating Result before grants and contributions provided for capital purposes	4,207	644	101	0	0	745	-451	294		-350	-4,115

Notes
 Original Budget +/- approved budget changes in previous quarters = REVISED Budget
 Revised Budget +/- recommended changes this quarter = PROJECTED year results
 The quarterly recommended changes to the revised budget are to include:
 1) an explanation for the recommended changes and any impact this will have on the Operational Plan, Delivery Program and Long Term Financial Plan
 2) any impacts of year to date expenditure on recommended changes to budget
Explanations are to be in plain English and in a style that is easily understood by readers of non-financial information.
The narrative is important in understanding why budget changes are necessary.

Income and Expenses Budget Review Statement													
Riverina Water County Council													
Budget review for the quarter ended 31/12/2025													
Water Fund													
Description	Previous Year		Current Year Original		Approved Changes		Approved Changes		Revised Budget		Projected Yr End Result (P/E)	Variance budget v P/E 2025/26 \$000's	ACTUAL YTD 2025/26 \$000's
	Actual 2024/25 \$000's	Budget 2025/26 \$000's	Review O 1 \$000's	Review O 2 \$000's	Review O 3 \$000's	Budget \$000's	Recommended for council resolution \$000's	Projected Yr End Result (P/E) 2025/26 \$000's					
INCOME													
Access Charges	6,147	6,585				6,585			6,585		0	3,323	
User Charges	29,512	27,604				27,604	3,442		31,046	3,442	3,442	11,210	
Fees	451	492				492	214		706	214	214	419	
Grants & Contributions - Operating	31	25	36			61	180		241	241	216	139	
Interest and Investment Income	1,649	1,571				1,571	116		1,687	116	116	855	
Other Income						0			0		0	0	
Net gain from disposal of assets	162					0			0		0	0	
Total Income from continuing operations	37,952	36,277	36	0	0	36,313	3,952	0	40,265	3,952	3,988	15,946	
EXPENSES													
Employee benefits and on-costs	14,556	13,325				13,325	2,661		15,986	2,661	2,661	8,446	
Materials & Services	9,919	12,228	-65			12,163	7		12,170	7	-58	5,632	
Borrowing Costs	117	364				364			364		0	40	
Water purchase charges	247	357				357			357		0	187	
Calculated taxation equivalents						0			0		0	0	
Debt guarantee fee						0			0		0	0	
Other Expenses	224	266				266			266		0	56	
Net Loss from Disposal of Assets						0	815		815	815	815	795	
Total Expenses from continuing operations excluding depreciation, amortisation and impairment of non financial assets	25,063	26,540	-65	0	0	26,475	3,483	0	29,958	3,483	3,418	15,056	
Operating Result from continuing operations excluding depreciation, amortisation and impairment of non financial assets	12,889	9,737	101	0	0	9,838	469	0	10,307	469	570	890	
Depreciation, amortisation and impairment of non financial assets	8,682	9,093				9,093	920		10,013	920	920	5,005	
Surplus / (Deficit) from continuing operations before capital amounts	4,207	644	101	0	0	745	-451	0	294	-451	-350	-4,115	
Grants and Contributions - Capital	1,389	3,039				3,039			3,039		0	718	
Surplus / (Deficit) from continuing operations after capital amounts	5,596	3,683	101	0	0	3,784	-451	0	3,333	-451	-350	-3,397	

Notes
 Original Budget +/- approved budget changes in previous quarters = REVISED Budget
 Revised Budget +/- recommended changes this quarter = PROJECTED year results

The quarterly recommended changes to the revised budget are to include:

- 1) an explanation for the recommended changes and any impact this will have on the Operational Plan, Delivery Program and Long Term Financial Plan
- 2) any impacts of year to date expenditure on recommended changes to budget

Explanations are to be in plain English and in a style that is easily understood by readers of non-financial information.

The narrative is important in understanding why budget changes are necessary.

Income & Expenses Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes	Details
1	<p>User Fees & Charges:</p> <ul style="list-style-type: none"> - \$42,200 - Increase budget for s603 certificates due to higher than expected income - \$1,519,907 - Increase budget for commercial usage charges reflecting higher than budgeted water sales due to hot weather conditions - \$1,879,394 - Increase budget for residential usage charges reflecting higher than budgeted water sales due to hot weather conditions
2	<p>Other Revenue:</p> <ul style="list-style-type: none"> - \$25,000 - Increase budget for leaseback vehicles, additional allocated vehicles to staff - \$85,051 - Increase budget for rental income for new property lease to Transport for NSW - \$58,983 - Increase budget for tender bond liability converted to revenue - \$45,327 - Increase budget for receipt of workers compensation rebate
3	<p>Grants & Contributions - Operating:</p> <ul style="list-style-type: none"> - \$180,150 - Increase budget for new apprenticeship grants
4	<p>Interest & Investment Income:</p> <ul style="list-style-type: none"> - \$116,000 - Increase budget for investment interest due to higher than budgeted interest rates
5	<p>Employee Benefits & On-costs:</p> <ul style="list-style-type: none"> - \$416,761 - Increase wages budget for skills review and additional 2% for Award increase confirmed after development of original budget - \$ 2,244,176 - Adjustment for capitalised wages based on work order allocation and alignment to revised wages budget
6	<p>Materials & Services:</p> <ul style="list-style-type: none"> - \$7,500 - Additional budget for higher than budgeted staff amenities costs
7	<p>Net Loss from Disposal of Assets:</p> <ul style="list-style-type: none"> - \$815,000 - New budget for disposal asset costs resulting from demolition of the Rock Depot and replacement of pipelines prior to end of expected life.
8	<p>Depreciation, Amortisation & Impairment of Non Financial Assets:</p> <ul style="list-style-type: none"> - \$920,000 - Additional budget for depreciation costs which have increased as a result of the end of financial year independent valuation increasing asset values.
Net	(\$451,427) - Decrease to operating result

**Capital Budget Review Statement
Riverina Water County Council
Budget review for the quarter ended 31/12/2025**

Description	Previous Year		Current Year Original		Approved Changes		Approved Changes		Revised Budget	Recommended changes for council resolution	Projected Year End (FYE) Result	VARIANCE ORIGINAL budget v FYE	ACTUAL YTD
	Actual	Budget	Budget	Budget	Review	Review	Review	Review					
	2024/25	2025/26	2025/26	2025/26	Q 1	Q 2	Q 3	2025/26	2025/26	2025/26	2025/26	2025/26	2025/26
	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's
CAPITAL FUNDING													
Rates & other unified funding	8,568	10,651	4,409					15,060	151	15,211	4,560	3,480	
Capital Grants & Contributions	1,389	3,039						3,039		3,039	0	718	
Reserves - External Restrictions								0		0	0		
Reserves - Internally Allocated	1,101							0		0	0	-193	
New Loans		4,400						4,400		4,400	0		
Proceeds from sale of assets	482							0		0	0	175	
Other								0		0	0		
Total Capital Funding	11,540	18,090	4,409	0	0	0	0	22,499	151	22,650	4,560	4,180	
CAPITAL EXPENDITURE													
W/P	7,420		4,409					4,409	151	4,560	4,560	4,180	
New Assets	883	1,740						1,740		1,740	0		
Asset Renewal	3,237	16,350						16,350		16,350	0		
Other	0							0		0	0		
Total Capital Expenditure	11,540	18,090	4,409	0	0	0	0	22,499	151	22,650	4,560	4,180	
Net Capital Funding - Surplus/(Deficit)	0	0	0	0	0	0	0	0	0	0	0	0	

Notes

Original Budget +/- approved budget changes in previous quarters = REVISED Budget
 Revised Budget +/- recommended changes this quarter = PROJECTED year results

Where the **Total Capital Funding** and the **Total Capital Expenditure** values do not match an explanation is to be provided.

Carry over funding from previous year should be identified and any proposed carry forwards into next financial year are to be explained.

The quarterly recommended changes to the revised budget are to include:

- 1) an explanation for the recommended changes and any impact this will have on the Operational Plan, Delivery Program and Long Term Financial Pl.
- 2) any impacts of year to date expenditure on recommended changes to budget

Explanations are to be in plain English and in a style that is easily understood by readers of non-financial information.
 The narrative is important in understanding why budget changes are necessary.

Capital Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes	Details
1	<p>This quarter changes:</p> <ul style="list-style-type: none"> - (\$128,014) - Remote telemetry units & radio upgrade - transfer budget to project 125001 - \$128,041 - Radio Telemetry SCADA Upgrade - additional budget to finalise Radio Telemetry SCADA upgrades of individual RTU stations - (\$250,000) - Yamba Digital Repeater - transfer budget to project 212002 - \$250,000 - North Wagga Shade Cloth Replacement - additional budget to allow for extensive foundation footings, heavier design components for assembled lift, provisions for future maintenance of aeration covers instrumentation. - (\$15,000) - Online & Remote Monitoring - transfer budget to project 213002 - \$15,000 - Bulgary Raw Water Turbidity Metering - additional budget to allow for installation, testing and commissioning of online turbidity instrumentation - (\$40,000) - Allocation of minor capex budget to project 214010 - \$40,000 - Tarcutta Manganese Filter Replacement - additional budget for encumbrances from 2024/25 and to allow for internal labour to install and commission. - (\$52,551) - Oura Reservoir Replacement 2x100kL - transfer budget to project 232005 - \$52,551 - The Rock Reservoir South - additional budget for biodiversity costs. - (\$15,500) - Allocation of minor capex budget to project 214028 - \$15,500 - Lamella Access Steps - additional budget for appropriate handrailing - structural steel, fabrication labour, surface treatment/coating, transport, installation and engineering oversight - (\$45,000) - Allocation of minor capex budget to project 201009 - \$45,000 - East Wagga Bore 1 Motor and Pump Replacement - additional budget for unplanned failure requiring immediate replacement - \$130,177 - LL mains connection (Coleman St) - Additional budget required to complete pipework to connect HL and LL, raise Magflow meter - (\$5,177) - Becks Lane, The Gap - 1100m of 100mm OPVC - transfer budget to project 241007 LL mains connection (Coleman St) - \$8,606 - Thorne Street 200mm DICL - additional budget to cover final reinstatement costs carried over from 2024/26 - \$17,036 - Kapooka Rd, San Isidore - 620m 150mm OPVC - Additional budget for additional replacement length required of 450m - (\$241,050) - Depot Building The Rock- Non-Urban - correct budget allocation to correct project - \$241,050 - The Rock Depot Redevelopment - correct budget allocation to correct project - (\$20,000) - Allocation of minor capex budget to project 124002 - \$20,000 - Sandbox Development & Validation Project - additional budget for the fabrication, coating, inspection, and testing of the W335 Sandbox prototype - (\$27,500) - Allocation of minor capex budget to project - Allocation of minor capex budget to project 212003 - \$27,500 - Collingullie Aeration Cover Replacement - additional budget to replace the failed aeration cover at Collingullie Reservoir and improve the access door <hr/> <p>Net \$150,642 - Increase to capital expenditure</p>

Cash and Investments Budget Review Statement										
Riverina Water County Council										
Budget review for the quarter ended 31/12/2025										
Description	Previous Year	Current Year	Approved	Approved	Approved	Revised	Recommended	Projected	Variance	ACTUAL
	Actual	Original	Changes	Changes	Changes	Budget	changes	Year End	ORIGINAL	YTD
	2024/25	2025/26	Q 1	Q 2	Q 3		for council	2025/26	Budget v FYE	2025/26
	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	resolution	Result	Budget v FYE	\$000's
Total Cash, Cash Equivalents & Investments	37,243	23,836	-4,308			19,528	11,031	30,559	6,723	34,937
EXTERNALLY RESTRICTED										
Water Fund										
Sewer Fund										
Developer contributions - General										
Developer contributions - Water										
Developer contributions - Sewer										
Transport for NSW Contributions										
Domestic waste management										
Stormwater management										
Other										
Total Externally Restricted	0	0	0	0	0	0	0	0	0	0
Cash, cash equivalents & investments not subject to external restrictions	37,243	23,836	-4,308	0	0	19,528	11,031	30,559	6,723	34,937
INTERNAL ALLOCATIONS										
Employee entitlements	2,377	2,377				2,377		2,377	0	2,377
Plant replacement	2,422	2,422				2,422		2,422	0	2,124
Sales fluctuation	3,000	3,000				3,000		3,000	0	3,000
Water licences	916	916				916		916	0	916
Other										
Total Internally Allocated	8,715	8,715	0	0	0	8,715	0	8,715	0	8,417
Unallocated	28,528	15,121	-4,308	0	0	10,813	11,031	21,844	6,723	26,520

Developer Contributions Summary Riverina Water County Council Budget review for the quarter ended 31/12/2025																
Purpose	Developer Contributions Received															
	Cash	Cash	Cash	Non-cash fund												
As at 1 July 2025	01	02	03	01	02	03	01	02	03	01	02	03	01	02	03	
\$200k	\$200k	\$200k	\$200k	\$200k	\$200k	\$200k	\$200k	\$200k	\$200k	\$200k	\$200k	\$200k	\$200k	\$200k	\$200k	
Repayments																
Staff																
Office facilities																
Electricity																
Water																
Wastewater																
Other																
Total \$7.11 Under Plans	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
\$7.11 Not under Plans																
\$7.12 Levies																
\$7.3 Planning agreements																
\$84 Contributions	0	459	174	0	0	0	0	0	0	459	174	0	0	0	0	0
Other																
Total Developer Contribution	0	489	174	0	0	0	0	0	0	489	174	0	0	0	0	0

Notes
 All developer contributions received are to be disclosed, and distinguished as cash or non-cash. Recognition occurs when council gains control over the asset (cash or non-cash). Council have obligations to provide facilities from contribution revenue levied on developers under the provisions of s7.1(7)(1) and s7.1(2) of the Environmental Planning and Assessment Act 1979. Developer contributions may be provided for the purpose of funding council infrastructure required, where council may apply conditions of contribution plans. "Monthly Amounts Expended" should only include monetary expenditures. Enter positive value when expended. The amounts recorded under "Non-cash Levies" and "Non-cash Other" are not included in "Monetary Amounts Expended", as these represent

R3 Budget Management Policy

Organisational Area Corporate Services

Author Natasha Harris, Manager Finance & Sourcing

Summary The Budget Management Policy was reviewed by the Board at the December meeting and was subsequently placed on public exhibition. No submissions were made by the public. The Budget Management Policy is returned to the Board for adoption.

RECOMMENDATION that Council adopt the Budget Management Policy.

Report

The Budget Management Policy is a high-level public policy designed to ensure compliance with the Local Government Act 1993 and to promote responsible, sustainable financial management. The policy guides management, staff, and the Board in making transparent budgeting decisions affecting Riverina Water's financial management. It also sets out clear procedures for developing, adopting, amending, and reporting on the budget each year.

The Budget Management Policy was reviewed by the Board at the December meeting and was subsequently placed on public exhibition. No submissions were made by the public. The Budget Management Policy is now returned to the Board for adoption.

› R3.1 **Budget Management Policy** [↓](#)

Strategic Alignment

Our Sustainability
Strategically manage our assets and finances

Financial Implications

There is no direct financial implementation for the adoption of the Policy.

Workforce Implications

N/A

Risk Considerations

Financial	
Low	Financial Loss - Riverina Water has a low appetite for financial loss. We maintain a prudent financial strategy, ensuring stability and sustainable growth

Risk Alignment

The policy sets out the principles that underpin the budgeting decision-making process, and Riverina Water's commitment to transparency and openness with respect to the allocation of resources each financial year to ensure stability and sustainable growth.



Budget Management Policy

Purpose

In accordance with the Local Government Act 1993, Councils are required to follow principles of sound financial management. Riverina Water must ensure its spending is responsible and sustainable, investment in infrastructure for the benefit of the local community is responsible and sustainable, effective financial and asset management is implemented, and consideration is given to achieving intergenerational equity.

This policy provides clear direction to management, staff and the Board in relation to Riverina Water's budgeting function. It sets out the principles that underpin the decision-making process and Riverina Water's commitment to transparency and openness with respect to the allocation of resources each financial year.

Scope

This policy provides clear direction to management and staff in relation to budgeting principles, budget adoption and variation processes, and responsibilities for reporting performance against Riverina Water's adopted budget.

Definitions

Budget	Tool for planning the most effective and efficient use of resources of an entity in ensuring that its day-to-day operations are directed towards its long term goals.
Budget Variance	Difference between a budget projection and an actual result.
Budget Variation Request (BVR)	Formal request form to vary the budget.
Carryover	Committed approved budget that is approved by Board resolution to be carried over to the next financial year.
Manex	Managers and Executive leadership group.



Quarterly Budget Review (QBR)	A quarterly report to the Board which details actual financial performance against budget and revises the budget for the remainder of the year.
Revote	Uncommitted approved budget that is approved by Board resolution to be revoted to the next financial year

Budget Development Principles

The following principles underpin the development of the Annual Operational Plan & Budget and budget reviews:

- Realistic budgeting – all budget figures will be realistic and based on the best available information.
- Financial sustainability – the budget will be developed in alignment with the Long-Term Financial Plan, towards achieving Riverina Water's policy targets of financial sustainability and operating result that is positive or breakeven.
- Evaluate new initiatives – all new projects and capital works programs will be evaluated in terms of meeting Riverina Water's strategic directions and incorporate a cost benefit analysis which includes whole of life costing.
- Legislative compliance – The Operational Plan & Budget and budget reviews will comply with all relevant legislative requirements.

Overall responsibility for planning and day-to-day coordination of the budget process resides in the Finance & Sourcing area, principally with the Manager Finance & Sourcing.

The proposed budget is incorporated into the draft Long Term Financial Plan and submitted to the Board for approval to place on public exhibition.

Budget Adoption

The original annual budget is adopted by the Board following public exhibition and prior to the commencement of the financial year, through the adoption of the Delivery Program and Operational Plan. The adopted budget is incorporated into the Long Term Financial Plan.

Variations to the original budget are then made for carryover and revote of unexpended capital budgets, and Quarterly Budget Review variations prepared as at 30 September, 31 December and 31 March to ensure the budget remains aligned to revised operational



results. These variations are incorporated into the Long Term Financial Plan as part of the Quarterly Budget Review process.

Carryover and Revote of Unexpended Budgets

Carryover budgets are committed approved budget that is approved by Board resolution to be carried over to the next financial year.

Revotes are uncommitted approved budget that is approved by Board resolution to be revoted to the next financial year.

Operating Budget –

- Unexpended budgets are not to be carried forward from one financial year to the next. Identifiable projects that will not commence in the year that they have been budgeted for should be re-evaluated and where warranted included in the budget for the following year at the time of its adoption.

Capital Budget –

- Projects Commenced - Unexpended budgets relating to a capital project which is considered to be a work in progress as at 30 June may be carried forward to the new financial year as a carryover where committed to purchase orders.
- Projects Not Commenced – Unexpended budgets relating to a capital project which has yet to commence should be considered against other competing priorities in determining the content of the budget for the following year rather. Such budgets may be considered for revote to the next financial year.
- Budgets approved for carryover or revote will be adjusted for the impact of subsequent accrued and prepaid expenses processed as part of the end of financial year.

Budget Variations

Board approval must be sought to vary the budget where actuals or expected commitments result in activity outside of the following budget thresholds:

- Operational income and expenditure - any favourable or unfavourable variation greater than \$5,000.



- Capital projects – any favourable or unfavourable variation to the project category that is greater than \$10,000.

Where a variation to the Riverina Water's adopted budget is required, the funds required to give effect to the variation shall be sourced in the following priority:

1. Through a reduction in expenditure of another project or account within the department seeking the variation.
2. Through a reduction in expenditure of another project or account within the total budget.
3. A request to raise the overall budget amount to be funded from any available unrestricted cash (as identified in the previous financial year, Financial Statements).

All budget variation requests are to be authorised by the relevant Director, or the Chief Executive Officer if exceeding the Directors financial delegation and require Board approval. An exception to this is a budget variation request to reallocate budget within the same base level account code hierarchy or project code hierarchy, these are to be authorised in accordance with financial delegations and do not require Board approval.

The Quarterly Budget Review is prepared by the Responsible Accounting Officer being the Manager Finance & Sourcing and is to be approved by the Director Corporate Services and the Chief Executive Officer.

Budget variations requiring approval are reported to the Board for approval as part of the next scheduled Quarterly Budget Review.

Approval to vary the budget can also be sought through a separate report to the Board. This is to include a formal comment from the Manager Finance & Sourcing outlining the financial impact of the proposal on the adopted budget position.

Contingency Planning

Risk and contingency planning must be considered to ensure Riverina Water is prepared for unexpected financial impacts. A contingency allocation may be made within departmental and/or capital budgets for specific purposes, where appropriate. However, it is not acceptable to establish uncontrolled contingency budgets. All contingency provisions are subject to appropriate disclosure in the budget planning process, and regular review to maintain transparency and financial discipline.



As a part of the capital budget, a minor capex budget reserve is maintained to provide an approved reserve of budget for unplanned non-significant works. The reserve is approved as part of the original adopted budget.

Requests for a budget allocation from the minor capex budget reserve do not require Board approval. Budget variation requests to access an allocation from the reserve are to be submitted to the Director Engineering and should meet the following criteria:

- Project is minor in nature
- Total cost is projected to be \$50,000 or below (ex-GST)

With consideration to remaining budget, the Director Engineering has discretion to consider minor capex budget reserve requests that do not meet the above criteria.

Emergency Events

If an emergency event occurs due to an unexpected or unforeseen event such as storm, flood, fire or earthquake that results in critical urgent works to be undertaken to make safe broken or damaged property, equipment or services, the Chief Executive Officer is authorised to make such expenditure within the limits of their financial delegations.

As soon as practicable, a report must be prepared and submitted to the next Board meeting, providing details of the event and the expenditure incurred.

Monitoring and Reporting

Monitoring budget accuracy is the responsibility of all Managers.

Monthly budget meetings are held with the Manex team to review and discuss financial performance against budget, and progress of capital projects to ensure they are on track for completion within budget.

The Quarterly Budget Review is submitted to the Board detailing actual financial performance against budget and revises the budget for the remainder of the year. This occurs as at 30 September, 31 December and 31 March.

Roles and responsibilities

Role	Responsibilities
------	------------------



Board	Approves budget including any budget variations via Quarterly Budget Reviews and/or standalone board papers.
Chief Executive Officer	Oversees budget development and implementation, emergency approvals.
Directors/Managers	Collaborate and consult with relevant stakeholders for budget development, monitor budgets, endorse departmental variations.
Manager Finance & Sourcing	Prepares and reviews budgets.
All Staff	Must comply with this policy.

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.

Policy number	Insert policy number here
Responsible area	Corporate Services
Approved by	
Approval date	
Legislation or related strategy	NSW Local Government Act 1993 Local Government (General) Regulation 2005
Documents associated with this policy	Operational Plan Long Term Financial Plan



Policy history

Version 1 - 2025

Review schedule

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

R4 Recommendation to Extend Internal Audit Services - Centium

Organisational Area Corporate Services

Author Emily Tonacia, Director Corporate Services

Summary The purpose of this report is to seek the Board's approval to extend the contracted internal audit services provided by Centium for a further period of two (2) years, effective from 1 July 2026 to 30 June 2028. The Audit, Risk and Improvement Committee (ARIC) has endorsed this extension following a review of Centium's performance.

RECOMMENDATION that Council:

- a) Notes that Centium's performance as the contracted internal audit service provider has been satisfactory; and
- b) Approves the extension of Centium's internal audit services contract for a further two (2) years, effective from 1 July 2026 to 30 June 2028, in accordance with the original contract provisions.

Report

At its meeting on 18 April 2024, the Board endorsed the engagement of Centium to provide contracted internal audit services for an initial period of two years commencing 1 July 2024 (Resolution 24/047).

Centium was appointed following a Request for Quotation (RFQ) process conducted under the Local Government Procurement (LGP) Contract LGP218 – Internal Audit and Management Consulting Services. Five suppliers responded, with Centium assessed as the most suitable provider based on price, capability and capacity, experience and past performance, and value-added services.

The RFQ allowed for an initial two-year appointment with the option to extend the engagement by one year plus one year, subject to satisfactory performance, providing for a maximum engagement period of four years. The current contract term concludes on 30 June 2026.

The Risk Management and Internal Audit Guidelines for Local Government in NSW outline the governance and oversight role of the Audit, Risk and Improvement Committee (ARIC), including:

- Providing strategic oversight of internal audit activities;
- Coordinating, as far as practicable, internal audit work programs with other assurance and review functions;

- Advising the CEO and Board on the effectiveness of internal audit activities, including the performance of the internal audit coordinator and function.

The Guidelines require ARIC to undertake:

- An annual performance assessment; and
- A four-year strategic assessment (Core Requirement 1).

For the most recent 12-month period, the ARIC Chair and Internal Audit Coordinator developed a satisfaction survey to assess internal audit services. Based on this assessment, Centium has met the requirements of approved internal audit plans, demonstrated effective engagement with management and the Committee, and delivered satisfactory performance.

Given Centium's satisfactory performance, the completion of the 12-month performance assessment, and the extension provisions in the original RFQ and Board resolution, the ARIC recommends that the remaining two, one-year extension options be exercised concurrently, resulting in a two-year extension from 1 July 2026 to 30 June 2028.

This extension ensures continuity of internal audit services, retention of organisational knowledge, and avoids unnecessary procurement and transition costs.

Strategic Alignment

Our Operations
Proactively manage risks and opportunities

Financial Implications

Annual budget provision exists for internal audit services, including three internal audits per year, with a contingency for any additional required services.

Workforce Implications

Not applicable.

Risk Considerations

Corporate Governance and Compliance	
Low	Riverina Water has low appetite for risk of failure to comply with legislation, regulations, policy/procedures and transparent, ethical decision making. Minor breaches are expected from time to time but it will be reported and responded to.

Risk Alignment

Internal audit is a key control in Riverina Water's risk management framework. Confirming Centium's satisfactory performance and extending the contract supports continuity of assurance, retention of organisational knowledge, and compliance with the Risk

Management and Internal Audit Guidelines for Local Government in NSW. This reduces the risk of disruption to internal audit services and supports effective governance and risk oversight.

R5 Operational Plan Progress Report - 31 December 2025

Organisational Area Corporate Services

Author Emily Tonacia, Director Corporate Services

Summary This report presents the progress made during the first six months of the 2025/26 Operational Plan, being Year 1 of the Delivery Program 2025/26 – 2028/29.

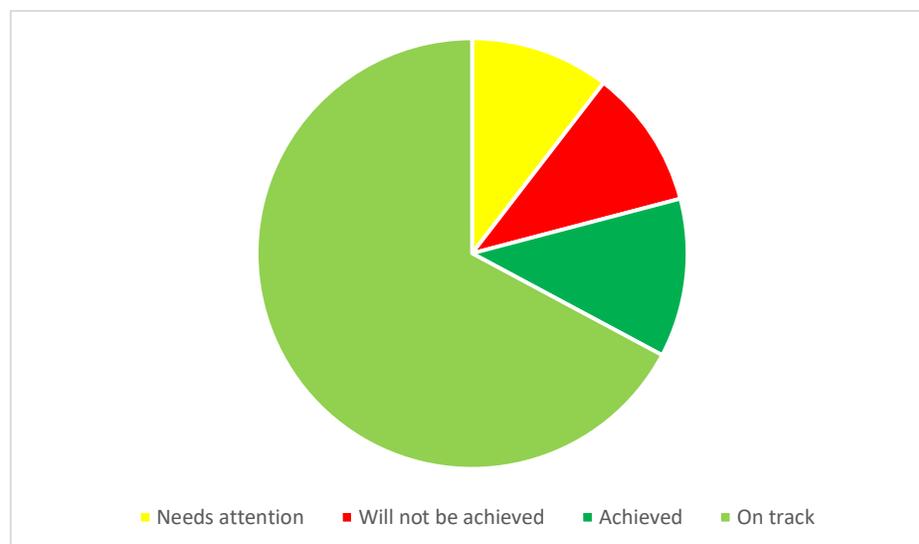
RECOMMENDATION that Council receive and note the Operational Plan progress report for the period 1 July 2025 to 31 December 2025.

Report

The 2025/26 Operational Plan outlines the actions to be delivered for Year 1 of the Delivery Program 2025/26 – 2028/29.

Attached is the six-monthly progress report, inclusive of action status and management comment. The report demonstrates how Riverina Water is progressing against the objectives identified for the year, which contribute to the 4-year strategies identified in the Delivery Program.

A high-level summary of the performance for the 6 months ending 31 December 2025 is provided below.



Of the 67 actions identified in 2025/26;

- 45 actions are on track to be completed within the year

- 8 actions have been achieved already
- 7 actions are not on track and require attention
- 7 actions have been identified as not going to be achieved

Our People

Highlights

- Leadership Development Program rolled out with strong uptake and continuation planning underway.
- Employment pathways for individuals facing barriers delivered. A tour and structured work experience opportunity was undertaken in 2025 in partnership with Omnia,
- Staff Survey Working Group established with priority actions progressing (Reward & Recognition, Processes, Recruitment).
- Knowledge & Capability Strategy significantly progressed, with workshops completed and executive alignment underway.
- Annual training plan being delivered, including all critical and compliance training.
- OCR (Job Evaluation) project mobilised, Steering Committee formed and consultant procurement underway.
- WELL Program initiatives well received (RUOK Day, Tradies Health Month, Walk for Water, career development sessions).
- BeSafe system understood across business, with improved reporting culture.

Behind Track / Not Achieved

- Disability Inclusion Action Plan (DIAP) adoption delayed; Year 1 actions will roll into 2026/27.
- Safety Leadership Program unlikely to be fully delivered in 2025/26 (deferred to 2026/27 WHS Work Plan).
- WHS Management System Improvement Program at risk (policy review project not commenced; emergency rescue procedures flagged as at risk).

Our Operations

Highlights

- Cybersecurity framework aligned to Essential 8 nearing completion, with AI-enabled maturity assessment and ARIC reporting.
- Cyber awareness training ongoing (phishing campaigns and compliance training embedded).

- Capital works prioritisation strengthened, with 75% of projects supported by charters linked to enterprise risk.
- Risk Steering Committee Terms of Reference developed; first meeting imminent.
- System-based risk assessments (summer readiness) progressing across multiple systems.
- PFAS risk management actively progressing in partnership with NSW DCCEEW, NSW EPA and Department of Defence.
- Compliance reporting strengthened, with investigation underway for improved compliance register management.
- Strong stakeholder engagement with constituent councils continues.

Behind Track / Not Achieved

- Smart metering trial (digital metering business case) requires attention.
- ICT Steering Committee establishment delayed until 2026/27 (governance oversight occurring via MANEX/Executive).
- Resource constraints impacting water quality plan update and DWQMP progress.
- Development application process documentation still in progress (knowledge capture underway).

Our Sustainability

Highlights

- Solar Pilot Plant Stage 1 commenced (high voltage microgrid started).
- Environmental initiatives progressing through capital works (Lake Albert pipeline, solar project).
- Budget governance strengthened, with new Budget Policy due for Board endorsement.
- Monthly investment reporting maintained in line with legislative requirements.
- ICT asset consolidation completed, reducing phone handset numbers and improving asset records.
- 30-year hydraulic growth modelling completed, informing entitlement and growth planning.
- Developer Service Plan review scoped and consultant engaged.
- Review of the Drought Management Plan progressing with consultant re-engagement.

Behind Track / Not Achieved

- Net Zero roadmap work stalled beyond solar project due to resourcing constraints.
- Financing Strategy not yet prioritised (to recommence alongside master planning which is likely 2026/27).
- Incident Management Framework & sub-plans deferred to 2026/27 (existing framework outdated but considered functional if required).
- Riverbank stabilisation project unsuccessful in grant funding and reprioritised.

Our Community

Highlights

- Customer Portal rollout complete, with over 10,000 registered accounts.
- Ongoing marketing and brand awareness initiatives delivered.
- Community consultation undertaken in line with stakeholder engagement matrix.
- Reconciliation Action Plan (Reflect RAP) nearly complete (two actions outstanding, on track).
- Grants, sponsorships and donations program fully delivered.
- Strong industry participation (Infor Customer Experience Board, WaterAid Winnovators).
- 22 school education incursions delivered through EnviroMentors program.

Behind Track / Not Achieved

- Demand management framework alignment likely to be finalised in 2026/27 (minor delay, no material short-term impact).

Further commentary including risk assessment and budget implications can be found against each action update in the attached report.

› **R5.1** **Operational Plan Progress Report - 31 December 2025** [↓](#)

Strategic Alignment

Our Operations

Provide effective leadership and governance

Financial Implications

Actions identified in the Delivery Program/Operational Plan (DPOP) have been accounted for in the annual budget. Variations required to these budgets is done so through the Quarterly Budget Review and other standalone budget recommendations.

Workforce Implications

Consideration of workforce requirements for successful completion of the Delivery Program have been taken into consideration in the Workforce Strategic Plan.

Risk Considerations

Corporate Governance and Compliance	
Low	Riverina Water has low appetite for risk of failure to comply with legislation, regulations, policy/procedures and transparent, ethical decision making. Minor breaches are expected from time to time but it will be reported and responded to.

Risk Alignment

The established reporting framework supports strong oversight, transparency and accountability, reducing the risk of misalignment between strategic objectives and operational delivery.



Operational Plan Progress Report

2025/2026

Q2

1: Our People

We have a high performance culture where our people feel valued and safe

1.1: Build high performing teams

We take personal responsibility, understand what is needed to success and effectively work together to achieve outstanding results.

1.1.1: Foster cross-functional collaboration

Action Code	Action	Performance Measure	Progress	Comments
1.1.1.1	Create approach and opportunities for cross functional collaboration	Opportunities are offered		Currently on track with multiple opportunities being offered throughout the year via training, increased leadership meetings, knowledge sharing, and more focus on bringing together different departments for operational matters, for example chain of responsibility. These initiatives will continue for the remaining 6 months of the year.

1.1.2: Strengthen leadership, culture and engagement

Action Code	Action	Performance Measure	Progress	Comments
1.1.2.1	Launch leadership development initiatives	Riverina Water leaders have had exposure to the leadership development initiatives		Leadership development program has been rolled out as planned with the continuation of ongoing initiatives. Planning for the next stages of the program is underway.

Page

2 of 36



Action Code	Action	Performance Measure	Progress	Comments
1.1.2.2	Implement staff survey action plans	Yr 1 identified actions are implemented		<p>Staff survey working group has been created and MANEX has considered the key priority actions which work has commenced on. These actions sit under the themes of Reward & Recognition, Processes, and Recruitment. Some of the feedback has already been informally acted on outside of the determined actions from the working group, for example, career development sessions were conducted where staff could learn more about how to apply and interview for internal opportunities. Implementation of the remainder of the actions will continue into 2026/27, to be finalised prior to the next employee survey due to be undertaken in April 2027.</p>



1.1.3: Establish a structured succession and resourcing framework

Action Code	Action	Performance Measure	Progress	Comments
1.1.3.1	Develop approach to organisational knowledge management including retention and transfer	Approach is developed and approved		Significant progress has been made on developing an organisational knowledge management approach. Extensive current state information has been gathered, including consultation across key business areas to understand existing practices, risks and capability gaps. A series of workshops have been conducted to test themes and identify priority focus areas. A further workshop with MANEX is scheduled to refine strategic direction and confirm alignment at the executive level. Work remains on track for delivery of a Knowledge and Capability Strategy by 30 June.

1.2: Ensure workforce capability

We attract diverse talent and develop a skilled workforce to be able to meet our business and customer needs

1.2.1: Strengthen staff capability, agility and innovation through leveraging IT data, strategic insights and expert collaboration

Action Code	Action	Performance Measure	Progress	Comments
1.2.1.1	Leverage IT service desk data to identify IT skill gaps and training needs	Reduction in identified skill gaps		Discussions have been had with the Knowledge & Capability Lead regarding the information available in the IT helpdesk. This information will be used over the next little while to assist in the building of the Knowledge & Capability strategy.

Page

Needs attention | Will not be achieved | Achieved | On track

4 of 36

1.2.2: Enhance and promote our Employee Value Proposition (EVP)

Action Code	Action	Performance Measure	Progress	Comments
1.2.2.1	Develop a clear Employee Value Proposition (EVP)	EVP developed EVP included in recruitment and onboarding		Employee survey has been undertaken to gather feedback on what our teams actually value when working with Riverina Water. This information will be then used to determine Riverina Water's EVP, which will be included in recruitment and onboarding and other marketing information.

1.2.3: Establish and integrate essential capabilities and knowledge

Action Code	Action	Performance Measure	Progress	Comments
1.2.3.1	Deliver the annual staff training plan	Identified annual training plan delivered		Training is currently being delivered as per schedule, training applications and SARP plans. Reminders have been sent to staff who are yet to arrange their plans. All critical/ compliance training has and will continue to be delivered.
1.2.3.2	Progress the OCR (job evaluation) project	Project is delivered as per plan		OCR Steering Committee has been formed following an EOI to staff and union representatives. At the first meeting the Steer Co considered a brief to engage a consultant to assist in the delivery of the project. This brief has since gone to market, with management currently undertaking shortlisting of a preferred consultant and way forward.

1.3: Foster unity of belonging and purpose

We have an inclusive workplace where every person at Riverina Water feels they are part of one team working together to achieve our goals

1.3.1: Ensure inclusive and equitable policies, systems and workplaces

Action Code	Action	Performance Measure	Progress	Comments
1.3.1.1	Implement Year 1 actions from the Disability Inclusion Action Plan (DIAP)	2025-2026 identified actions implemented		<p>The Disability Action Plan has been developed and is currently on exhibition, to be adopted at the February meeting. Development of this plan took slightly longer than originally anticipated, therefore commencement of year 1 actions will roll into the 2026/27 financial year Operational Plan. Riverina Water has no legislative obligation to have a plan, therefore management are comfortable with the slight delay in the commencement of actions.</p> <p>No budget allocation was made in the 2025/26 Operational Plan for the delivery of the DIAP as the actions were unknown. Budget provision for the delivery of the first year actions will be made in the 2026/27 Operational Plan.</p>

Page

6 of 36



Action Code	Action	Performance Measure	Progress	Comments
1.3.1.2	Review and enhance staffing policies and operational standards	Relevant policies and standards reviewed and approved		People & Culture policies and procedures are under review/development in line with the internal review schedule. Some documents are well overdue, however the reviews are occurring in link with risk and criticality. Given the nature of some of the documents, extended consultation through the Staff Consultative Committee and/ or WHS Committee needs to occur.

1.3.2: Expand employment pathways to support diverse career progression

Action Code	Action	Performance Measure	Progress	Comments
1.3.2.1	Create employment and work experience opportunities for individuals facing employment barriers	One new opportunity created		

1.4: Partner with our people to ensure they go home safe and well

We consult, train and empower our people to undertake their work safely. Together we strive for an injury and illness free workplace.

1.4.1: Demonstrate due diligence and duty of care through a systems-based approach to protect our people from harm and to strengthen our WHS culture

Action Code	Action	Performance Measure	Progress	Comments
1.4.1.1		WHS policy, framework and planning procedure embedded and functional		At Risk components of the Program include:

Page

Needs attention	Will not be achieved	Achieved	On track
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7 of 36

Action Code	Action	Performance Measure	Progress	Comments
	Implement Year 1 of the Work Health & Safety Management System Improvement Program	Policies and procedures review project 50% completed		<ul style="list-style-type: none"> - Policies and Procedures review project - not started - Emergency rescue procedures - at risk

1.4.2: Empower staff to take ownership of safety at Riverina Water

Action Code	Action	Performance Measure	Progress	Comments
1.4.2.1	Embed the everyday use of BeSafe for notification and investigation of incidents and near misses	System reports Lessons learned and safety alerts		BeSafe reporting process understood within the business. Work still required to embed investigation and close out phases of system.

1.4.3: Achieve strong safety leadership by embedding safety as a core value in our workplace culture

Action Code	Action	Performance Measure	Progress	Comments
1.4.3.1	Develop and implement a safety leadership program	Safety leadership program implemented		There has been increased focus in the leadership safety space, particularly with the establishment of a WHS SteerCo and additional training at leadership level. However it is not expected that a safety leadership program will be likely to be achieved this year, and as a result it has been already identified in the 2026/27 WHS work plan. Management are not concerned with delay in this action noting the ongoing work that is happening that is already building on the objective.

Page



8 of 36

1.4.4: Prioritise employee wellbeing and support

Action Code	Action	Performance Measure	Progress	Comments
1.4.4.1	Continue rollout of the WELL program	Wellbeing initiatives delivered		WELL program initiatives are being rolled out in line with strategy and calendar of events. Initiatives thus far have been really well received, and include RUOK Day, Tradies Health Month, SARP Phase 2, Walk for Water, career development sessions, and a hydration challenge. Promotion of Riverina Water's EAP continues, with regular notification of the support available which includes free wellness checks and webinars. The team also continue to promote the fitness passport.



2: Our Operations

We evidence effective asset management, informed decision making and continuous improvement

2.1: Develop and maintain robust information and management systems

We conduct our business using secure and agile systems that enable us to do our jobs well, inform decision making and help us achieve our goals.

2.1.1: Enhance the integration and capabilities of our asset systems to empower asset owners with the tools and data needed for informed decision making

Action Code	Action	Performance Measure	Progress	Comments
2.1.1.1	Migrate quality assured pipe break data to new platforms for asset renewal planning	Relevant historic pipe break data is integrated into asset system		Historical information regarding data break information in being filtered and transposed into the new system which will assist with decision making information.
2.1.1.2	Develop and implement enhanced quality assurance processes for GIS data capture	Structured process documented and implemented		The new ESRI system has been implemented, but work has been significant in integrating with existing systems. Process have been updated and are still being fine tuned, however we do have a live GIS system that reflects our asset management system.

2.1.2: Develop and commence implementation of Data Strategy, Digital Strategy and IoT Strategy

Action Code	Action	Performance Measure	Progress	Comments
2.1.2.1	Develop digital strategy	Adoption of digital strategy		Work has commenced on developing the draft which is intend to be completed by April 2026.

Page



10 of 36

2.1.3: Strengthen security by advancing Essential 8 maturity levels to enhance the protection of organisational systems

Action Code	Action	Performance Measure	Progress	Comments
2.1.3.1	Establish a cybersecurity framework that aligns with the Essential 8 guidelines	Completion of assessment and creation of roadmap		This project is nearly complete. A new solution is currently being implemented that will utilise AI to do a full assessment of our maturity against the Essential 8 guidelines for assurance purposes and for us to understand our potential gaps. This report is expected to be presented to an upcoming ARIC meeting.

2.1.4: Strengthen ICT security culture through awareness, behaviour and continuous improvement

Action Code	Action	Performance Measure	Progress	Comments
2.1.4.1	Roll out cyber awareness training campaign for all staff	All staff members complete the awareness training as required		Initiatives in this space are rolled on an ongoing basis. This work includes phishing campaigns, specific training, and also annual standard compliance training.

2.2: Assure ongoing service delivery

2.2.1: Enhance maintenance and operations through proactive planning, data driven decision making and asset management

Action Code	Action	Performance Measure	Progress	Comments
2.2.1.1	Develop a proactive maintenance schedule for critical assets leveraging staff knowledge based on system risk assessments	Preventative maintenance programs implemented for high-risk critical assets		Participating in summer readiness programs to capture staff knowledge and create preventative maintenance programs, as well as working directly with team to input information into the system.

Page



11 of 36

2.2.3: Enhance water quality management by strengthening practices, culture and regulatory compliance

Action Code	Action	Performance Measure	Progress	Comments
2.2.3.1	Establish a water quality improvement working group and implement Year 1 priority actions	Year 1 water quality improvement program actions implemented		Drinking water quality management team established, meeting quarterly and working through year 1 priority actions. Resources have been an issue, however we are progressing externally reviewing our drinking water quality management system / plan. Staff water quality awareness training has been issued for all staff as part of our culture uplift.
2.2.3.2	Update drinking water management plan	Brief developed and consultant engaged to undertake the work		Resources have been an issue within the water quality team; however, we are progressing externally reviewing our drinking water quality management system risk assessments / plan and undertaking staff water quality awareness training. We are currently liaising with consultants to facilitate workshops to update the DWGMP and also our health base targets assessment for Woomargama.



2.2.4: Efficiently deliver the capital works program by optimising budgets and resources to ensure assets support current and future service needs

Action Code	Action	Performance Measure	Progress	Comments
2.2.4.1	Prioritise the capital works program using the enterprise risk framework	Projects in the immediate capital plan are assessed and ranked based on risk criteria and supported by a project charter.		Majority of projects (75%) have a completed project charter which entails project drivers and risks. These will be further developed to link to enterprise risk. Our overall capital works project is prioritised based on organisation risk.

2.2.5: Enable sustainable growth by proactively responding to development applications and advancing infrastructure planning to ensure reliable water supply for our community

Action Code	Action	Performance Measure	Progress	Comments
2.2.5.1	Review and refine development application processes to establish clear service levels and criteria for inclusion in capital planning	Service levels and processes are documented		The development application process is currently being documented across various team, which will include establishment of clear service levels and criteria. Workshops have been scheduled to help capture knowledge and mitigate key staff risks which are currently occurring.

Page

13 of 36



2.2.6: Align ICT service delivery with Information Technology Information Library (ITIL) principles

Action Code	Action	Performance Measure	Progress	Comments
2.2.6.1	Review and align relevant ICT procedures with ITIL practices and principles	Roadmap to alignment developed		Core ICT policies that align with ITIL practices and principles have been rolled out and are now being reviewed as required. Four lower level policies are due for completion prior to 30 June.

2.3: Proactively manage risks and opportunities

We encourage a positive risk culture to manage risks and to pursue innovation and continuous improvement across Riverina Water

2.3.1: Complete system-based risk assessment (summer readiness) with implemented controls and proposed actions addressing gaps outside of risk appetite

Action Code	Action	Performance Measure	Progress	Comments
2.3.1.1	Commence a system-based risk assessment (summer readiness) identifying controls, gaps and proposed actions	Systems based risk assessment is completed for two systems		A number of workshops have been held to complete system-based risk assessment across several smaller systems. These have identified a number of additional controls such as critical spares for key assets, as while as capture knowledge around preventative maintenance programs to be included in the system. These workshops will continue to progress the summer readiness program.

Page

14 of 36



2.3.2: Enhance risk identification, assessment and treatment capability across Riverina Water

Action Code	Action	Performance Measure	Progress	Comments
2.3.2.1	Implement Year 1 actions from forward plan to increase strategic risk management	Risk Steering Committee established and functioning as per developed Terms of Reference		Risk Steering Committee Terms of Reference have been developed and are currently in consultation phase. First meeting of the Committee is expected to occur in March/ April.
		Completion of scheduled team workshops		
2.3.2.2	Commence process for the implementation of risk management software	Consultant engaged to undertake work		Work has commence on this action, with software demonstrations undertaken, including discussions with other Councils on their systems. A draft Request for Quote is being developed, with the view to go to market in 2nd quarter of the calendar year. It is likely that engagement of the software provider and implementation will occur in 2026/27. Whilst this is slightly later than earlier anticipated, we are comfortable that risks are being managed adequately, albeit manually, for the short term.

2.3.3: Evaluate and establish the feasibility and benefits for digital metering technologies to determine the strategic position on potential rollout and alignment with operational goals

Action Code	Action	Performance Measure	Progress	Comments
2.3.3.1	Commence organisational business case development by undertaking smart metering trial	Digital metering trial progressing		Needs attention.

Page



15 of 36

2.3.4: Proactively monitor and manage PFAS water supply risks to meet regulatory requirements and ensure reliability and safety of water supply

Action Code	Action	Performance Measure	Progress	Comments
2.3.4.1	Work with key agencies to implement actions to mitigate PFAS risks	Any identified risks are mitigated as per appropriate treatment plan		Riverina Water continue to liaise with key agencies such as NSW DCCCEEW, NSW EPA and Department of Defence to identify and implement short term risk strategies and progress longer term options for managing PFAS. Key short term items include a SPAL being incorporated into the Murrumbidgee water sharing plan for additional river entitlements if East Wagga borefields are impacted, working with Department of Defence on a legal instrument to manage any potential impacts to Riverina Water and development of an options assessment for mitigating PFAS risks in Tarcutta.

2.3.5: Ensure Riverina Water is adequately insured in line with business operation requirements

Action Code	Action	Performance Measure	Progress	Comments
2.3.5.1	Complete annual insurance renewal	Annual insurance renewals completed in line with risks to Riverina Water at a reasonable cost		Questionnaires have been issued, on track to be completed by required dates.

Page



16 of 36

2.4: Provide effective leadership and governance

We show effective leadership to our people and community ensuring that our activities and operations are conducted in accordance with our values and good governance

2.4.1: Foster a culture that encourages accountability, professionalism and the best outcomes for Riverina Water

Action Code	Action	Performance Measure	Progress	Comments
2.4.1.1	Identify and address potential non-compliance issues across all levels of the organisation	Compliance reports completed as required		All known instances of potential non-compliance have been addressed, with required reporting completed. Following reporting to the ARIC in August, investigations are underway regarding a system to manage the compliance register to ensure better control and identification of potential non-compliance moving forward.

2.4.2: Ensure policies, guidelines and procedures are current, suit organisational requirements and are effectively implemented

Action Code	Action	Performance Measure	Progress	Comments
2.4.2.1	Establish a clear and efficient process for approving publishing reviewing and communicating IT policies, guidelines and procedures	Process reviewed and required modifications made		Process has been established and is being followed for all policy and procedure creation and reviews.
2.4.2.2	Review policy framework and support procedures to ensure these remain fit for purpose	Framework reviewed and required modifications made		Policy framework reviewed and a structured review schedule implemented for internal and external policies, with reviews actively progressing.

2.4.3: Create and implement a governance structure to align IT initiatives with organisation goals

Action Code	Action	Performance Measure	Progress	Comments
2.4.3.1	Establish an ICT Steering Committee	Committee is established with a clear and agreed charter		<p>A draft terms of reference has been drafted, however work has not progressed on this due to competing priorities and the requirement of the committee. Management are ok with the delay in the establishment of the steering committee, as governance oversight and investment prioritisation are happening at the MANEX and Executive level.</p> <p>There are no budget impacts with the delay in delivery of this action.</p>

2.4.4: Collaborate with key stakeholder to support supply area growth and manage current and emerging issue

Action Code	Action	Performance Measure	Progress	Comments
2.4.4.1	Conduct regular meetings with our constituent councils on Riverina Water growth and management of current and emerging issues	<p>Monthly and quarterly meetings held with Wagga Wagga City Council</p> <p>Meetings held with three rural councils as needed</p>		<p>Meetings have been held with Wagga City and Greater Hume on relevant matters. Relationship visits for the 4 constituent councils will occur in April following the election of the new chair. Post board meeting briefings continue to be sent to the 4 General Managers.</p>

Page



18 of 36

3: Our Sustainability

We are environmentally responsible, financially secure and plan for the future

3.1: Responsibly manage our impact on the natural environment

We operate with an understanding of our natural resource responsibilities and seek to minimise our impact on the environment

3.1.1: Implement sustainable practices to support our long-term transition to net zero

Action Code	Action	Performance Measure	Responsibility	Progress	Comments
3.1.1.1	Commence construction of the solar pilot plant	Stage 1 started - HV microgrid started	Engineering		On track.
3.1.1.2	Review and realign net zero initiatives to strategic objectives	Determination on way forward for Riverina Water to achieve net zero	CEO		Gradual progress on the Solar Pilot Plant. No other action has occurred in relation to the Net Zero roadmap due to lack of resourcing being able to make it a priority. Management are considering resourcing options through REROC.



3.1.2: Protect and restore sites to prevent environmental degradation, ensuring sustainable land and water management

Action Code	Action	Performance Measure	Responsibility	Progress	Comments
3.1.2.1	Continue protection and restoration projects in capital works program	Completion of projects as per project plan	Engineering		Several projects continue protection and restoration of the environment. These include our involvement in the Lake Albert pipeline (utilisation of supernatant return for broader social and environmental benefits) and the solar project. The river bank stabilisation projects was subject to grant funding which was unsuccessful, therefore this will be re-prioritized in future capital works programs based on risk and available resources.



3.2: Strategically manage our assets and finances

We plan our finances and enhance and integrate our asset management to remain sustainable

3.2.1: Inform business decisions by strong financial data and governance

Action Code	Action	Performance Measure	Responsibility	Progress	Comments
3.2.1.1	Increase information and controls around budget management	Variance between projected and actual financial outcomes at year end	Corporate Services		A new budget policy is due to be endorsed by the Board at the February 2026 meeting. Detailed management reports continue to be sent monthly, with a review and action on performance against budget.
3.2.1.2	Embed and streamline finance service delivery and business processes	Business processes are reviewed and improvements implemented	Corporate Services		One business review is underway with payroll, which is being conducted via an external audit. A review of the Accounts Payable processes is planned to occur prior to 30 June.

3.2.2: Ensure robust financial planning that enable Riverina Water to achieve its stated objectives in the medium to long term

Action Code	Action	Performance Measure	Responsibility	Progress	Comments
3.2.2.1	Implement a financing strategy which clearly informs decision making for funding of major capital works with consideration to current and future users (intergenerational equity), risk and operational requirements	Financing strategy is endorsed	Corporate Services		Preliminary discussions have been had with potential consultants to assist with this work. Further work on this has not been prioritised due to the timing and ongoing work of the growth and master planning. Noting this work is now progressing, we will recommence the financing strategy.
3.2.2.2	Develop long term financial plan scenarios to model financial projections on a range of future service levels to improve decision making for the future	Long term financial plan scenarios are endorsed following public exhibition	Corporate Services		Due to occur with annual budget process.



Action Code	Action	Performance Measure	Responsibility	Progress	Comments
3.2.2.3	Review and update developer service charges to reflect infrastructure requirements for 30yr growth model	Revised Developer Service Plan is adopted	Engineering		Developer service plan review has been scoped, awarded and consultants have begun work on the review. A lot of information has been requested which we are working through to accurately provide our growth infrastructure requirements for the next 30yrs. Due to prioritisation of capital requirements to be undertaken within the master planning process, additional iterations of the process will be required.

3.2.3: Strategically manage financial assets

Action Code	Action	Performance Measure	Responsibility	Progress	Comments
3.2.3.1	Make investment decisions in line with policy objectives as opportunities arise	Monthly investment reports are presented to the Board in accordance with legislative requirements	Corporate Services		Monthly investment report has been provided to the Board at each meeting.
3.2.3.2	Ensure investment policy risk and return objectives are appropriate to meet organisational requirements	Endorsement of Investment Policy by Board	Corporate Services		Policy is due to be reviewed and presented to the Board at the June meeting.

3.2.4: Optimise our infrastructure through improved asset life cycle management

Action Code	Action	Performance Measure	Responsibility	Progress	Comments
3.2.4.1	Develop road map to improve asset management practices based on established target asset management maturity level	Asset management improvement plan developed	Engineering		Asset improvement plan is developed on continuing to mature the ERP implementation, improving quality asset data capture and recovery and contributing to culture transformation on asset management.
3.2.4.2	Conduct an assessment of current ICT assets to identify areas where consolidation can be achieved	Assessment is completed	Corporate Services		This action has been completed and consolidation has occurred with a reduction in ICT assets as a result. We now also have a robust records of all ICT assets. A recent consolidation of phone assets occurred a reduction occurring in the number handsets, with employees opting to use existing mobiles.

3.3: Successfully deliver integrated strategies and plans

We do not plan in isolation. Our strategies and plans are informed, considered and well-executed.

3.3.1: Develop and adopt water supply infrastructure master plans with a clear roadmap for delivery, considering resources, priorities and constraints, including Western, Southern and Northern trunk strategies

Action Code	Action	Performance Measure	Responsibility	Progress	Comments
3.3.1.1	Develop an approach to master planning that will provide a detailed roadmap for delivering infrastructure based on resources, priorities and constraints	Approach to master planning is adopted by Manex 31 Dec 2025	Engineering		A draft scope has been completed and is about to go to market for completion. This scope has been prepared following the completion of our hydraulic modelling, to ensure we capture growth projects. It has also been reviewed by external consultant who specialised in strategic planning.



3.4: Plan for and respond to changes in the internal and external context

We are a resilient organisation that anticipates change and can positively respond to internal and external challenges

3.4.1: Proactively manage water entitlements to meet current and future demand and support growth

Action Code	Action	Performance Measure	Responsibility	Progress	Comments
3.4.1.1	Develop water entitlement strategy	Water entitlement strategy adopted	Engineering		30yr strategic hydraulic growth modelling has recently been completed, which will help inform Riverina Water of what additional entitlements are required. A meeting with NSW DCCCEW identified several actions that Riverina Water are required (demand management, RAF) prior to help support additional town water entitlement request. These will help inform Riverina Water further on what our entitlement strategy will consist of.

3.4.2: Achieve organisational resilience through adequate incident management response planning

Action Code	Action	Performance Measure	Responsibility	Progress	Comments
3.4.2.1	Develop a fit-for-purpose incident management response framework	Emergency management framework endorsed	Corporate Services		Work has commenced on this action, and it is

Page



26 of 36

Action Code	Action	Performance Measure	Responsibility	Progress	Comments
	including the development and review if allocated sub-plans	Review Business Continuity Plan endorsed			<p>anticipated the BCP review will be completed before the end of the financial year. The Emergency Framework and associated subplans work however will not be done. This action will roll into 2026/27. Whilst this is later than originally anticipated due to resourcing constraints (note Corporate Service restructure to address this), it is being prioritised and management are comfortable that existing, whilst outdated, would suffice in an emergency.</p> <p>Internal resourcing was identified to deliver this action in 2025/26, consideration will be given to budget for third party support in the 2026/27 Operational Plan if deemed required based on other priorities.</p>

3.4.3: Embed centre-led procurement practices that are aligned with LGNSW determined principles for sustainable procurement

Action Code	Action	Performance Measure	Responsibility	Progress	Comments
3.4.3.1	Develop a fit-for-purpose sustainable procurement roadmap and commence first year actions	Year 1 actions implemented	Corporate Services		<p>Work has commenced on this, with the collation of information. It is proposed that the plan will be formalised this financial year, with year 1 actions to commence next year. Management has considered the risks associated with delaying this action and is comfortable that work is progressing and that the revised timeframe remains achievable.</p> <p>Internal resourcing is identified for delivery so no budget adjustments are required.</p>

3.4.4: Ensure drought preparedness to help mitigate the impacts of drought

Action Code	Action	Performance Measure	Responsibility	Progress	Comments
3.4.4.1	Finalise drought management plan	Drought management plan is endorsed	Engineering		An initial DMP was developed which included key decisions points from the organisation. These have progressed to develop broader trigger levels and to make key decisions were made to separate demand management. Consultants have been reengaged to progress the DMP and key internal meetings have been setup to progress required information.

4: Our Community

We provide exceptional customer service and demonstrate social responsibility to our community

4.1 : Build stronger relationships with our diverse communities

We engage openly, listen actively and collaborate meaningfully with our diverse community to foster trust, mutual understanding and long-lasting connections.

4.1.1: Respectfully engage with our First Nations community and their heritage

Action Code	Action	Performance Measure	Progress	Comments
4.1.1.1	Implement current Reconciliation Action Plan	All action items in the Reflect RAP 2024/25 are completed		Two actions remain outstanding for completion of the RAP, these actions are on track to be delivered before the end of financial year.
4.1.1.2	Commence development of the next Reconciliation Action Plan, meaningfully engaging First Nations people to ensure innovative opportunities for reconciliation	Draft RAP is developed in line with Reconciliation Australia requirements		Work has commenced on the development, adoption will likely be next financial year due to Reconciliation Australia timeframes.

4.1.2: Increase the awareness, understanding and perceived value of the role Riverina Water plays in the community

Action Code	Action	Performance Measure	Progress	Comments
4.1.2.1	Invest in brand awareness initiatives, marketing and information sharing	Annual marketing campaign developed and implemented		Ongoing investment into advertising, marketing, and information sharing has been made throughout the year for various items.

Page



30 of 36

4.1.3: Build and maintain strong relationships across stakeholders to improve the flow of information and ensure decisions are inclusive and well-informed

Action Code	Action	Performance Measure	Progress	Comments
4.1.3.1	Offer community consultation via the stakeholder engagement matrix	All identified opportunities for public participation are offered to relevant stakeholders		Community consultation to date has occurred in line with stakeholder engagement matrix.

4.2: Understand and respond to our customer needs and expectations

We actively seek feedback, anticipate customer needs and deliver responsive services that enhance satisfaction and build trust.

4.2.1: Enhance customer experience through digital and technology uplift

Action Code	Action	Performance Measure	Progress	Comments
4.2.1.1	Complete rollout of customer service portal	New users registered for customer portal		Portal rollout is complete. Investment into marketing to drive further uptake will be ongoing. As of January, we have more than 10,000 registered accounts on the portal.
4.2.1.2	Review information architecture of website	Content and structure action plan developed and implementation commenced		This action is planned to occur in the third and fourth quarter of the financial delivery. Action is expected to be completed by 30 June.

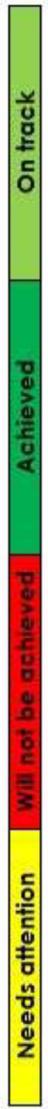


4.2.2: Develop an enhanced understanding of customers and their expectations through data, insights and analytics to help inform our service offering

Action Code	Action	Performance Measure	Progress	Comments
4.2.2.1	Complete annual customer survey	Customer survey participation		Survey is due to commence in April/ May, with results presented to the June Board meeting.
4.2.2.2	Develop levels of service (LoS) document	LoS document is approved		Work is due to commence on this action shortly, with a draft document expected to be delivered before 30 June.

4.2.3: Support the financial wellbeing of our customers

Action Code	Action	Performance Measure	Progress	Comments
4.2.3.1	Undertake review of our current debt management and hardship policy and processes	Relevant policies are adopted by Board		Debt management and hardship policy and processes are currently under review, with a draft revised policy due to be presented to the April board meeting.



4.3: Actively support and contribute to our community

We champion initiatives that enrich our community and demonstrate our commitment to making a positive impact

4.3.1: Invest in our community and support the enhancement of the social, cultural and environmental life of our community

Action Code	Action	Performance Measure	Progress	Comments
4.3.1.1	Provide funding opportunities that support community projects and initiatives	Available funding is fully expended		Grants program has been delivered, and donations and sponsorships are ongoing as reported each meeting to the board.
4.3.1.2	Seek opportunities to be involved in initiatives that contribute to our industry that potentially extend broader than our local community	Membership of Water Aid and participation in other initiatives or offerings		Multiples opportunities have been realised already this year where the Riverina Water team have been able to make meaningful contribution to our industry. This includes participation at conferences and other events, representation on the Infor Customer Experience Board, and involvement in the Water Aid Winnovators challenge.

Page

33 of 36



4.4: Improve water literacy in our community

We help our customers and community to understand where their water comes from and manage their water usage

4.4.1: Promote responsible water use by delivering clear education, practical resources and consistent messaging that supports lasting behaviour change

Action Code	Action	Performance Measure	Progress	Comments
4.4.1.1	Review approach to demand management in line with the NSW water efficiency framework	Customer initiatives to support demand management are developed, scoped and endorsed by the Board		<p>Work has progressed on aligning Riverina Water's approach to demand management with the NSW Water Efficiency Framework. Finalisation of a plan in line with the framework will likely occur in next financial year. This is an important body of work and will continue to be prioritised by management, however given the delay is minimal and work is progressing, management are comfortable there is no immediate material short term impact caused by the action not being completed in 2026.</p> <p>No budget implications as delivery of this action is via internal resourcing.</p>

4.4.2: Provide accessible and relevant educational information and opportunities to our customers and the community

Action Code	Action	Performance Measure	Progress	Comments
4.4.2.1	Implement education program and offering	School utilise education material or participate in education opportunity		Through EnviroMentors, 22 incursions were delivered to six 6 schools. The nature of this program was around saving water, including the water cycle, the limited supply of fresh water, and ways to conserve, share and reuse water. In addition to this, multiple tours have been held already this year.





R6 Donations and Sponsorships 2025-26 progress report

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary An update on approved donations and sponsorships is provided to the Board each meeting.

RECOMMENDATION that the Board receive and note the report.

Report

One of the many meaningful ways Riverina Water gives back and invests in its community is through donations and sponsorships.

As part of the Donations and Sponsorships Policy, this is reported to the Board as required on a per-meeting basis. As of 11 February 2026, \$85,549 has been awarded to 46 recipients during the current financial year. This figure includes the 17 schools who participated in the School Awards Program initiative.

There is an amount of \$24,451 remaining in the donations and sponsorships budget for 2025/26, not including any long-standing partnerships, other reports to this meeting, or expected applications to be assessed on their merit when received. With these in mind, there is sufficient budget to accommodate these and new applications for the remainder of 2025/26.

Recipient	Description	Type	LGA	Amount
Mawang Gaway	Murun-Dhu event	Donation	Wagga	\$3,500.00
Henty Show Society	2026 event	Donation	Greater Hume	\$2,500.00
Wagga Wagga Country Club	Women's Pro Am	Sponsorship	Wagga	\$1,850.00
Forest Hill Neighbourhood Network	Colour Run event	Donation	Wagga	\$2,000.00
Wagga School of Arts Community	Annual season sponsorship	Sponsorship	Wagga	\$2,500.00

Rotary Club of Sunrise	Donation to purchase freezer	Donation	Wagga	\$ 2,099.00
The Rock Triathlon	2026 event	Donation	Lockhart Shire	\$500

Previously reported:

Recipient	Description	Type	LGA	Amount
Henty Show Society	Henty Show	Sponsorship	Wagga	\$2,500.00
Cancer Council NSW	Relay for Life 2025	Sponsorship	Wagga	\$2,000.00
Wagga Women's Health Centre	Fundraising walk	Donation	Wagga	\$1,000.00
School Awards Program	Awards for 17 schools as part of adopted program	Donation	All	\$2,800
Henty Bowling Club	Annual tournament	Donation	Greater Hume	\$300
Rotary Club of South Wagga	Nepal donation in lieu of participation	Donation	N/A	\$5,000
Cancer Council NSW	2025 Relay for Life Event	Sponsorship	Wagga	\$2,000.00
Ronald McDonald House	Sponsoring nights of accommodation for families	Donation	Wagga	\$3,500.00
Wollundry Rotary Club	Gears and Beers 2025	Sponsorship	Wagga	\$1,000.00
Wagga Wagga Takes 2	Golden Buzzer. Funds go directly to a nominated charity	Sponsorship	Wagga	\$3,000.00
Basketball NSW	NAIDOC 3X3 Basketball Gala Day	Donation	Wagga	\$3,000.00
Southern Sports Academy	Community Partner - Incl. Indigenous Talent Program - Talent ID day	Sponsorship	All regions	\$5,000.00

Specialist Medical Foundation	Carols by Candlelight at the Riverside Precinct	Sponsorship	Wagga	\$2,500.00
St Vincent de Paul	Winter Sleepout appeal	Sponsorship	Wagga	\$2,500.00
Spirit of the Land Lockhart Inc	Sponsorship annual Spirit of the Land Festival	Sponsorship	Lockhart	\$2,500.00
Riverina Conservatorium of Music	Christmas with the Con	Sponsorship	Wagga	\$2,500.00
Lockhart Picnic Race Clun Inc.	Picnic Races	Sponsorship	Lockhart	\$2,500.00
Kurrajong	Hildasid Farm	Donation	Wagga	\$2,000.00
The Rock Bowling Club	Rock for a Reason Event	Donation	Lockhart	\$500.00
RDA Riverina	ADF special dinner event	Sponsorship	Wagga	\$2,000.00
Liller Lodge	CanAssist Race Day	Sponsorship	Wagga	\$2,000.00
Fishing For Kynan	2025 event	Donation	Wagga	\$1,000.00
Murrumbidgee Landcare	Riverina Harvest Festival	Sponsorship	Wagga	\$3,000.00
Water Aid	Silver membership	Membership	N/A	\$11,000
			Total	\$85,549

Strategic Alignment

Our Community

Actively support and contribute to our community

Financial Implications

The donations and sponsorships are funded annually within the 2025/26 Operational Plan

Workforce Implications

Not applicable

Risk Considerations

Community and agency partnerships	
High	Riverina Water has a high appetite to partner with our community and other agencies to maximise potential benefits to Riverina Water and the Community.

Risk Alignment

Provision of funds to community groups, projects and initiatives is provided under the Donations and Sponsorships Policy. The policy provides eligibility criteria and assessment controls to ensure approved recipients align with strategic objectives.

R7 Disability Inclusion Action Plan 2026-2030

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary Riverina Water's Disability Inclusion Action Plan is recommended for adoption following the public exhibition period. to the Board to be placed on public exhibition.

RECOMMENDATION that Council:

- a) Note there were no submissions made during the public exhibition period; and
- b) Adopt the Disability Inclusion Action Plan 2026-2030

Report

While Riverina Water is not legislatively required to develop a Disability Inclusion Action Plan (DIAP) under the NSW Disability Inclusion Act 2014, it is committed to ensuring our services and products are accessible and inclusive for all customers and staff, including people with disability.

To ensure people with disability were involved in every stage of the process and that the DIAP is set up for success, Riverina Water partnered with disability inclusion consulting company Get Skilled Access (GSA) to undertake a discovery process. GSA was founded by Paralympian and 2022 Australian of the Year Dylan Alcott.

The draft DIAP was endorsed to be placed on public exhibition at the 11 December Board meeting until 30 January 2026. No submissions were received, however, there have been two changes of note following the document being placed on exhibition:

- The lifespan of the DIAP has been adjusted from 2025-2039 to 2026-2030. The development of the DIAP took longer than anticipated and this change will ensure there is adequate time and resources to meaningfully complete the DIAP actions.
- Changes to font size, design and other readability changes have been made following an accessibility audit by GSA of the draft DIAP. A plain text version will be published online to further support those using screen readers. Staff will consider this when developing future corporate documents.

› **R7.1** [Disability Inclusion Action Plan 2026-2030](#) [↓](#)

Strategic Alignment

Our Community

Build stronger relationships with our diverse communities

Financial Implications

Actions will be included in relevant future Operational Plans.

Workforce Implications

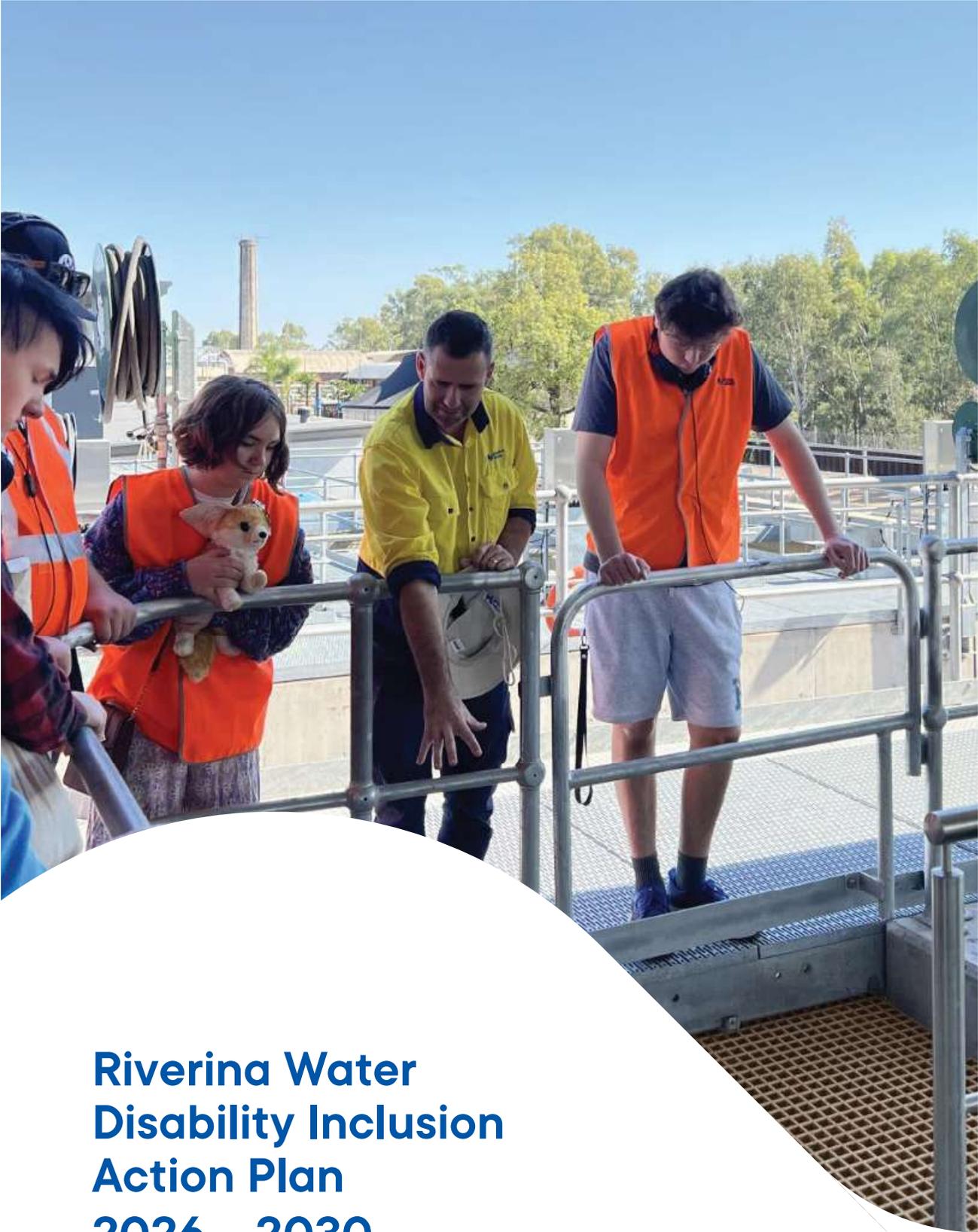
Actions will be included in future relevant Operational Plans.

Risk Considerations

Community and agency partnerships	
High	Riverina Water has a high appetite to partner with our community and other agencies to maximise potential benefits to Riverina Water and the Community.

Risk Alignment

The Disability Inclusion Action Plan is a strategic objective of Riverina Water.

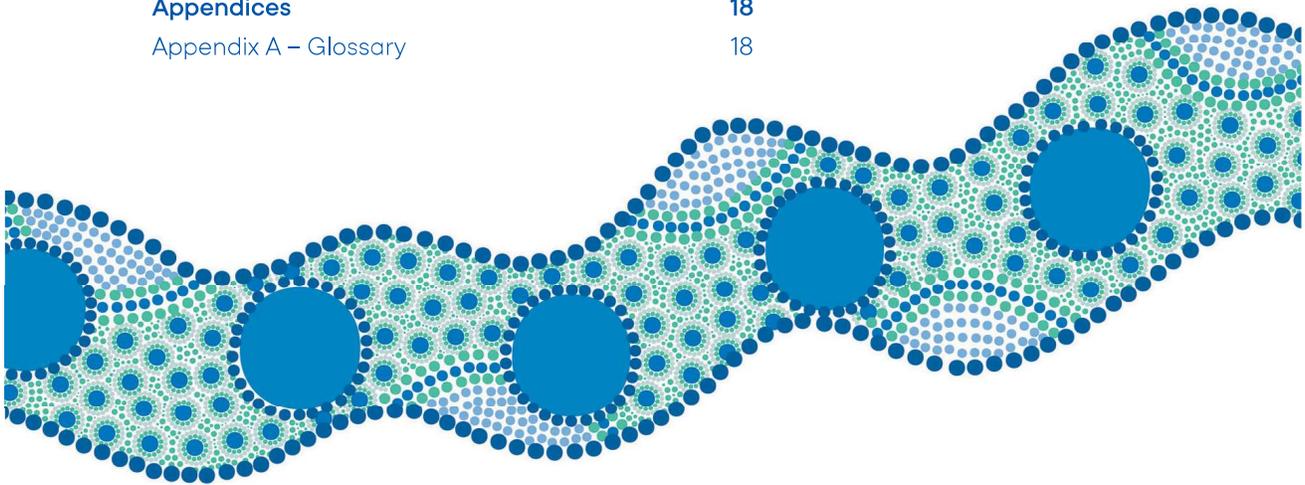


Riverina Water Disability Inclusion Action Plan 2026 – 2030



Contents

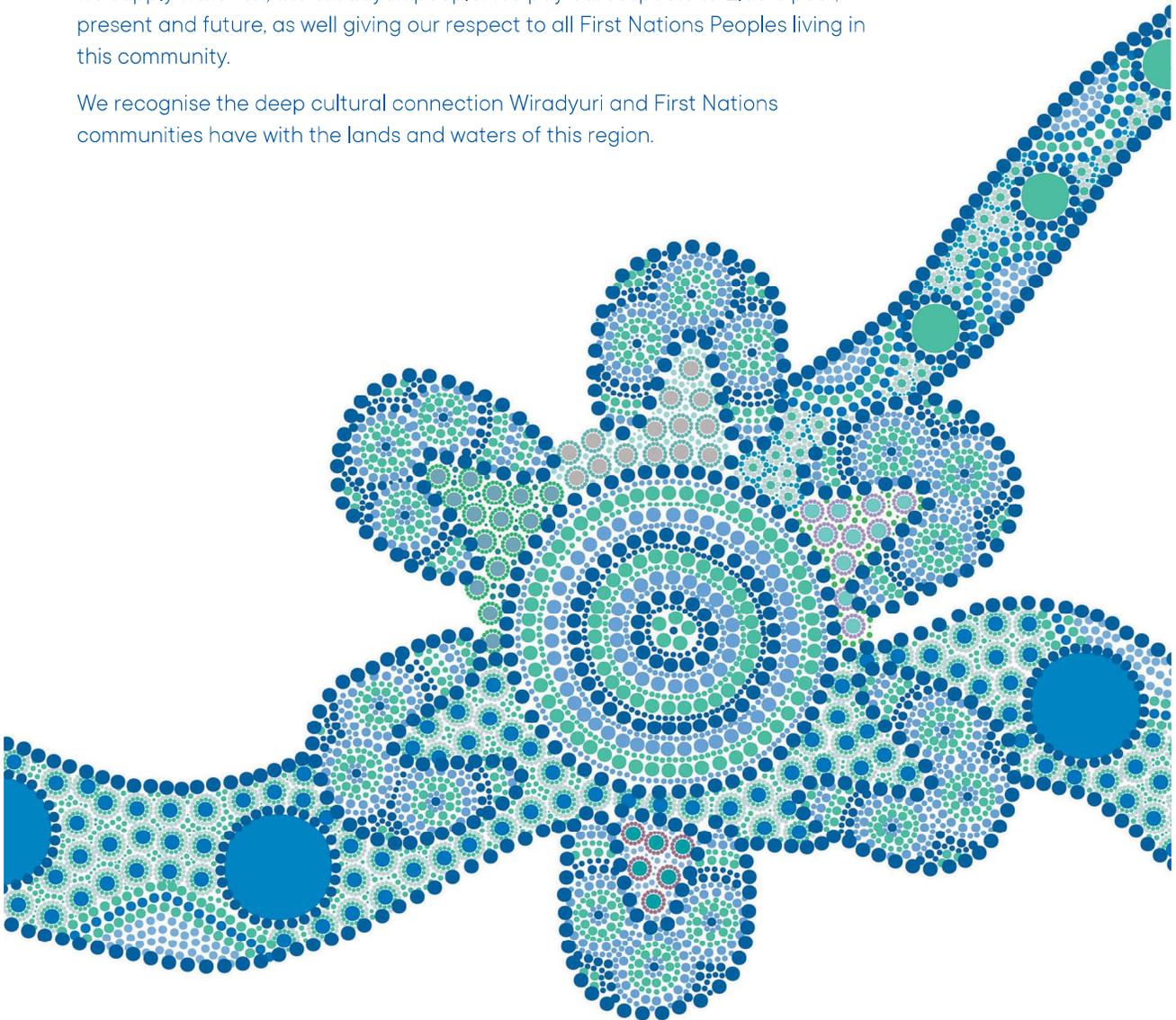
Acknowledgement of Traditional Owners	3
A message from our CEO	4
Introduction	5
About disability	6
Models of disability	6
Intersectionality	6
Inclusive language	6
Policy alignment	8
Pillars of inclusion	9
Methodology	10
Review and monitoring	10
What we have achieved so far	11
DIAP Actions	12
Key outcome area 1: Culture and behaviours	12
Key outcome area 2: Accessible spaces	13
Key outcome area 3: Employment	15
Key outcome area 4: Systems and processes	17
Appendices	18
Appendix A – Glossary	18



Acknowledgement of Traditional Owners

Riverina Water acknowledges the Traditional and continuing Custodians of the land we supply water on, the Wiradyuri people. We pay our respects to Elders past, present and future, as well giving our respect to all First Nations Peoples living in this community.

We recognise the deep cultural connection Wiradyuri and First Nations communities have with the lands and waters of this region.



Our corporate documents feature elements from the artwork *Living Water* by Wiradyuri artist Owen Lyons. The artwork was commissioned by Riverina Water for its Reconciliation Action Plan. Learn more: rwcc.nsw.gov.au/reconciliation

All other images: Riverina Water County Council

A message from our CEO

At Riverina Water, we believe inclusion strengthens not only our organisation but also the communities we serve. matters deeply to us.

This plan is about more than access. It is about shifting perceptions, creating opportunities, and ensuring that people with disability can participate. While we are not legislatively required to develop a Disability Inclusion Action Plan under the NSW Disability Inclusion Act 2014, we have chosen to do so because it fully and equitably in all aspects of life. With our presence and capacity across our supply area, we have both the ability and the responsibility to help remove barriers and improve access to services, facilities, and local jobs.

The Plan aligns with two of our four values, being Respect and Connection, which provides particular relevance to the actions in this Plan.

On a personal level, I feel strongly that every person deserves to feel valued, respected, and supported to live their life to the fullest. When we listen, when we learn, and when we act with empathy, we create an environment where everyone can thrive. That is what this Plan is about.

I am proud to present Riverina Water's first Disability Inclusion Action Plan and look forward to the positive change it will bring for our customers, our staff, and our wider community.



Andrew Crakanthorp
Chief Executive Officer

Introduction

Riverina Water provides quality drinking water to over 77,000 people across 15,000 square kilometres. To ensure our services and products are accessible and inclusive for all of our customers and staff, including people with disability, we have developed our inaugural Disability Inclusion Action Plan (DIAP).

The 2025 Customer Satisfaction Survey results highlight Riverina Water's strong performance in key areas valued by customers, particularly in customer service and water quality. Core service indicators such as overall trust (4.21¹) reflect consistently high satisfaction. Customer service was rated exceptionally well, with all indicators scoring above 4.5. These results include friendly and caring service (4.63), staff skill and knowledge (4.61), and meeting customer needs on first contact (4.60). The outcomes reflect the importance of responsive and inclusive customer service, especially as Riverina Water develops its Disability Access and Inclusion Plan. High-quality customer service plays a crucial role in ensuring that all customers, including those with disability, can interact with and access services confidently, equitably, and with dignity.

This DIAP serves as a roadmap for Riverina Water to follow over the next four years with the aim of increasing disability access and inclusion across our organisation and services. Aligning with Riverina Water's strategic priorities, social justice principles and relevant state and national legislation, this DIAP will focus on four pillars, namely culture and behaviours, accessible spaces, employment and systems and processes.

To ensure people with disability were involved in every stage of the process and that our DIAP was set up for success, Riverina Water partnered with disability inclusion consulting company Get Skilled Access (GSA) to undertake a discovery process. This process enabled consultants with lived experience of disability to identify what is working well across Riverina Water, opportunities for improvement and the relevant actions to be included in this DIAP.

In addition to collaborating with GSA, Riverina Water provided a focus group for staff within the organisation to share their experiences, stories and feedback regarding current disability inclusion achievements and barriers. The findings of this discussion have informed the development of the plan. Lived experience and story sharing have created the basis for this Plan, and we look forward to consulting with people with disability throughout the progress of the DIAP over the next four years.

¹2025 Customer Survey: Riverina Water

About disability

The definition of disability that we have adopted aligns with the definition supported by the United Nations Convention on the Rights of Persons with Disabilities² which states that people with disability experience physical, mental, intellectual, or sensory differences that, when interacting with an inaccessible society, prevent full and equal participation.

- › In Australia, approximately 4.4 million people live with disability³
- › It is estimated that 80% of disability is non-visible⁴
- › 2.1 million working-age Australians live with disability, with an estimated unemployment rate of 10%²
- › Aligned with the national average, 1 in every 6 people living across Greater Hume⁵, Lockhart⁶, Federation⁷ and Wagga Wagga City Council⁸ areas have disability and/or require care and assistance with core activities
- › The number of First Nations people with disability is double that of the general population²

Models of disability

At Riverina Water, we support the social model of disability and aim to reflect it both in our Plan and in our work. The social model recognises that disability itself is not what is disabling to people, rather it is navigating an inaccessible society, whereby physical and attitudinal barriers exist. As a part of our commitment to improve disability access and inclusion across our organisation and services, this DIAP aims to remove barriers present at Riverina Water and enable full participation from people with disability.

Intersectionality

Throughout this process, we have gained a greater understanding of the impacts of barriers

present within society on people with disability. In particular, the compounding effects and unique experiences of those who experience barriers as a result of multiple intersecting identities. Intersecting identities may include but are not limited to race, gender, sexuality, socioeconomic status, religion, Aboriginal and Torres Strait Islander and more. At Riverina Water, we're proud of the diversity that encompasses the community we serve and recognise that with that comes intersectionality. Through this plan and our work, we aim to acknowledge the impacts of intersectionality and the part we can play in removing barriers.

Inclusive language

For the purpose of this Plan, Riverina Water will be using person first language when referring to people with disability. Person first language acknowledges the person before their disability. An example of person first language is "Person with disability" rather than "disabled person". At Riverina Water, we recognise that the disability community is diverse, and different people will prefer different language types. Some disability groups prefer identity first language, which demonstrates the impact of disability on them. We respect all people's choice in how they wish to be referred.

²*Disability | Division for Inclusive Social Development (DISD) (un.org)*

³*People with disability in Australia, Prevalence of disability - Australian Institute of Health and Welfare (aihw.gov.au)*

⁴*What is a hidden disability? (hdsunflower.com)*

⁵*Greater Hume Council Disability Inclusion Action Plan 2021-2025*

⁶*Lockhart Shire Disability Inclusion Action Plan 2022-2025*

⁷*Federation Council Disability Access and Inclusion Plan 2022-2026*

⁸*Wagga Wagga City Council All Abilities Inclusion Action Plan 2022-2026*



Policy alignment

United Nations Convention on the Rights of Persons with Disabilities

The United Nations Convention on the Rights of Persons with Disabilities is based on the social and human rights model of disability. It's the culmination of a decade of work and promotes equal opportunity and participation for people with disability.

Australia's Disability Strategy 2021 - 2031

Australia's commitment to the United Nations Convention on the Rights of Persons with Disability underpins the Disability Strategy. The Strategy outlines seven outcomes for improvement that have been identified by people with disability and provides a framework to implement them.

Disability Discrimination Act 1992

The Disability Discrimination Act promotes and upholds the rights of people with disability and makes it unlawful to discriminate against them in the areas of employment, housing, clubs and sports, education, access to premises, goods, facilities, services and land.

NSW Disability Inclusion Act 2014

The Disability Inclusion Act promotes social and economic independence and inclusion for people with disability, allowing choice and control. It also provides safeguards for people utilising supports and services and the responsibilities of the State regarding the National Disability Insurance Scheme.

Workforce Strategic Plan 2025/2026 - 2028/2029

Riverina Water is focused on building a capable, inclusive, and future-ready workforce that can continue to deliver high-quality services to our customers and community. The Workforce Plan outlines our commitment to ensuring the right people are in the right roles at the right time, investing meaningfully in our people's development, and reinforcing diversity, equity, and inclusion across our organisation.

Equal Employment Opportunity Policy

Riverina Water aims to provide an environment where employees and others in the workplace are treated fairly and with respect, and are free from unlawful discrimination, harassment, vilification and bullying. We aim to ensure that when employment decisions are made, they are based on merit, not on irrelevant attributes or characteristics that an individual may possess.

Pillars of inclusion

Pillars of inclusion are used within DIAPs to help categorise actions, highlight areas of focus and identify those responsible for action implementation. The pillars included in this DIAP were chosen as they highlight the areas where barriers exist within Riverina Water as well as those stated in the United Nations Conventions on the Right of Persons with Disability.

We are committed to ensuring our culture in both the community and at Riverina Water is inclusive, our community is accessible, employment pathways enable equal opportunity and systems and processes are universally designed for all. We look forward to using these pillars to help guide our work.

The pillars within the Riverina Water Plan are as follows:

- › Culture and behaviours
- › Accessible spaces
- › Employment
- › Systems and processes



Methodology

The discovery process used to develop this DIAP followed a two-pronged approach. First, consultants with lived experience of disability from disability inclusion consulting firm Get Skilled Access (GSA) reviewed key documents and communications through a disability access and inclusion lens. Second, Riverina Water hosted a focus group with participants from across the organisation, including people with disability, to share experiences and identify both areas of success and opportunities for improvement. The insights gathered were then analysed, and a set of actions was developed. These actions, aligning under their relevant pillars, now form the foundation of this Plan and will guide our efforts over the next four years.

Riverina Water value the input of all those who contributed to the making of this DIAP, in particular, people with disability. We would like to thank those people involved and look forward to continued collaboration over the life of the Plan.

- › Engagement with people with disability throughout the process, seeking feedback and advice where necessary
- › Alignment with relevant legislation and policies that guide our work

We will report on our progress and performance to the Board and community every six months as part of our Delivery Program and Operational Plan, and in our Annual Report.

Review and monitoring

The governance and implementation of this Disability Inclusion Action Plan will be overseen by Riverina Water's Executive Team. The Executive Team will provide strategic guidance, monitor progress against the identified actions, and ensure accountability across the organisation. This leadership oversight will help embed disability inclusion into our organisational culture and ensure that initiatives are delivered effectively and sustainably.

The success of this DIAP will be based upon the following measurements of progress:

- › Actions implemented over the life of the Plan and their subsequent outcomes

What we have achieved so far

Since 2019, Riverina Water has delivered almost \$150,000 in grants, donations and sponsorships for projects and initiatives that improve accessibility or benefit people with disability in our supply area.

Highlights include:

- › More than \$17,000 in funding for Riding for the Disabled for improvement works in the arena
- › Long-standing relationship with Kurrajong Waratah, including annual donations and \$10,000-plus investment in Hildasid Farm
- › More than \$7,000 for sensory gardens
- › \$20,000 towards the Henty Respite project, Avondale Place
- › More than \$50,000 in various projects to improve accessibility in regional areas, including pathways, amenities and doorways

In the lead up to developing its DIAP, Riverina Water has hosted four groups from disability employment service providers to tour our facilities and see the type of roles that keep water flowing for tens of thousands of people. These emerging relationships have led to work experience sessions for young people with disability to gain meaningful skills and experience.



DIAP actions



Key outcome area 1:

Culture and behaviours

Action	Measure	Timeline
1.1 Increase the signs and symbols of disability inclusion at Riverina Water through story sharing and the promotion of inclusive programs.	<ul style="list-style-type: none"> › Each year, two positive stories featuring people with disability within the organisation or community are shared and celebrated on Riverina Water's website or social media pages. › Riverina Water's membership with WaterAble is promoted to employees and the community, along with the organisation's aspiration to participate in the WaterAble Leadership Program. 	2027/28
1.2 Develop a bank of authentic images reflecting lived experience of disability across staff and community.	<ul style="list-style-type: none"> › A bank of authentic images has been developed. › Authentic imagery across Riverina Water communications is used throughout the life of the Plan. 	2028/29
1.3 Create a calendar of events that celebrate people with disability.	<ul style="list-style-type: none"> › A calendar of events that includes significant dates that celebrate people with disability has been developed and socialised across Riverina Water. 	2026/27
1.4 Deliver training to Riverina Water employees to increase their capability regarding disability access and inclusion.	<ul style="list-style-type: none"> › Foundational disability capability and confidence training has been delivered 80% of Riverina Water employees throughout the life of the Plan. › The Executive Team has completed disability immersive training. 	Ongoing
1.5 Become a member of the Hidden Disability Sunflower Program.	<ul style="list-style-type: none"> › Riverina Water is a Sunflower friendly business. › Member training, information and resources to employees has been shared across Riverina Water. › The sunflower symbol is visible within internal and customer facing spaces. 	2026/27



Key outcome area 2:

Accessible spaces

Action	Measure	Timeline
<p>2.1 Deliver disability inclusive customer service training across Riverina Water.</p>	<ul style="list-style-type: none"> › 80% of Riverina Water customer-facing employees have completed inclusive customer service training. › Customer Service Satisfaction Survey scores reflect inclusive customer service. 	2027/28
<p>2.2 Increase the participation of people with disability across Riverina Water community engagement initiatives.</p>	<ul style="list-style-type: none"> › Riverina Water participates in events aligned with the disability community including celebrations of International Day of People with Disability. › An inclusion statement is present within grant guidelines to encourage people from underrepresented backgrounds to apply, including people with disability. › Feedback from people with disability regarding the accessibility of Riverina Water services is targeted within consultations. 	Ongoing
<p>2.3 Conduct an accessibility audit of the Riverina Water website to assess compliance with the Web Content Accessibility Guidelines (WCAG).</p>	<ul style="list-style-type: none"> › A WCAG assessment with a list of recommendations has been completed by Riverina Water. › Riverina Water have worked through the list and notified the appropriate teams of the WCAG recommendations. 	2026/27



Key outcome area 2:

Accessible spaces

Action	Measure	Timeline
<p>2.4 Increase the quantity availability of accessible communications across Riverina Water.</p>	<ul style="list-style-type: none"> › Accessibility is embedded in the design and delivery of external communications, including account notices and outage information. › An easy-to-follow Communications Guide has been developed enabling Riverina Water staff to develop accessible and inclusive information. › The Communications Guide has been socialised to highlight the importance of using appropriate font types and size, colour contrasting, language, embedding alternative text in images, and captioning on videos. 	Ongoing
<p>2.5 Improve the physical access experience for people with disability and access requirements.</p>	<ul style="list-style-type: none"> › A Universal Design Guideline has been developed to inform the planning, development, and redevelopment of Riverina Water sites. › The Guideline has been socialised across Riverina Water to support staff's confidence in its application. › Emphasis has been placed on ensuring customer facing spaces meet the standards of the Guideline. › Where possible, accessibility has been improved at water treatment plants, remote work sites and remote office spaces. 	2029/30



Key outcome area 3:

Employment

Action	Measure	Timeline
<p>3.1 Establish inclusive employment practices and pathways for potential candidates at Riverina Water.</p>	<ul style="list-style-type: none"> › Internships, graduate, and traineeship opportunities have been reviewed to ensure accessibility and inclusion for people with disability. › All job opportunities at Riverina Water are promoted through accessible sites such as Jigsaw and Job Active. › An inclusion statement is provided on job ads, encouraging people with disability to apply. 	Ongoing
<p>3.2 Review recruitment policies and practices to identify and remove barriers for people with disability.</p>	<ul style="list-style-type: none"> › A Disability Inclusive Onboarding Guide has been developed with tailored support resources. › Peers or mentors are available to support new hires with disability upon request from the new starter. › Stay Interviews are conducted with all employees with disability to understand retention barriers and improve support. › Relevant recruitment policies and procedures have been reviewed and updated to align with inclusive recruitment practices. › Inclusive recruitment training has been delivered to recruitment teams and hiring managers. › The onboarding process within the P&C system is reviewed to determine if it can support the collection of data regarding disclosure of disability and other diversity data. 	2027/28



Key outcome area 3:

Employment

Action	Measure	Timeline
<p>3.3 Include questions within the staff survey to capture data on the experiences and inclusion of employees with disability.</p>	<ul style="list-style-type: none"> › The staff survey includes specific questions on workplace culture, disability disclosure, and access to workplace adjustments. › Disability related data is collected in a manner that respects privacy, supports safe disclosure, and recognises a person's right to not disclose. The data is used to monitor progress and evaluate the effectiveness of Riverina Water's DIAP. › Disability-related data is incorporated into strategic plans, annual reports, and key organisational documents to reinforce the importance of access and inclusion across Riverina Water. 	2027/28
<p>3.4 Provide training to people managers on unconscious bias and disability inclusion.</p>	<ul style="list-style-type: none"> › 100% of people managers have completed unconscious bias and disability inclusion training, with pre and post-training evaluations indicating increased confidence in supporting disability disclosure. 	2027/28



Key outcome area 4:

Systems and processes

Action	Measure	Timeline
4.1 Develop a Workplace Adjustment Policy.	› The Riverina Water Workplace Adjustment Policy has been adopted and implemented.	2027/28
4.2 Establish a Workplace Adjustment Procedure that addresses task related barriers for employees with disability or health conditions.	› 100% of adjustment requests are documented and reviewed within agreed timeframes, with annual staff feedback indicating increased satisfaction with the suitability and effectiveness of workplace adjustments.	Ongoing
4.3 Review and update Riverina Water policies and procedures to enhance accessibility and inclusion.	› Policies and procedures are reviewed and updated to identify and unintentional barriers and update accordingly. › The Riverina Water workplace adjustment policy is referenced in all policies that impact the experience of staff.	Ongoing
4.4 Establish an Inclusive Language Guide to support consistent and inclusive communication practices.	› An inclusive Language Guide has been developed, published, and communicated to all staff. › The guide is updated every two years to align with evolving language standards.	2027/28
4.5 Ensure all customer communications, including account notices and planned works notifications, are accessible to customers with disability.	› Current accounts notices and customer facing information have been reviewed to increase access to customers.	2027/28

Appendices

Appendix A – Glossary

Term	Definition	Source
Accessibility	Making a product, service, information or environment available to as many people as possible.	Get Skilled Access
Disability	<p>Any limitation, restriction or impairment, which restricts everyday activities.</p> <p>“The interaction between persons with impairments and attitudinal and environmental barriers that hinders their full potential and effective participation in society on an equal basis with others”.</p>	United Nations Convention on the Rights of Persons with Disabilities (CRPD)
Discrimination	<p>Direct Discrimination - Discrimination happens when a person, or a group of people, is treated less favorably than another person or group because of their background or certain personal characteristics. It is also discrimination when an unreasonable rule or policy applies to everyone but has the effect of disadvantaging some people because of a personal characteristic they share.</p> <p>Indirect Discrimination - Discrimination can be against the law if it is based on a person's: age, disability, or race, including colour, national or ethnic origin or immigrant status, sex, pregnancy, marital or relationship status, family responsibilities or breastfeeding, sexual orientation, gender identity or intersex status.</p>	Australian Human Rights Commission
Diversity	Diversity is any dimension that can be used to differentiate groups and people from one another.	Global Diversity Practice
Inclusion	Inclusion is an organisational effort and practices in which different groups or individuals having different backgrounds are culturally and socially accepted and welcomed and equally treated.	Global Diversity Practice

Term	Definition	Source
Universal design	The design and composition of an environment so that it can be accessed, understood, and used to the greatest extent possible by all people regardless of their age, size, ability or disability.	The Centre for Excellence in Universal Design
WCAG	The Web Content Accessibility Guidelines (WCAG) are a set of internationally recognised standards developed by the World Wide Web Consortium (W3C) to make web content more accessible to people with disability. WCAG provides recommendations to improve accessibility for users with visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities.	



R8 Customer rebate 2025/26 six-monthly update

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary The Board receives a six-monthly and annual report of undetected leak rebates and write offs related to debt management and financial hardship.

RECOMMENDATION that Council receive and note the report

Report

At the June 2024 Board meeting, Council resolved to receive a six-monthly update on applications for undetected leak rebate and any write offs or adjustments related to financial hardship or debt management.

As at December 2025:

Type	Number	Amount
Leak assistance	26	\$15,234.20
Hardship	1 (interest write off)	\$28.28
	Total	\$15,262.48

Strategic Alignment

Our Community

Understand and respond to our customer needs and expectations

Financial Implications

The assistance provided represents forgone revenue.

Workforce Implications

There are no workforce implications associated with this report

Risk Considerations

Corporate Governance and Compliance	
Low	Riverina Water has low appetite for risk of failure to comply with legislation, regulations, policy/procedures and transparent, ethical

	decision making. Minor breaches are expected from time to time but it will be reported and responded to.
--	--

Risk Alignment

Riverina Water is committed to supporting its customers in a variety of ways, in line with the adopted Assistance for Undetected Leaks and Debt Management and Hardship policies.

R9 Proposed Memorandum of Understanding between Riverina Water and Wagga Wagga City Council

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary This report recommends Riverina Water enter a Memorandum of Understanding (MOU) with Wagga Wagga City Council (WWCC) for the provision of information relating to water connections and water consumption details for Non-Residential properties connected to the WWCC Sewer Network.

RECOMMENDATION that the Board:

- a) endorse the attached draft Memorandum of Understanding (MOU) between Riverina Water and Wagga Wagga City Council (WWCC)
- b) delegate authority to the Chief Executive Officer to sign the MOU on behalf of Riverina Water

Report

Riverina Water and WWCC have been operating under an agreement whereby water billing data is provided by Riverina Water to WWCC for non-residential properties connected to its sewer network.

To levy sewer charges, WWCC receives water connection size and water usage data for each non-residential property.

With the expiration of the existing agreement, Riverina Water staff and WWCC have been collaborating on the contents of the proposed MOU.

WWCC endorsed the MOU at its meeting on 1 December 2025, and it is now presented to the Board for approval.

It is proposed the MOU be effective from July 1, 2025, to 30 June 2030.

WWCC has budgeted for the forecast annual data supply charge from Riverina Water for the provision of the relevant water data. The data charge for 25/26 is expected to be approximately \$10,310.

› **R9.1 Proposed MOU Riverina Water and WWCC** [↓](#)

Strategic Alignment

Our Operations

Provide effective leadership and governance

Financial Implications

As per the previous agreement, the annual data charge is indexed by the advised IPART rate peg for WWCC for that rating year. The 2025/26 rate peg for WWCC was 3.8% and the advised rate peg for WWCC for 2026/27 is 3.2%. The water data charge for WWCC for 25/26 is expected to be approximately \$10,310.

Workforce Implications

Not applicable.

Risk Considerations

Corporate Governance and Compliance	
Low	Riverina Water has low appetite for risk of failure to comply with legislation, regulations, policy/procedures and transparent, ethical decision making. Minor breaches are expected from time to time but it will be reported and responded to.

Risk Alignment

The MOU sets clear expectations and requirements to ensure accurate sewer charges being levied for non-residential properties connected to WWCC's sewer network.

**WAGGA WAGGA CITY COUNCIL & RIVERINA WATER COUNTY
COUNCIL MEMORANDUM OF UNDERSTANDING FOR THE
PROVISION AND MANAGEMENT OF WATER BILLING DATA
(2025/26 to 2029/30)**

1) Purpose of MOU

The parties wish to facilitate the continued cooperation to maintain Wagga Wagga City Council's Two-Part Sewerage Tariffs from 1st July 2025 the MOU consists of provision and management of water billing data of non-residential properties submitted to Wagga Wagga City Council by Riverina Water County Council.

2) Commencement of MOU

The commencement date of this MOU is from 1st July 2025.

3) Duration of MOU

The duration of MOU to be 5 years and annually reviewed to reflect changes to costs and provision of services. The Annual charge will be increased each year of the MOU by the advised lpart rate peg for Wagga Wagga City Council.

4) Riverina Water County Council (RWCC) agrees to supply Wagga Wagga City Council (WWCC) the following information (dataset) - description detailed in Appendix A :

- a) RWCC assessment number for each service
- b) Legal description of land
- c) Property Address
- d) Service number
- e) Meter number
- f) Assessment number
- g) Meter size in millimetres (or field that can be easily interpreted to meter size)
- h) Most recent meter reading
- i) Most recent meter reading date
- j) Previous meter reading
- k) Previous meter reading date
- l) Consumption determined by RWCC i.e. "Billed Units"

**WAGGA WAGGA CITY COUNCIL & RIVERINA WATER COUNTY
COUNCIL MEMORANDUM OF UNDERSTANDING FOR THE
PROVISION AND MANAGEMENT OF WATER BILLING DATA
(2025/26 to 2029/30)**

- m) Water meter tariff applied
- n) A unique index to avoid duplications (e.g. a transaction number)
- o) Reading Type
- p) Bill Code

Notes

- Field names and field name order to be consistent and submitted in MS Excel format. A description of each field name is listed in Appendix A. One record is to be provided for each event action associated with the following:
 - a. Normal routine meter readings
 - b. Replacement of existing water meters
 - c. Section 603 Certificates
 - d. Re-reading of water meters due to corrections & enquiries
 - i. Before bill has been issued to customers
 - ii. After bill is has been issued to customers
 - e. New Non-Residential water connections
- Data is to contain output for WWCC's non-residential assessments regardless of whether a service is connected at that assessment or not i.e. including non-metered connections.
- The dataset provided is to be cumulative for the financial year.

5) Provision Frequency

WWCC is to request the monthly dataset from RWCC the first working day of each month by emailing RWCC at the agreed email address.

RWCC and WWCC agree that the above dataset is to be provided (emailed) monthly by RWCC to WWCC within 14 days after WWCC's request. The WWCC's email address to be used is at the agreed email address.

**WAGGA WAGGA CITY COUNCIL & RIVERINA WATER COUNTY
COUNCIL MEMORANDUM OF UNDERSTANDING FOR THE
PROVISION AND MANAGEMENT OF WATER BILLING DATA
(2025/26 to 2029/30)**

6) Section 603 Certificates – Special Readings

WWCC require Riverina Water’s Section 603 certificates to make the necessary sewerage tariff adjustments (based on water consumption) to property owners’ accounts on final settlement dates.

RWCC would normally issue Riverina Water’s S603 Certificate to property conveyancers/owners which include water meter readings and consumptions obtained from a special water meter reading.

To assist coordination of supplying Riverina Water’s non-residential S603 Certificates to WWCC, WWCC is to make a request via the agreed email address with relevant property details consisting of:

- Riverina Water’s property assessment number (preferred)
- Property’s Lot/Section/DP
- Current Property Owner’s details
- Property’s physical address

RWCC will determine whether a Riverina Water S603 Certificate has already been prepared for the requested property and supply a copy to WWCC within 3 days (via email the agreed email address. If a Riverina Water S603 Certificate has not already been prepared, RWCC is to advise WWCC accordingly via the agreed email address and WWCC to inform their applicant to request a Riverina Water S603 Certificate themselves.

WWCC will continue to request outstanding Riverina Water S603 Certificates until the applicant has instigated and received a S603 Certificate from Riverina Water. Riverina Water will also forward the S603 Certificate to WWCC asap.

**WAGGA WAGGA CITY COUNCIL & RIVERINA WATER COUNTY
COUNCIL MEMORANDUM OF UNDERSTANDING FOR THE
PROVISION AND MANAGEMENT OF WATER BILLING DATA
(2025/26 to 2029/30)**

7) Integrity Checks

The following reconciliations shall be made at the stated intervals:

- a) Monthly matching of all WWCC's assessments with a non-residential sewerage charge to RWCC's assessments.
- Upon receiving each monthly water billing data from RWCC, WWCC is to review and summarise unmatched assessments
 - WWCC is to email the non-matching list to RWCC using the agreed email address.
 - Minimum information required to assist RWCC to reconcile the unmatched assessments include:
 - Lot/Section/DP
 - Property owner(s)
 - Physical street address (if available).

Note: if RWCC is still unable to reconcile any unmatched assessments, RWCC will contact WWCC to investigate further and seek a resolution

- RWCC will append, modify and/or delete its queries to reflect any requested and/or agreed changes and re-submit the updated dataset to WWCC within 5 working days.
- Ensuring that all WWCC's non-residential assessments in the lookup tables have consistent non-residential rating categories between WWCC and RWCC
- RWCC is to periodically review (say quarterly) the dataset submitted to WWCC and synchronise with WWCC's non-residential rating categories, but recognising differences may exist depending on RWCC's interests.
- RWCC to advise WWCC of any differences in rating categories and advise WWCC of its reasons. WWCC may wish to review rating categories on a case-by-case basis.

**WAGGA WAGGA CITY COUNCIL & RIVERINA WATER COUNTY
COUNCIL MEMORANDUM OF UNDERSTANDING FOR THE
PROVISION AND MANAGEMENT OF WATER BILLING DATA
(2025/26 to 2029/30)**

8) Confidentiality/Licence to use data

RWCC and WWCC agree to use information supplied between both parties for business purposes only and are to maintain appropriate safeguards for the use of each party's data as expected in NSW Local Government.

9) Meeting to Review Processes

RWCC & WWCC agree on request from either party to meet to review processes and undertake process improvements as identified and mutually agreed. Any changes to services provided under this MOU are to be recorded against this MOU as an amendment.

10) Costs

The following are the costs associated with this MOU Agreement:

1. Annual Cost of approximately \$10,300 – for 25/26 (Ipart rate peg for Wagga Wagga City Council is peg 3.8% for 25/26) (excluding GST) increased annually by the advised Ipart rate peg for Wagga Wagga City Council, which includes:
 - a. Provision of monthly water billing data of non-residential customers
 - b. Integrity checking and resubmission of monthly water billing data of non-residential customers
 - c. Provision of S603 Certificates
 - d. Maintenance of MS Excel queries
 - e. Contribution of part overhead costs associated with:
 - i. Corporate administration and billing system
 - ii. Meter reading hardware & software
 - iii. Information technology systems
 - iv. Communications between WWCC & RWCC

Notes:

**WAGGA WAGGA CITY COUNCIL & RIVERINA WATER COUNTY
COUNCIL MEMORANDUM OF UNDERSTANDING FOR THE
PROVISION AND MANAGEMENT OF WATER BILLING DATA
(2025/26 to 2029/30)**

- Costs associated with agreed changes to business processes that are incorporated into this Agreement will be included as part of the Annual Cost
- Costs incurred by any special requests will be negotiated in 'good faith' based on actual costs for service provision.

11) Frequency of Payment of Annual Charges

RWCC is to issue a Taxation Invoice annually with details of the annual costs charged to WWCC.

**WAGGA WAGGA CITY COUNCIL & RIVERINA WATER COUNTY
COUNCIL MEMORANDUM OF UNDERSTANDING FOR THE
PROVISION AND MANAGEMENT OF WATER BILLING DATA
(2025/26 to 2029/30)**

12) Relevant Contact Persons

Wagga Wagga City Council:

- General Manager
- Chief Financial Officer
- Senior Revenue Accountant
- Revenue Accountant
- Manager Information & Communications Technology Services

Riverina Water County Council:

- Chief Executive Officer
- Director Corporate Services
- IT Coordinator
- Customer Service Officer

**WAGGA WAGGA CITY COUNCIL & RIVERINA WATER COUNTY
COUNCIL MEMORANDUM OF UNDERSTANDING FOR THE
PROVISION AND MANAGEMENT OF WATER BILLING DATA
(2025/26 to 2029/30)**

13) Agreement Signatures

Signed: _____

Signed: _____

Print Name: _____

Print Name: _____

Riverina Water County Council

Wagga Wagga City Council

Dated: _____

Dated: _____

**WAGGA WAGGA CITY COUNCIL & RIVERINA WATER COUNTY
COUNCIL MEMORANDUM OF UNDERSTANDING FOR THE
PROVISION AND MANAGEMENT OF WATER BILLING DATA
(2025/26 to 2029/30)**

APPENDIX A

Description of (RWCC's) Dataset fields:

- **assum_num:** RWCC's unique property assessment number. Note: RWCC's assessment number is not the same as WWCC's assessment number when referring to the same property.
- **svc_num:** RWCC's unique service number associated with the property. Note: there may be a many-to-one relationship between the service numbers and properties as a property may have more than one water service. The service number remains the same during the life of that water service.
- **met_num:** Unique serial number of the meter associated with the service. Note: the meter number is subject to change as meters are replaced
- **met_typ:** Meter type indicates the size in millimetres and the number of digits of the meter's display
- **hou_num:** Property's house street number
- **str_nme:** Property's house street name
- **str_typ:** Property's house street name type
- **sbr_nme:** Property's house suburb name
- **fmt_ttl:** Property's lot/section/dp description
- **bil_unt:** the actual billed units of water [kilolitres] used in invoices. Note: this may be difference to calculated metered consumption (**met_con**)
- **bil_per:** Bill period number commencing start of each financial year, where:
 - monthly water meter readings: 1-12 bill periods per year
 - quarterly water meter readings: 1-4 bill periods per year

Refer to **bil_cde** for further information
- **bil_yer:** Bill year based on financial year where **bil_yer** = 2012 represents the financial year 2011/12
- **tar_cde:** Water billing tariff code
- **tar_dsc:** Water billing tariff code description
- **prv_dte:** Previous water meter reading date
- **prv_rea:** Previous water meter reading value [kL]

**WAGGA WAGGA CITY COUNCIL & RIVERINA WATER COUNTY
COUNCIL MEMORANDUM OF UNDERSTANDING FOR THE
PROVISION AND MANAGEMENT OF WATER BILLING DATA
(2025/26 to 2029/30)**

- **rea_dte:** Current water meter reading date
- **act_rea:** Current water meter reading value [kL]
- **met_con:** Difference in meter reading values between previous & current meter readings [kL]
- **num_day:** Difference in number of days between previous & current meter reading dates
- **rea_typ:** Meter reading type which is used to differentiate purpose of meters reading events, described as:
 - **rea_typ = 0:** new meter installations at the time of creation but are recorded as 'rea_typ = 1' when read
 - **rea_typ = 1:** normal read and normal read reversal if there's an error in meter readings post invoicing
 - **rea_typ = 2:** manual entry if there's an error in meter readings pre-invoicing
 - **rea_typ = 3:** meter readings instigated by Section 603 Certificate requests
 - **read_type = 6 or 9:** used during meter replacements to close off old meter's reading value. New water meter's value is entered as **rea_type = 1**
- **trn_num:** Unique transaction identifier
- **bil_cde:** Bill code to designate the frequency of billing periods, for example:
 - **bil_cde = 1:** Annually read meter readings ie. hospitals
 - **bil_cde = 4:** Quarterly water meter readings
 - **bil_cde = 12:** Monthly water meter readings

R10 Draft Assets and Infrastructure Naming Policy

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary The Assets and Infrastructure Naming Policy was created in 2020 to formalise the principles and processes by which Riverina Water names identified infrastructure or assets in recognition of a person, place, event or similar. The policy is due for review.

RECOMMENDATION that Council:

- a) Endorse the draft Assets and Infrastructure Naming Policy and place it on public exhibition until 31 March 2026 and invite public submissions on the draft policy during that time; and
- 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.

Report

The Asset and Infrastructure Naming Policy was developed in 2020 to facilitate the process by which Riverina Water may recognise a person, place, event or similar through naming an asset or infrastructure in its honour.

The policy was developed in response to the Board expressing a desire to name the Riverina Water Meeting Room.

The policy sets out the considerations, process and types of assets or infrastructure involved.

Only minor changes have been made from the existing policy and it is presented to the Board with the recommendation to be placed on public exhibition from 27 February to 31 March 2026.

› **R10.1 Draft Assets Infrastructure Naming Policy 1.27** [↓](#)

Strategic Alignment

Our Operations

Proactively manage risks and opportunities

Financial Implications

Not applicable.

Workforce Implications

Not applicable.

Risk Considerations

Reputation	
Low	Riverina Water has a low appetite for risks that may adversely affect its reputation. Riverina Water will seek to ensure transparent and clear communication, recognising diversity, to ensure the community remains informed.

Risk Alignment

The policy manages reputation risk by creating a structured process and criteria.



Asset & Infrastructure Naming policy

Purpose

To formalise the principles and processes by which Riverina Water names identified infrastructure or assets in recognition of a person, place, event or similar.

Policy Statement

Riverina Water recognises names are an important navigation and reference tool for the community, as well as being part of a community's identity.

Generally, Riverina Water's assets and infrastructure are not given a specific name outside of their function and/or location. From time to time, Riverina Water shall identify assets or infrastructure that could be given a unique or special name.

This policy will provide the standards and conditions for naming these identified assets and infrastructure within the supply area.

Scope

The Executive will identify assets or infrastructure not generally accessible by the public to be considered for naming.

Members of the public may submit a request for an asset or infrastructure to be named, which will be considered by the Board or Executive depending on the criteria above.

In selecting appropriate names, Riverina Water will endeavour to honour and observe local history of the relevant geographic area or infrastructure/asset, including consideration for names recognising the Wiradyuri People.

Naming is generally reserved for new assets and infrastructure only. Exceptions to this will be determined by the Board.

Data and document control

Page 1 of 4

Author: J Lang

Version 1.1

Last revised date February 2026

Next scheduled review February 2030



Naming criteria

In general terms, naming should be unique and use spelling and style of contemporary Australian English or Wiradyuri language. Names should be easily identifiable to enable clear communication in times of emergency.

A name shall wherever possible be:

- relevant to local history, flora, fauna, culture, landscape and physical characteristics or relevant to the organisation's history and purpose
- short and simple
- easy to pronounce, spell and write, with exception to those in the Wiradyuri language
- in accordance with community standards and expectations
- complementary with existing names and adjoining assets
- not easily confused with or duplicating names within the region
- considerate of any potential risk to reputation

In addition, if personal names are used:

- the person commemorated should have contributed significantly to Riverina Water and/or to the wider community
- the person commemorated should preferably be recognised in memoriam
- the naming should be supported by the community

Process for naming assets and infrastructure

Names for identified assets or infrastructure not generally accessible by the public will be determined by the Executive.

Proposed names in Wiradyuri language must include consultation with appropriate local stakeholder groups.

Names for identified publicly accessible assets and infrastructure will be determined by the Board following public exhibition of the proposed name for a minimum of 28 days.

Submissions from members of the community will be considered by the Board and further community engagement will be undertaken as required.

Data and document control

Page 2 of 4

Author: J Lang

Version 1.1

Last revised date February 2026

Next scheduled review February 2030



Policy Implementation

Riverina Water will keep a record of possible names suggested by the community that meet the criteria, to be considered for future naming opportunities.

Riverina Water will identify opportunities for naming new assets and infrastructure.

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.

Policy number	1.27
Responsible area	CEO
Approved by	Riverina Water Board – Res 26/XXX
Approval date	XX XXXX XXXX
Legislation or related strategy	
Documents associated with this policy	
Policy history	<p>First adopted 26 August 2020</p> <p>Reviewed February 2023</p> <p>Reviewed February 2026</p>
Review Schedule	This policy is to be reviewed every once a Board term – next review Feb 2030

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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Page 3 of 4

Author: J Lang

Version 1.1
 Last revised date February 2026
 Next scheduled review February 2030



END OF POLICY STATEMENT

Data and document control

Page 4 of 4

Author: J Lang

Version 1.1

Last revised date February 2026

Next scheduled review February 2030

R11 Draft Pensioner Concession Rebate Policy

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary The Pensioner Concession Rebate Policy is due for review. The intent of this policy is to allow Riverina Water to backdate pensioner concession rebates for eligible customers.

RECOMMENDATION that Council:

- a) Endorse the draft Pensioner Concession Rebate Policy and place it on public exhibition until 31 March 2026, and invite public submissions on the draft policy during that time; and
- 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.

Report

Riverina Water wishes to provide additional support to customers beyond the minimum provisions of the Local Government Act, including backdating or extending the rebate.

The Pensioner Concession Rebate Policy is in place to facilitate this approach, which is a significant mechanism to support our customers.

Only minor changes have been made from the existing policy, and it is presented to the Board with the recommendation to be placed on public exhibition from 27 February to 31 March 2026.

› **R11.1 Draft Pensioner concession rebates policy 2.7** [↓](#)

Strategic Alignment

Our Community

Understand and respond to our customer needs and expectations

Financial Implications

Providing pensioner rebates in this manner is an existing practice of Riverina Water.

Workforce Implications

Not applicable.

Risk Considerations

Financial	
Low	Financial Loss - Riverina Water has a low appetite for financial loss. We maintain a prudent financial strategy, ensuring stability and sustainable growth

Risk Alignment

The policy reduces Riverina Water's reputation risk through providing additional support to customers.



Pensioner Concession Rebates Policy

Purpose

The intent of this policy is to allow Riverina Water to backdate pensioner concession rebates for eligible customers.

Policy Statement

Riverina Water wishes to provide additional support to customers beyond the minimum provisions of the Local Government Act, including backdating or extending the rebate.

Scope

This policy applies to all eligible customers of Riverina Water.

Principles

Riverina Water will grant the current full rebate available to any pensioner that is eligible for any pension rebate.

Backdating of Pensioner Concession Rebates

Riverina Water will, where a property owner has been an eligible pensioner for longer than two years, backdate pensioner concession rebates claims for a period of up to two years from the date of application.

Backdating in the Case of Financial Hardship

Riverina Water may give special consideration to extend the rebate period based on pension start date in a case of genuine financial hardship, and in reference to the Debt Management and Hardship Policy.

Life Tenancy

For the purpose of this policy, life tenants are deemed as owners. Life Tenants are defined in Office of Local Government Council Rating and Revenue Raising Manual 2007.



Non Compliance

Non-compliance (by staff) with the 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

Policy number	4.07
Responsible area	Corporate Services
Approved by	Riverina Water Board – Res 26/XXX
Approval date	22 June 2022
Legislation or related strategy	Local Government Act 1993 Local Government (General) Regulation 2021
Documents associated with this policy	Office of Local Government Council Rating and Revenue Raising Manual 2007
Policy history	Adopted 2007: 07/89 Name change Nov 2013 Review 11 Dec 2015: 15/186 Review 26 Oct 2016: 16/182 Review 22 June 2022: 22/094 Review XX XXXX 2026
Review schedule	This document is to be reviewed once every Council term

Page 2 of 3

Author: Customer & Community

Version

EDRMS # 125947

Last revised date February 2026

Next scheduled review February 2030



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

Page 3 of 3

Author: Customer & Community

Version

Last revised date February 2026

EDRMS # 125947

Next scheduled review February 2030

R12 Draft Media Policy

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary The Media Policy is due for review and has been redeveloped line with the best practice model from the Office of Local Government.

RECOMMENDATION that Council:

- a) Endorse the draft Media Policy and place it on public exhibition until 31 March 2026, and 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.

Report

Since the last review of the Media Policy, the Office of Local Government has released a Model Media Policy. With the current Media Policy due for review, it has been redeveloped to reflect the best practice model.

Effective media engagement can assist councils to keep their community informed, explain decisions and to promote community confidence in Riverina Water and its decisions.

The draft Media Policy provides a framework to ensure that media engagement by Riverina Water officials, including staff and Board Members, is accurate and professional and enhances the organisation's reputation.

Both the previous and draft policy are attached for reference.

The draft Media Policy is presented to the Board with the recommendation the draft policy be placed on public exhibition from 27 February to 31 March 2026.

› **R12.1** **Current Media Policy** [↓](#)

› **R12.2** **Draft Media Policy** [↓](#)

Strategic Alignment

Our Operations

Proactively manage risks and opportunities

Financial Implications

Not applicable.

Workforce Implications

The role of the Media Coordinator represents existing roles and responsibilities of relevant staff.

Risk Considerations

Reputation	
Low	Riverina Water has a low appetite for risks that may adversely affect its reputation. Riverina Water will seek to ensure transparent and clear communication, recognising diversity, to ensure the community remains informed.

Risk Alignment

Implementing the Media Policy will reflect best practice and mitigate reputation risk.



Media Policy

Purpose

The purpose of this policy is to outline the responsibilities of council officials with regard to interactions with the media.

Policy Statement

Communicating with the community via the media is an important part of achieving council's broader objectives and commitment to transparency.

This policy provides a clear framework for facilitating media enquiries and the process for authorising council officials to represent Riverina Water by making public comment.

Media agencies are an important partner in reaching customers and the community, and this policy is designed to facilitate that process in an efficient manner.

Scope

This policy applies to board members, staff, council committee members and contractors of Riverina Water.

Definitions

Council officials Board members, staff, council committee members and contractors of Council

Media	All print, broadcast and digital mediums accessible to the public
Authorised spokesperson	Council officials who are permitted to make comment to a journalist or media organisation as per this policy.
Media enquiry	Any request for comment or information by the media

Data and document control

Page 1 of 4

Author: Community Engagement Officer

Version 1.0

Last revised date 24/2/2022

Next scheduled review: February 2026



Principles

Any comment to a journalist or member of a media organisation is to be consistent with Council's Code of Conduct and accurately reflect the values and decisions of Riverina Water.

Only an authorised spokesperson may be interviewed by the media or provide approved responses.

Authorisation

The Chairperson, CEO and Directors are council's authorised spokespersons.

Other staff and representatives may be authorised by the CEO and/or relevant Director as a spokesperson to comment in the media on behalf of Riverina Water.

Facilitation of interactions with the media

Council's Community Engagement Officer is the primary contact for all media agencies.

Staff who are directly approached by a media agency should refer the journalist or media organisation to contact Council's Community Engagement Officer.

Commitment to providing information

Media enquiries will be facilitated as soon as possible, dependent on the complexity of the request and availability of council officials to comment.

Council will not comment on certain matters such as confidential items, an investigation in process or matters not in the public interest. If required, the issue may be subjected to the public interest test *Government Information (Public Access) Act 2009 (GIPA Act)* to determine what information should/can be released, or information may be withheld to avoid potential defamation/privacy breaches.

Policy Implementation

Council officials will be made aware of the protocols set out in this policy and it will be available on the staff intranet and Riverina Water's website.

Media agencies are encouraged to follow this policy's principles so as to ensure a response to their enquiry in an efficient and effective manner.

Data and document control

Page 2 of 4

Author: Community Engagement Officer

Version 1.0

Last revised date 24/2/2022

Next scheduled review: February 2026



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.

Policy number	Policy 1.29
Responsible area	Corporate Services
Approved by	Riverina Water Board Res 22/015
Approval date	24 February 2022
Legislation or related strategy	Defamation Act 2005 Copyright Act 1968 Local Government Act 1993 Government Information (Public Access) Act 2009
Documents associated with this policy	Community Engagement Strategy Code of Conduct Policy 1.01 Privacy Policy 1.20 Social Media Usage Internal Policy 4.11
Policy history	Approved by Riverina Water Board February 2021 Resolution number 21/01
Policy Review	Every 4 years (2026 or before depending on new Board)

Policy details may change prior to review date due to legislative or other changes, therefore

Data and document control

Page 3 of 4

Author: Community Engagement Officer

Version 1.0

Last revised date 24/2/2022

Next scheduled review: February 2026



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END OF POLICY STATEMENT

Data and document control

Page 4 of 4

Author: Community Engagement Officer

Version 1.0

Last revised date 24/2/2022

Next scheduled review: February 2026



Media Policy

Purpose

The purpose of this policy is to outline the responsibilities of Riverina Water officials regarding interactions with the media.

Policy Statement

Communicating with the community via the media is an important part of achieving Riverina Water's broader objectives and commitment to transparency.

This policy provides a clear framework for facilitating media enquiries and the process for authorising Riverina Water officials to represent Riverina Water by making public comment.

Media agencies are an important partner in reaching customers and the community, and this policy is designed to facilitate that process in an efficient manner.

Scope

This policy applies to board members, staff, Riverina Water committee members and contractors of Riverina Water.

Principles

Riverina Water is committed to upholding and promoting the following principles of media engagement:

- Openness: We will ensure that we promote an open exchange of information between Riverina Water and the media.
- Consistency: We will ensure consistency by all Board Members and staff when communicating with the media.
- Accuracy: The information we share with the media will be a source of truth for Riverina Water and community and we will prioritise the need to correct inaccuracies when they occur.
- Timeliness: We will ensure that we respond to media enquiries in a timely manner.

Data and document control

Page 1 of 8

Author: Community Engagement Officer

Version 1.1

Last revised date XX/XX/2026

Next scheduled review: February 2030



Any comment to a journalist or member of a media organisation is to be consistent with Riverina Water's Code of Conduct and accurately reflect the values and decisions of Riverina Water.

Only an authorised spokesperson may be interviewed by the media or provide approved responses.

Policy Implementation

1 Appointment and role of the Media Coordinator

1.1 The Customer and Communications Team Leader is the Media Coordinator of Riverina Water. The Chief Executive Officer may appoint additional Media Coordinators.

1.2 The Media Coordinator's role is to:

- be the lead point of contact for all media enquiries, requests for interviews, requests to film or photograph Riverina Water staff, facilities or events for news and current affairs purposes
- be responsible for preparing all media statements prior to their release
- liaise with relevant staff members within the organisation where appropriate.
- ensure that media statements are approved by Chief Executive Officer or delegate prior to their release
- maintain a record of all media enquiries and responses
- ensure that media organisations and their representatives are treated professionally, equally and without bias
- ensure that media enquiries are dealt with promptly
- provide guidance to Board Members approached by the media for comment to avoid communication of misinformation, and
- ensure that all media releases are published on Riverina Water's website

Spokespersons

1.3 The Chairperson, Chief Executive Officer and two Directors are Riverina Water's authorised spokespersons

1.4 Other staff and representatives may be authorised by the Chief Executive Officer and/or relevant Director as a spokesperson to comment in the media on behalf of Riverina Water.

Data and document control

Page 2 of 8

Author: Community Engagement Officer

Version 1.1

Last revised date XX/XX/2026

Next scheduled review: February 2030



Board Members

1.5 As a member of the governing body and as a representative of the community, Board Members are free to express their personal views to the media.

1.6 When engaging with the media, Board Members:

- must not purport to speak for Riverina Water unless authorised to do so.
- must clarify when speaking to the media that they are expressing their personal views as an individual Board Member and that they are not speaking for Riverina Water (unless authorised to do so)
- must uphold and accurately represent the policies and decisions of Riverina Water
- must not disclose Riverina Water information unless authorised to do so, and
- must seek information and guidance from the Chief Executive Officer where appropriate before providing comment to the media to ensure they have the most up-to-date and relevant information and have considered reputational or other risks.

1.7 In the interests of promoting a positive, safe and harmonious organisational culture, Board Members should endeavour to resolve personal differences privately and must not prosecute them publicly through the media.

1.8 Where Board Members (including the Chairperson) become aware of potential issues that could result in media interest, they should provide this information to the Chief Executive Officer

Riverina Water Staff

1.9 Riverina Water staff must not speak to the media about matters relating to Riverina Water unless authorised to do so.

1.10 If Riverina Water staff receive a media enquiry or they are invited to comment to the media on a matter relating to Riverina Water, they must refer the enquiry to the Media Coordinator.

1.11 Riverina Water staff are free to express their personal views to the media on matters that do not relate to Riverina Water, but in doing so, must not make comments that reflect badly on Riverina Water or that bring Riverina Water into disrepute.

1.12 If authorised to speak to the media, Riverina Water staff:

Data and document control

Page 3 of 8

Author: Community Engagement Officer

Version 1.1

Last revised date XX/XX/2026

Next scheduled review: February 2030



- must uphold and accurately represent the policies and decisions of Riverina Water
- must not disclose Riverina Water information unless authorised to do so by the Chief Executive Officer or Media Coordinator, and
- must seek information and guidance from the Media Coordinator where appropriate before providing comment to the media to ensure they have the most up-to-date and relevant information and have considered reputational or other risks

1.13 Where Riverina Water staff become aware of potential issues that could result in media interest, they should provide this information to the Media Coordinator.

2 Tone

2.1 All media engagement by Riverina Water officials must be conducted in a professional, timely and respectful manner.

3 Induction and training

3.1 Riverina Water must provide training to Riverina Water officials who engage or are authorised to engage with the media.

3.2 Media engagement training will be provided to Board Members as part of their induction or refresher training or as part of their ongoing professional development program.

Board Members' questions about media engagement

4.1 Board Members must direct any questions about their obligations under this policy to the Chief Executive Officer.

5 Standards of conduct when engaging with the media

5.1 Riverina Water officials must comply with Riverina Water's code of conduct when engaging with the media in an official capacity or in connection with their role as a Riverina Water official.

5.2 Riverina Water officials must not share information or make comments to the media through either direct or indirect mechanisms that:

Data and document control

Page 4 of 8

Author: Community Engagement Officer

Version 1.1

Last revised date XX/XX/2026

Next scheduled review: February 2030



- are defamatory, offensive, humiliating, threatening, or intimidating to other Riverina Water officials or members of the public
- contains profane language or is sexual in nature
- constitutes harassment and/or bullying within the meaning of the Code of Conduct or is unlawfully discriminatory
- is contrary to their duties under the Work Health and Safety Act 2011 and their responsibilities under any policies or procedures adopted by Riverina Water to ensure workplace health and safety
- contains content about Riverina Water, Riverina Water officials or members of the public that is misleading or deceptive
- divulges confidential Riverina Water information
- breaches the privacy of other Riverina Water officials or members of the public
- contains allegations of suspected breaches of Riverina Water's code of conduct or information about the consideration of a matter under the Procedures for the Administration of the Code of Conduct
- could be perceived to be an official comment on behalf of Riverina Water where they have not been authorised to make such comment
- commits Riverina Water to any action
- violates an order made by a court
- breaches copyright
- advertises, endorses, or solicits commercial products or business.

6 Use of media during emergencies

6.1 During emergencies, such as natural disasters or public health incidents, the Media Coordinator will be responsible for coordinating media releases and statements on behalf of Riverina Water.

6.2 Board Members, Riverina Water staff and other Riverina Water officials must not provide comment or information to the media that is inconsistent with official advice issued by Riverina Water and any other agency coordinating the emergency response.

Data and document control

Page 5 of 8

Author: Community Engagement Officer

Version 1.1

Last revised date XX/XX/2026

Next scheduled review: February 2030



7 Media engagement in the lead up to elections

7.1 This policy does not prevent Board Members who are candidates at a council or any other election from providing comment to the media in their capacity as candidates at the election.

7.2 Any media comment provided by a Board Member who is a candidate at a council or another election must not be provided in an advertisement, newspaper column, or a radio or television broadcast paid for by Riverina Water or produced by Riverina Water or with Riverina Water resources.

8 Records management requirements

8.1 Media content created and received by Riverina Water officials (including Board Members) acting in their official capacity is a Riverina Water record and may be subject to information access applications made under the Government Information (Public Access) Act 2009. These records must also be managed in accordance with the requirements of the State Records Act 1998 and Riverina Water's approved records management policies and practices.

9 Breaches

9.1 Any deviations by Board Members to this policy may be deemed to constitute a breach of the Code of Conduct and appropriate action will be taken.

9.2 Any deviations by staff to this policy are subject to disciplinary action.

Definitions

TERM	DEFINITION
RIVERINA WATER OFFICIAL/COUNCIL OFFICIAL	Board members, staff, Riverina Water committee members and contractors of Riverina Water

Data and document control

Page 6 of 8

Author: Community Engagement Officer

Version 1.1

Last revised date XX/XX/2026

Next scheduled review: February 2030



MEDIA COORDINATOR	The Customer and Communications Team Leader, or other staff appointed by the CEO, responsible for administration and coordination of media activities
MEDIA	Print, broadcast and online media used for communicating information to the public, including, but not limited to, newspapers, magazines, internet publishers, radio, and television broadcasters.
AUTHORISED SPOKESPERSON	Riverina Water officials who are permitted to make comment to a journalist or media organisation as per this policy.
MEDIA ENQUIRY	Any request for comment or information by the media
PERSONAL INFORMATION	Information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion
SOCIAL MEDIA	Online platforms and applications, such as but not limited to social networking sites, wikis, blogs, microblogs, video and audio sharing sites, and message boards, that allow people to easily publish, share and discuss content. Examples of social media platforms include, but are not limited to Facebook, Twitter, Snapchat, LinkedIn, Yammer, YouTube, Instagram, Flickr and Wikipedia

Policy number	Policy 1.29
Responsible area	Corporate Services
Approved by	Riverina Water Board Res 26/XXX
Approval date	XX XXXX 2026

Data and document control

Page 7 of 8

Author: Community Engagement Officer	Version 1.1
	Last revised date XX/XX/2026
	Next scheduled review: February 2030



Legislation or related strategy	Defamation Act 2005 Copyright Act 1968 Local Government Act 1993 Government Information (Public Access) Act 2009
Documents associated with this policy	Customer and Community Engagement Strategy Code of Conduct Policy 1.01 Privacy Policy 1.20 Social Media Policy Social Media Usage Internal Policy 4.11
Policy history	Approved by Riverina Water Board February 2021 Resolution number 21/01 Approved by Riverina Water Board February 2022 Resolution number 22/015
Policy Review	Once every Board term, every 4 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

Data and document control

Page 8 of 8

Author: Community Engagement Officer

Version 1.1
Last revised date XX/XX/2026
Next scheduled review: February 2030

R13 Draft Social Media Policy

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary The draft Social Media Policy has been developed in tandem with the review of the Media Policy, following the release of two best practice models by the NSW Office of Local Government.

RECOMMENDATION that Council:

- a) Endorse the draft Social Media Policy and place it on public exhibition until 31 March 2026, and invite public submissions on the draft policy during that time; and
- 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.

Report

The Office of Local Government in recent years has released best practice models for both Media and Social Media Policies.

With the Media Policy now due for review and reported to this meeting, staff took the opportunity to implement the model Social Media Policy.

Social media is an important and complex modern communication tool. The draft policy provides a robust framework for the administration and management of social media platforms. It sets standards of conduct for all Riverina Water officials who use social media in their official capacity.

It is presented to the Board with the recommendation the draft policy be placed on public exhibition from 27 February to 31 March 2026.

› R13.1 Draft Social Media Policy [↓](#)

Strategic Alignment

Our Community

Build stronger relationships with our diverse communities

Financial Implications

Not applicable.

Workforce Implications

The role of Social Media Coordinator and authorised users reflects existing practice.

Risk Considerations

Reputation	
Low	Riverina Water has a low appetite for risks that may adversely affect its reputation. Riverina Water will seek to ensure transparent and clear communication, recognising diversity, to ensure the community remains informed.

Risk Alignment

Implementing the Social Media Policy will reflect best practice and mitigate reputation risk.



Social Media Policy

Purpose

The purpose of this policy is to provide a comprehensive framework for the governance, use and management of social media by Riverina Water. This policy is intended to support effective communication and engagement with the community while ensuring compliance with legislative requirements and minimising legal, reputational and operational risks.

Policy Statement

Riverina Water recognises social media as an important communication and engagement tool. Official social media platforms operated by Riverina Water are public forums and are managed in accordance with principles of transparency, accountability and procedural fairness.

This policy adopts a best-practice approach consistent with guidance issued by the Office of Local Government and contemporary NSW local government practice

Scope

This policy applies to all Riverina Water officials, including:

- Board members
- Employees
- Council committee members
- Contractors and consultants acting on behalf of Riverina Water

This policy applies to:

- all social media accounts established, maintained or moderated by or on behalf of Riverina Water
- use of social media by Riverina Water officials in an official capacity or where there is a connection to their role

Principles

Riverina Water's use of social media will be guided by the following principles:

Data and document control

Page 1 of 14

**Author: Customer and Communications Team
Leader**

**Version 1.0
Last revised date N/A
Next scheduled review: February 2030**



- **Transparency:** providing clear, accurate and timely information to the community
- **Respect:** maintaining respectful and inclusive engagement
- **Integrity:** acting lawfully, ethically and consistently with Riverina Water values
- **Accountability:** ensuring decisions and actions can be explained, documented and reviewed
- **Procedural fairness:** applying moderation decisions consistently and fairly

Policy Implementation

1. Administrative framework for Riverina Water's social media platforms

Platforms

1.1 Riverina Water maintains a presence on the following social media platforms:

- › Facebook
- › Instagram
- › LinkedIn

1.2 Riverina Water's social media platforms must specify or provide a clearly accessible link to the 'House Rules' for engaging on the platform.

Establishment and deletion of Riverina Water social media platforms

1.3 A new Riverina Water social media platform can only be established or deleted with the written approval of the Chief Executive Officer or their delegate.

1.4 Where a Riverina Water social media platform is established or deleted in accordance with clause 1.3, the Chief Executive Officer or their delegate may amend clause 1.1 of this policy without the need for endorsement by the Board.

Social Media Coordinator

1.5 The Customer and Communications Team Leader is the Social Media Coordinator of Riverina Water. The Chief Executive Officer may appoint additional Social Media Coordinators.

1.6 The Social Media Coordinator's role is to:

- › Establish or delete social media platforms in line with 1.3
- › Approve and revoke a staff member's status as an authorised user
- › Maintain oversight of authorised users
- › Ensure Riverina Water complies with this policy, related policies and legislation and the rules of each social media platform

Data and document control

Page 2 of 14

Author: Customer and Communications Team Leader

Version 1.0

Last revised date N/A

Next scheduled review: February 2030



- › Ensure effective moderation of Riverina Water's social media platforms in line with this policy
- › Ensure authorised users are aware of their obligations under this policy and receive induction training
- › May delegate functions to other authorised users

Authorised users

1.7 Authorised users are members of Riverina Water staff who are authorised by the Social Media Coordinator to upload content and engage on social media platforms on Riverina Water's behalf.

1.8 Authorised users should have experience in using social media, and knowledge of the events, initiatives, programs or policies that are the subject of the social media content.

1.9 The role of an authorised user can include:

- › Ensure, to the best of their ability, that the content they upload onto social media platforms is accurate;
- › Correct inaccuracies in Riverina Water generated content;
- › Engage in discussions and answer questions on Riverina Water's behalf on social media platforms if necessary and appropriate resources are available;
- › Keep Riverina Water's social media platforms up to date;
- › Ensure they operate within the requirements of this policy

1.10 When engaging on social media on Riverina Water's behalf (such as, but not limited to, on a community social media page), an authorised user must identify themselves as a member of Riverina Water staff but they are not obliged to disclose their name or position.

1.11 Authorised users will use clear and accessible language consistent with that function and avoid expressing or appearing to express their personal views when undertaking their role.

1.12 Authorised users must not use Riverina Water's social media platforms for personal reasons.

Data and document control

Page 3 of 14

**Author: Customer and Communications Team
Leader**

**Version 1.0
Last revised date N/A
Next scheduled review: February 2030**



Administrative tone

1.13 Authorised users upload content and engage on social media on Riverina Water's behalf. Authorised users must use language consistent with that function and avoid expressing or appearing to express their personal views when undertaking their role.

1.14 Authorised users may use more personal, informal language when engaging on Riverina Water's social media platforms, for example when replying to comments.

Register of authorised users

The Social Media Coordinator will maintain a register of authorised users. This register is to be reviewed annually to ensure it is fit-for-purpose.

2 Administrative framework for Board Members' social media platforms

2.1 For the purposes of this policy, Board Member/Councillor social platforms are not Riverina Water social media platforms. Section 1 of this policy does not apply to Board Members' social media platforms.

2.2 Board Members are responsible for the administration and moderation of their own social media platform.

2.3 Clause 2.2 also applies to Board Members in circumstances where another person administers, moderates, or uploads content onto their social media platform.

2.4 Board Members must comply with the rules of the platform when engaging on social media.

Identifying as a councillor

2.5 Board Members/Councillors must clearly identify themselves on their social media platforms

2.6 A Board Member's social media platform must include a profile photo which is a clearly identifiable image of the Councillor.

2.7 If a Councillor becomes or ceases to be a Board Member, Chair or Deputy Chair, this must be reflected on the Councillor's social media platforms as soon as practicable.

Data and document control

Page 4 of 14

**Author: Customer and Communications Team
Leader**

**Version 1.0
Last revised date N/A
Next scheduled review: February 2030**



Other general requirements for Board Members' social media platforms

2.8 A Board Member's social media platform must include a disclaimer to the following effect:

"The views expressed and comments made on this social media platform are my own and not that of Riverina Water".

This disclaimer does not exempt Councillors from obligations under the Code of Conduct.

2.9 Despite clause 2.8, media releases or other content in line with Riverina Water's Media Policy may be published onto a Board Member's social media platform.

2.10 Board Members may publish publicly available Riverina Water information onto their social media platforms.

2.11 Board Members may use more personal, informal language when engaging on their social media platforms.

3 Standards of conduct on social media

3.1 This policy only applies to Riverina Water officials' use of social media in an official capacity or in connection with their role as a Riverina Water official. The policy does not apply to personal use of social media that is not connected with a person's role as a Riverina Water official.

3.2 Riverina Water officials must comply with Riverina Water's Code of Conduct when using social media in an official capacity or in connection with their role as a Riverina Water official.

3.3 Riverina Water officials must not use social media to post or share comments, photos, videos, electronic recordings or other information that:

- › is defamatory, offensive, humiliating, threatening or intimidating to other Riverina Water officials or members of the public
- › contains profane language or is sexual in nature
- › constitutes harassment and/or bullying within the meaning of Riverina Water's Code of Conduct, or is unlawfully discriminatory

Data and document control

Page 5 of 14

**Author: Customer and Communications Team
Leader**

**Version 1.0
Last revised date N/A
Next scheduled review: February 2030**



- › is contrary to their duties under the Work Health and Safety Act 2011 and their responsibilities under any policies or procedures adopted by Riverina Water to ensure workplace health and safety
- › contains content about Riverina Water, Riverina Water officials or members of the public that is misleading or deceptive
- › divulges confidential Riverina Water information
- › breaches the privacy of other Riverina Water officials or members of the public
- › contains allegations of suspected breaches of Riverina Water's code of conduct or information about the consideration of a matter under Riverina Water's Administrative Procedures for the Code Of Conduct
- › could be perceived to be an official comment on behalf of Riverina Water where they have not been authorised to make such comment
- › commits Riverina Water to any action
- › violates an order made by a court
- › breaches copyright
- › advertises, endorses or solicits commercial products or business
- › constitutes spam
- › is in breach of the rules of the social media platform

3.4 Riverina Water officials must:

- › attribute work to the original author, creator or source when uploading or linking to content produced by a third party
- › obtain written permission from a minor's parent or legal guardian before uploading content in which the minor can be identified.

3.5 Riverina Water officials must exercise caution when sharing, liking, retweeting content as this can be regarded as an endorsement and/or publication of the content.

3.6 Riverina Water officials must not incite or encourage other persons to act in a way that is contrary to the requirements of this Section.

3.7 Board Members must uphold and accurately represent the policies and decisions of Riverina Water's governing body but may explain why they voted on a matter in the way that they did. (see section 232(1)(f) of the Local Government Act 1993)

Data and document control

Page 6 of 14

**Author: Customer and Communications Team
Leader**

**Version 1.0
Last revised date N/A
Next scheduled review: February 2030**



4 Moderation of social media platforms

4.1 Riverina Water officials who are responsible for the moderation of Riverina Water's social media platforms may remove content and 'block' or ban a person from those platforms. Such actions must be undertaken in accordance with this Section.

4.2 For the purposes of this section, 'social media platform' and 'platform' means Riverina Water's social media platforms.

House Rules

4.3 Riverina Water's social media platforms must state or provide an accessible link to the 'House Rules' for engaging on the platform.

4.4 At a minimum, the House Rules will specify:

- › the principles of social media engagement referred to in this policy
- › the type of behaviour or content that will result in that content being removed or 'hidden', or a person being blocked or banned from the platform
- › the process by which a person can be blocked or banned from the platform and rights of review
- › a statement relating to privacy and personal information
- › that the social media platform is not to be used for making complaints about Riverina Water or Riverina Water officials. Complaints should be made through Riverina Water's Complaints Management Policy.

4.5 For the purposes of clause 4.4, third parties engaging on social media platforms must not post or share comments, photos, videos, electronic recordings or other information that:

- › is defamatory, offensive, humiliating, threatening or intimidating to Riverina Water officials or members of the public,
- › contains profane language or is sexual in nature
- › constitutes harassment and/or bullying within the meaning of Riverina Water's Conduct, or is unlawfully discriminatory
- › contains content about Riverina Water, Riverina Water officials or members of the public that is misleading or deceptive
- › breaches the privacy of Riverina Water officials or members of the public

Data and document control

Page 7 of 14

**Author: Customer and Communications Team
Leader**

**Version 1.0
Last revised date N/A
Next scheduled review: February 2030**



- › contains allegations of suspected breaches of Riverina Water's code of conduct or information about the consideration of a matter under Riverina Water's Administrative Procedures for the Code Of Conduct
- › violates an order made by a court
- › breaches copyright
- › advertises, endorses or solicits commercial products or business,
- › constitutes spam
- › would be in breach of the rules of the social media platform

Removal or 'hiding' of content

4.6 Where a person uploads content onto a social media platform that, in the reasonable opinion of the moderator, is of a kind specified under clause 4.5, the moderator may remove or 'hide' that content.

4.7 Prior to removing or 'hiding' the content, the moderator must make a record of it (for example, a screenshot).

4.8 If the moderator removes or 'hides' the content under clause 4.6, they must, where practicable, notify the person who uploaded the content that it has been removed and the reason(s) for its removal and their rights of review.

4.9 A person may request a review of a decision by a moderator to remove or 'hide' content under clause 4.6. The request must be made in writing to the Chief Executive Officer and state the grounds on which the request is being made.

4.10 Where a review request is made under clause 4.9, the review is to be undertaken by the Social Media Coordinator or a member of staff nominated by the Chief Executive Officer who is suitably qualified and who was not involved in the decision to remove or 'hide' the content.

Blocking or banning

4.11 If a person uploads content that is removed or 'hidden' under clause 4.6 of this policy on multiple occasions, that person may be blocked or banned from the social media platform (or all social media platforms).

4.12 A person may only be blocked or banned from a Riverina Water social media platform with the approval of the Social Media Coordinator. This clause does not apply to blocking or banning a person from a Board Member's social media platform.

Data and document control

Page 8 of 14

**Author: Customer and Communications Team
Leader**

**Version 1.0
Last revised date N/A
Next scheduled review: February 2030**



4.13 Prior to blocking or banning a person from a social media platform, the person must, where practicable, be advised of the intention to block or ban them from the platform/all platforms and be given a chance to respond. Any submission made by the person must be considered prior to a determination being made to block or ban them.

4.14 The duration of the block or ban is to be determined by the Social Media Coordinator.

4.15 Where a determination is made to block or ban a person from a social media platform/all social media platforms, the person must, where practicable, be notified in writing of the decision and the reasons for it. The written notice must also advise the person which social media platforms they are blocked or banned from and the duration of the block or ban and inform them of their rights of review.

4.16 Despite clauses 4.11 to 4.15, where a person uploads content of a kind referred to under clause 4.5, and the moderator is reasonably satisfied that the person's further engagement on the social media platform poses a risk to health and safety or another substantive risk (such as the uploading of defamatory content), an interim block or ban from the platform/all platforms may be imposed on the person immediately.

4.17 A person who is blocked or banned from the platform/all platforms under clause 4.16 must, where practicable, be given a chance to respond to the interim block or ban being imposed. Any submission made by the person must be considered when determining whether the block or ban is to be removed or retained under clauses 4.11 to 4.15.

4.18 A person may request a review of a decision to block or ban then from a social media platform. The request must be made to the Chief Executive Officer and state the grounds on which the request is being made.

4.19 Where a review request is made under clause 4.18, the review is to be undertaken by the Chief Executive Officer, or a member of staff nominated by the Chief Executive Officer who is suitably qualified and who was not involved in the decision to block or ban the person. Where the decision to block or ban the person was made by the Chief Executive Officer, the review must be undertaken by another senior and suitably qualified member of staff who was not involved in the decision.

4.20 Where a person that is the subject of a block or ban continues to engage on a social media platform(s) using an alternative social media account, profile, avatar, etc., a

Data and document control

Page 9 of 14

**Author: Customer and Communications Team
Leader**

**Version 1.0
Last revised date N/A
Next scheduled review: February 2030**



moderator may block or ban the person from the platform(s) immediately. In these circumstances, clauses 4.11 to 4.19 do not apply.

5 Use of social media during emergencies

5.1 During emergencies, such as natural disasters or public health incidents, the Social Media Coordinator will be responsible for the management of content on the Riverina Water's social media platforms.

5.2 To ensure consistent messaging both during and after an emergency, authorised users and Riverina Water officials must not upload content onto Riverina Water's or their own social media platforms which contradicts advice issued by the lead agency (e.g. NSW SES, RFS) coordinating the emergency response, or agencies supporting recovery efforts.

6 Records management and privacy requirements

Records management

6.1 Social media content created, sent and received by Riverina Water officials on Riverina Water's social media platforms is a Riverina Water record and may constitute open access information or be subject to an information access application made under the Government Information (Public Access) Act 2009.

6.2 Riverina Water officials must follow all records management principles, procedures, and responsibilities outlined in Riverina Water's procedures and operating standards.

Privacy considerations and requirements

6.3 Social media communications are in the public domain. Riverina Water officials should exercise caution about what personal information, if any, they upload onto social media.

6.4 The Privacy and Personal Information Protection Act 1998 applies to the use of social media platforms by Riverina Water and Board Members. To mitigate potential privacy risks, Riverina Water officials will:

- › advise people not to provide personal information on social media platforms
- › inform people if any personal information they may provide on social media platforms is to be used for official purposes
- › moderate comments to ensure they do not contain any personal information

Data and document control

Page 10 of 14

**Author: Customer and Communications Team
Leader**

**Version 1.0
Last revised date N/A
Next scheduled review: February 2030**



- › advise people to contact Riverina Water or councillors through alternative channels if they have personal information they do not want to disclose in a public forum.

6.5 Riverina Water officials must ensure they comply with the Health Records and Information Privacy Act 2002 when engaging on and/or moderating social media platforms. In fulfilling their obligations, Riverina Water officials should refer to any guidance issued by the Information and Privacy Commission of NSW, such as, but not limited to, the Health Privacy Principles.

7 Private use of social media

What constitutes 'private' use?

7.1 For the purposes of this policy, a Riverina Water official's social media engagement will be considered 'private use' when the content they upload:

- › is not associated with, or does not refer to, Riverina Water, any other Riverina Water officials, contractors, related entities or any other person or organisation providing services to or on behalf of Riverina Water in their official or professional capacities, and
- › is not related to or does not contain information acquired by virtue of their employment or role as a Riverina Water official.

7.2 If a Riverina Water official chooses to identify themselves as a Riverina Water official, either directly or indirectly (such as in their user profile), then they will not be deemed to be acting in their private capacity for the purposes of this policy.

8 Concerns or complaints

8.1 Complaints about the administration of Riverina Water's social media platforms or conduct of Riverina Water officials should be made in accordance with Riverina Water's Complaints Management Policy and Code of Conduct.

8.2 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.

Data and document control

Page 11 of 14

**Author: Customer and Communications Team
Leader**

**Version 1.0
Last revised date N/A
Next scheduled review: February 2030**



Definitions

TERM	DEFINITION
Authorised user	Members of Riverina Water staff who are authorised by the Chief Executive Officer or Social Media Coordinator to upload content and engage on Riverina Water's social media platforms on Riverina Water's behalf
Riverina Water official	Board members, members of staff and delegates of Riverina Water (including members of committees that are delegates of Riverina Water);
Minor	For the purposes of this policy, is a person under the age of 18 years
Personal information	Information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion
Social Media Coordinator	Is Riverina Water's Social Media Coordinator appointed under clause 1.5 of this policy
Social media	online platforms and applications - such as but not limited to social networking sites, wikis, blogs, microblogs, video and audio sharing sites, and message boards - that allow people to easily publish, share and discuss content. Examples of social media platforms include, but are not limited to Facebook, Twitter, Snapchat, LinkedIn, YouTube, Instagram, Flickr and Wikipedia

Policy number

Policy 1.XX

Data and document control

Page 12 of 14

Author: Customer and Communications Team Leader

**Version 1.0
Last revised date N/A
Next scheduled review: February 2030**



Responsible area	Corporate Services
Approved by	
Approval date	
Legislation or related strategy	<p>Local Government Act 1993 (NSW)</p> <p>Model Code of Conduct for Local Councils in NSW (2020)</p> <p>State Records Act 1998 (NSW)</p> <p>Government Information (Public Access) Act 2009 (NSW) (GIPA Act)</p> <p>Privacy and Personal Information Protection Act 1998 (NSW) (PIIP Act)</p> <p>Health Records and Information Privacy Act 2002 (NSW) (HRIP Act)</p> <p>Work Health and Safety Act 2011 (NSW)</p>
Documents associated with this policy	<p>Community Engagement Strategy</p> <p>Code of Conduct Policy</p> <p>Privacy Policy</p> <p>Social Media Usage Internal Policy</p> <p>Complaints Handling Policy</p> <p>Media Policy</p>
Policy history	Policy introduced February 2026

Data and document control

Page 13 of 14

Author: Customer and Communications Team Leader

Version 1.0
Last revised date N/A
Next scheduled review: February 2030



Policy Review	Every 4 years (2030 or before depending on new 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. This policy will be revised following the commencement of a new Board.

END OF POLICY STATEMENT

Data and document control

Page 14 of 14

**Author: Customer and Communications Team
Leader**

**Version 1.0
Last revised date N/A
Next scheduled review: February 2030**

R14 Lost Time Injury Statistics July 2025 to January 2026

Organisational Area Chief Executive Officer

Author Gabrielle Calverley, WHS Coordinator

Summary This report presents information on Lost Time Injury statistics for the 2025/2026 financial year.

RECOMMENDATION that **RECOMMENDATION** that the Board receive and note the statistics report for Lost Time Injuries (LTIs) for the period June 2025 to January 2026, noting that the data is accurate as of 16 February 2026.

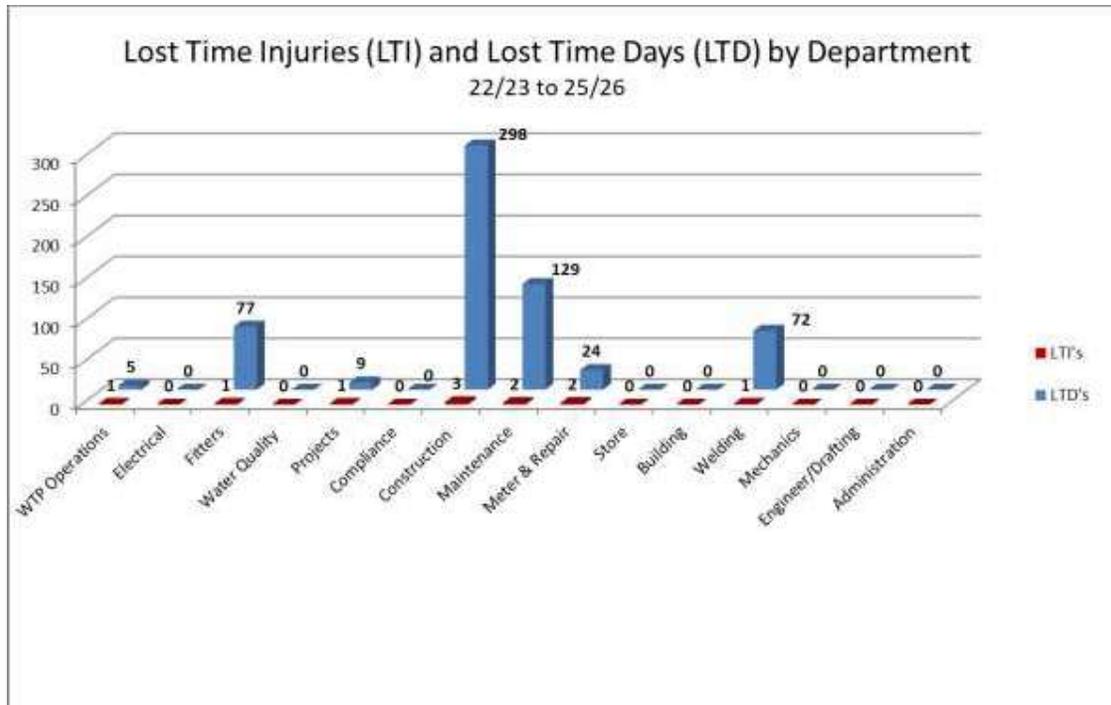
Report

Workers Compensation Statistics	22/23	23/24	24/25	25/26
Claims lodged	10	7	7	11
Premium Impacting Claims	5	2	2	2
Claims currently open	1	0	1	7
Lost Time Days (LTD's)	359	120	45	90

Open Claims – Premium Impacting		
Date of Injury	Claim Status	Lost Time Days (Days off work)
18/08/2025*	OPEN	77
16/10/2022	OPEN	253
Open Claims Total LTD's		330

* Note – Date of injury has been amended by the insurer, State Cover Mutual, to ensure compliance with the NSW Workers Compensation Act 1987, which requires that a nature and conditions disease must have a 'date of injury' matching the first day of incapacity.

Riverina Water has a member of its Work Health and Safety Team who coordinates the return-to-work programs for each injured worker with the aim of both assisting the injured employee recover and to minimise the LTD's



Strategic Alignment

Our People

Partner with our people to ensure they go home safe and well

Financial Implications

Riverina Water works in partnership with its insurer StateCover Mutual to minimise costs associated with each claim, to minimise the annual premium paid for workers compensation insurance.

Workforce Implications

Consideration is being given to provide additional support in this area

Risk Considerations

Work, Health and Safety	
Riverina Water acknowledges the high-risk environment in which we operate	
No appetite	Riverina Water has no appetite for risk of serious impact to the health (through accident, injury or illness) or wellbeing of Riverina Water staff, board members, contractors, visitors, members of our community or the public.

Risk Alignment

Monitoring Workers Compensation data enables Riverina Water to identify injury and illness trends, target prevention efforts to reduce insurance premiums and protect our people from harm

R15 Arrangements Following the Resignation of the Chairperson

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary The purpose of this report is to advise the Board of the governance arrangements following the resignation of Councillor Koschel as Chairperson, effective 31 January 2026, and to outline the proposed process and timeframes for the election of a new Chairperson.

RECOMMENDATION that Council:

- a) Note that, in accordance with governance practice, the Deputy Chairperson will assume the role of Chairperson on an interim basis until a new Chairperson is elected.
- b) Approve the payment of the Chairperson's allowance to the Deputy Chairperson from 1 February 2026 to the date of the election of the new Chairperson
- c) Note that, subject to the completion of an electoral process by the NSW Electoral Commission and Wagga Wagga City Council, an extraordinary meeting of the Riverina Water Board is likely to be convened in March 2026 to elect a new Chairperson.
- d) Endorses the approach that the Chairperson elected to fill the casual vacancy will hold office for the balance of the current term, until October 2026, consistent with the intent of Section 230(4) of the *Local Government Act 1993 (NSW)*; and
- e) Notes that an election for Chairperson and Deputy Chairperson for a full two-year term will be conducted in October 2026.

Report

As reported to the December meeting of the Board Councillor Koschel has resigned from Riverina Water County Council, with effect from 31 January, and as such, a casual vacancy in the office of Chairperson and in the Board membership has been created.

In accordance with customary governance practice, the Deputy Chairperson will assume the role of Chairperson on an interim basis. The Deputy Chairperson will hold this role until a new Chairperson is formally elected by the Board.

The casual vacancy on the Board arising from the resignation will be filled following the required nomination process involving the NSW Electoral Commission and Wagga Wagga City Council. Subject to the statutory timeframes and administrative processes of those bodies, it is anticipated that the nomination of a new Board Member to the Riverina Water Board will be completed during February/March 2026. Once the new Councillor has been appointed, it is likely that an extraordinary meeting of the Board will be convened in March

2026 to both induct the new Board Member to the Board and to elect a new Chairperson in accordance with the Local Government Act 1993 (NSW).

Consistent with the intent of Section 230(4) of the *Local Government Act 1993*, it is proposed that the person elected as Chairperson at that meeting will hold office for the remainder of the current term, that is, until October 2026. While the Act is silent on the specific term of office for a Chairperson of a county council when filling a casual vacancy, Section 230(4) provides that:

A person elected to fill a casual vacancy in the office of mayor holds the office for the balance of the predecessor's term.

Although this provision relates specifically to mayors, it is considered reasonable to imply a similar approach for the office of Chairperson of a County Council. In addition, at the time that Councillor Koschel was elected as Chairperson on the 31 October 2024, the Board resolved that the term of Chairperson and Deputy Chairperson be for the period October 2024 to October 2026

In October 2026, the Board will conduct an election for both the Chairperson and Deputy Chairperson positions for a full two-year term, in accordance with the provisions of the Local Government Act 1993 (NSW) established practice.

Strategic Alignment

Our Operations

Provide effective leadership and governance

Financial Implications

The Chairperson receives a monthly Board Members allowance of \$968. In addition, the Chairperson receives a monthly allowance of \$1,590. The Deputy Chairperson has been attending REROC meetings and representing Riverina Water at official events since 1 February in addition to attending weekly briefings with the CEO

Workforce Implications

Not applicable.

Risk Considerations

Corporate Governance and Compliance	
Low	Riverina Water has low appetite for risk of failure to comply with legislation, regulations, policy/procedures and transparent, ethical decision making. Minor breaches are expected from time to time but it will be reported and responded to.

Risk Alignment

The change in the person undertaking the role of Chairperson comes with associated corporate governance risks. Such risks include establishing and maintaining an effective, professional working relationship with the Board and CEO.

The early election of a new Chairperson aligns with a low appetite for corporate governance and compliance risk and is being undertaken as soon as possible to maintain high levels of corporate governance and public trust.

R16 Proposed Future Governance Processes to Trade Water Entitlements

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary Riverina Water holds a Water Access Licence (WAL) for 1,000 megalitres of water, which from time to time, it trades on the water market using the temporary transfer provisions of the Water Management Act 2000. This report provides detail on proposed new governance arrangements to allow such transactions to occur to take advantage of prices offered in what is a fluctuating market.

RECOMMENDATION that Council receive and note the report, noting the proposed future governance arrangements proposed to be used for future temporary trading of Riverina Water's 1,000 megalitre High Security (Murrumbidgee River) Licence (WAL 16171)

Report

In 2008 Riverina Water purchased a 1,000 ML High Security (Murrumbidgee River) License (WAL 16171) for \$3.6M in accordance with Council Resolution No. 06/80.

Depending on operational risks and opportunities, Riverina Water has since that time periodically leased this License and received income which it uses to purchase future water High Security entitlements. Such temporary trades in the past have been approved by the Board at the next available Board meeting, which has occasionally impacted the price able to be obtained on the temporary market by virtue of the fact that the Board usually only meets six times a year.

To allow improved flexibility and the opportunity to obtain the best price on the temporary market in the future, legal advice was obtained (see attached advice) to provide management and the Board with guidance on undertaking such transactions in the future which comply with the provisions of the Local Government Act and the Water Management Act

The legal advice confirms that the Board cannot delegate power to the CEO to undertake temporary trading of water licences as it involves the temporary transfer of Riverina Water property.

The legal advice provides an option (at paragraphs 24 and 25) for improved flexibility for Riverina Water to maximise its revenue from future temporary transfers of the WAL. Given that it proposed that on annual basis and most likely at the December meeting of the Board, that a report be prepared for consideration of the Board to enter into a future temporary trade

which provides the CEO with some flexibility regarding the precise timing of when trades and leases are entered into.

The legal advice suggests that the Board can resolve (on the advice of staff based on both seasonal conditions and the estimated future demand for the remainder of the financial year), to trade a certain amount of the WAL at a minimum price, and then delegate to the CEO power to finalise the details of the trade within a certain period, providing that the minimum price referenced in the December report, is obtained.

Should a temporary transfer be negotiated, the results of such a transfer would then be reported to the next meeting of the Board. The Chairperson would also be advised of the details of the transfer prior to it being agreed to.

› R16.1 **Lindsey Taylor Lawyers Advice on Trade Water Entitlements** [↗](#)

Strategic Alignment

Our Operations

Provide effective leadership and governance

Financial Implications

Currently the temporary trade of High Security (Murrumbidgee River) water entitlements has been achieving up to \$440-450 per megalitre. In wetter years, this price can drop to below \$200 per megalitre. The potential revenue yield is therefore substantial even when broker fees are deducted from the transaction. Prevailing seasonal conditions and estimated future water production demand will greatly impact any decision to enter into a temporary trade.

Workforce Implications

There are no workforce implications associated with this report.

Risk Considerations

Corporate Governance and Compliance	
Low	Riverina Water has low appetite for risk of failure to comply with legislation, regulations, policy/procedures and transparent, ethical decision making. Minor breaches are expected from time to time but it will be reported and responded to.

Risk Alignment

Any decisions to undertake future temporary trades of water are considered from a risk perspective and the risk associated with such transactions are low.

Melissa Vincent

From: Megan Hawley <Megan.Hawley@lindsaytaylorlawyers.com.au>
Sent: Friday, 6 February 2026 11:53 AM
To: Andrew Crakanthorp
Cc: Catherine Smith; tonacia@rwcc.nsw.gov.au; Dimitrious Havadjia
Subject: Advice on Governance Processes to Trade Water Entitlements | LTL:[RWCC26001]

This message is from an external sender, please be mindful of the content/links.

Dear Andrew,

Introduction

1. We refer to your emails and conversations with Dimitrious.
2. Riverina Water County Council (**RW**) holds a number of water access licences (**WALs**) issued pursuant to the *Water Management Act 2000* (**WM Act**).
3. The WALs grant RW water entitlements (**Water Entitlements**), which provide RW with:
 - a. shares of available water from a water source specified under the WAL, and
 - b. entitlements to take water according to the terms specified under the WAL.
4. We are instructed that:
 - a. the WALs and Water Entitlements are sometimes surplus to RW's needs and therefore, RW 'temporarily trades' or leases its Water Entitlements to third parties (such as farmers),
 - b. the water market can be highly variable, so delays in being able to enter into temporary trades or leases can limit RW's ability to capitalise on its surplus Water Entitlements, and
 - c. the governing body of RW (**Board**) have provided a general delegation of all functions under s377 of the *Local Government Act 1993* (**LG Act**) to the Chief Executive Officer (**CEO**), pursuant to a resolution dated 2 August 2024 (**Delegation**), except for those functions that cannot be delegated.

Advice

5. RW seeks our advice on:
 - a. whether RW's Board can lawfully delegate the power to undertake temporary water trading and/or enter into leases of Water Entitlements to the CEO,
 - b. if so, whether the existing Delegation provides the CEO with the ability to undertake temporary water trading and/or enter into leases of Water Entitlements without further resolution of the Board, and
 - c. what impact, if any, the tendering provisions of the LG Act have on the above.

Summary of Advice

6. In our view, WALs and the underlying Water Entitlements are likely property because they provide a right to use and enjoy the relevant water and can be alienated (both permanently and on a temporary basis).
7. A transaction to trade (even if temporary) or lease would involve an exchange of RW's property (being the Water Entitlements or the WALs themselves) in return for RW receiving monetary payment. A transaction of this kind would, in our view, fall within the terms of 'purchase, sale, exchange or surrender' of property as contemplated by s377(1)(h) of the LG Act.
8. Generally speaking, we do not think that the trade or lease of WALs and Water Entitlements is a type of contract that requires tendering pursuant to s55(1), unless it includes a 'the payment of instalments by or to the council over a period of 2 or more years' (see s55(1)(h)).

Advice

Power to Delegate

9. For the purposes of this advice, the LG Act applies to county councils in the same way as it applies to councils: s400 of the LG Act.
10. Section 377 of the LG Act provides that a council may, by resolution, delegate to the general manager any of the functions of the council under the LG Act or any other Act other those specified in s377(1)(a)-(u).
11. Relevantly, s337(1)(h) of the LG Act prohibits the governing body of the council from delegating its functions relating to *'the compulsory acquisition, purchase, sale, exchange or surrender of any land or other property (but not including the sale of items of plant or equipment)'*.
12. Accordingly, the RW Board cannot lawfully delegate the power to undertake temporary water trading and/or enter into leases of Water Entitlements to the CEO if:
 - a. the Water Entitlements granted by the WAL are considered 'property', and
 - b. the temporary trading and entering into longer term leases in relation to the Water Entitlements and WALs is properly considered to be the *'purchase, sale, exchange or surrender'* of those Water Entitlements and WALs.

Are Water Entitlements and WALs Property?

13. Property is not defined in the LG Act. However, the *Interpretation Act 1987 (Interpretation Act)*, which governs the construction of Acts and other instruments in NSW, defines 'property' in Schedule 4 as:

'... any legal or equitable estate or interest (whether present or future and whether vested or contingent) in real or personal property of any description, including money, and includes things in action.'
14. The definition of property set out above largely reflects the common law approach to what constitutes property. Property describes the relationship between a person and a thing, whether that thing be tangible or intangible: *Yanner v Eaton* (1999) 201 CLR 351, 365–6.
15. As such, whether Water Entitlements and the WALs that govern them are property will turn on the rights that a holder of a WAL has over the Water Entitlements.
16. In *Milirpum v Nabalco Pty Ltd* (1971) 17 FLR 141, Blackburn J sitting in the Federal Court considered the indicia of property at common law and suggested that it generally contained three rights:
 - a. the right to use and enjoy,
 - b. the right to exclude others, and
 - c. the right to alienate.
17. Each of these rights does not need to be present for a relationship to be property: *Yanner v Eaton* (1999) 201 CLR 351, 388–389. Furthermore, the fact that those rights are created by statute (such as the WM Act) does not change this, as a person can alienate rights created by statute: *University of Western Australia v Gray* (No 20) [2008] FCA 498, at [89]. Under the WM Act, WALs and Water Entitlements can be transferred and exchanged: see Division 4 of Part 2 of Chapter 3 of the WM Act.
18. Accordingly, in our view, WALs and the underlying Water Entitlements are likely to be property because they confer a right to use and enjoy the relevant water and can be alienated (both permanently and temporarily).
19. The view that Water Entitlements and WALs are property is consistent with the Supreme Court decision in *Redenbach v Norris Bros Pty Ltd* [2025] NSWSC 765. In that case, Meek J held that WALs were capable of forming part of a person's estate and could therefore be distributed under a will.

Are trades or licences of WALs and Water Entitlements a 'purchase, sale, exchange or surrender'?

20. Neither of the words 'purchase' nor 'sale' are defined in the LG Act or the Interpretation Act. In *R & R Fazzolari Pty Ltd v Parramatta City Council* [2009] HCA 12, the High Court held that the meaning of the word 'sale' is an exchange of property for money. In our view, the same analysis must apply to the meaning of the word 'purchase'.
21. Likewise, neither of the words 'exchange' or 'surrender' are defined in the LG Act or the Interpretation Act. The ordinary dictionary meaning of the word 'exchange' is to give something and receive something in return. The ordinary dictionary meaning of the word 'surrender' includes to yield up something to someone else.
22. A transaction to trade (even if temporary) or licence would involve an exchange of RW's property (being the Water Entitlements or the WALs themselves) in return for RW receiving monetary payment. A transaction of this kind would, in our view, fall within the terms of 'purchase, sale, exchange or surrender' of property as contemplated by s377(1)(h) of the LG Act.

23. Accordingly, the RW Board is prohibited generally delegating to the CEO the power to trade Water Entitlements or WALs, irrespective of whether it involves temporary trading or long term leases.

Flexibility in Resolutions

24. Noting our instructions that there is some variability in the water market, in our view it would be possible for resolutions of the RW Board to provide some flexibility regarding the precise timing of when trades and leases are entered into.
25. For example, we think it would be possible for the RW Board to resolve to trade a certain amount of Water Entitlements or a WAL at a minimum price, and then delegate to the CEO the power to finalise the details of the trade within a certain period, provided that the minimum price is obtained. In such circumstances, the CEO could wait before entering into a trade to see whether a higher price became available, or could proceed on the basis of the minimum price specified in the resolution.

How do the tendering provisions affect the above?

26. Generally speaking, we do not think that the trade or lease of WALs and Water Entitlements is a type of contract that requires tendering pursuant to s55(1), unless it includes a *'the payment of instalments by or to the council over a period of 2 or more years'* (see s55(1)(h)).
27. In particular, we do not think the trade or lease of WALs and Water Entitlements are contemplated by s55(1)(g), being *'a contract for the disposal of property of the council.'*
28. Unlike the expansive wording in s377(1)(h), the Macquarie Dictionary meaning of *'disposal'* is *'to deal with definitely; to get rid of, dump.'* In considering nearly identical wording in tax legislation, the High Court held in *Federal Commissioner of Taxation v Wade* (1951) 84 CLR 105, at 110, that the words *'disposed of'* generally cover all forms of permanent alienation of property (in that case, by way of sale and destruction).
29. By contrast, when RW enters into trades or leases of its WALs or Water Entitlements, we understand this is only ever done on a temporary basis. Therefore, RW's interest in the WALs and Water Entitlements is not permanently extinguished, as contemplated by section 55(1)(g).
30. In any case, given the unique nature of WALs and Water Entitlements (including the variability in the market), it may well be that RW's Board can reasonably consider and resolve to enter into trades or leases without inviting tenders pursuant to s55(3)(i).

Regards,

Megan and Dimitriou

Megan Hawley
Partner & Principal
Accredited Specialist Local Government & Planning

D (02) 8235 9703 | **M** 0433 766 644
E Megan.Hawley@lindsaytaylorlawyers.com.au
W www.lindsaytaylorlawyers.com.au
 LTL Pty Ltd trading as Lindsay Taylor Lawyers ABN 78 607 889 887
 Level 18, Suite 18.01, 420 George Street | Sydney NSW 2000 Australia



Our office is on the traditional lands of the Gadigal people. We pay our respects to Elders past and present.

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R17 Review of Joint Organisation Framework

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary The Minister for Local Government has written to Council's in NSW advising of a refresh to the framework that governs Joint Organisations (JOs) in NSW seeking advice and the intentions from Councils on whether they want to be a member of a JO, and the JO that it would like to join, create, withdraw from or retain membership of.

RECOMMENDATION that Council consider its position on membership of the Riverina JO at the proposed extraordinary meeting of the Board on Thursday 26 March 2026.

Report

Attached is a copy of the letter sent to general purpose Council's and Joint Organisations dated 9 February 2026. In saying that, at the time of the writing of this report (and despite a request) Riverina Water had not received the letter.

The Minister has asked for responses by 31 March 2026 and has also flagged that information sessions will be held to address any questions that Council's or JO's may have. The details of those sessions are yet to be advised and could possibly be held as early as 25 February 2026.

Noting the timelines involved and the somewhat complicated nature of the associated matters, I propose that the matter be considered at the proposed extraordinary meeting of the Board on 26 March.

The position that the member Councils of RivJO take on the matter will be relevant, including the position of Wagga Wagga City Council who is an associate member of the Canberra Region JO. In addition, WWCC have previously offered to manage RivJO at their cost. The attached letters provide further context.

The Executive Committee of REROC also considered the matter at their meeting on 13 February and (again at the time of finalising this report) information from REROC was yet to come to hand, however Board Member Gail Driscoll attended the meeting and will be able to provide further information.

Riverina Water remains an Associate Member of RivJO and recently resolved to rejoin REROC after a three-year absence.

Deferring consideration of the matter will allow Riverina Water to make a better-informed decision based on information that is yet to come to hand.

› **R17.1** **Wagga Wagga City Council - One Organisation Discussions** [↕](#)

- › R17.2 **Letter to Chairman Cr Rick Firman - REROC - Wagga Wagga City Council Response** [↓](#)
- › R17.3 **NSW Government Refresh to the Framework that governs Joint Organisations** [↓](#)

Strategic Alignment

Our Operations

Provide effective leadership and governance

Financial Implications

There are no immediate financial Implications associated with this matter as Riverina Water is a financial member of REROC for 2025/26.

Workforce Implications

Not applicable

Risk Considerations

Corporate Governance and Compliance	
Low	Riverina Water has low appetite for risk of failure to comply with legislation, regulations, policy/procedures and transparent, ethical decision making. Minor breaches are expected from time to time but it will be reported and responded to.

Risk Alignment

There are minimal risks associated with this matter. It is important though that Riverina Water engage with the review given our obligations under Section 394A of the Local Government Act to take into account any strategic regional priorities and other plans of the JO to that apply to any part of the County Council's area of operations or that are relevant to the County Council's operational functions.



OFFICE OF THE MAYOR

CITY OF WAGGA WAGGA

19 July 2022

Email: REROC Councils

Dear

Re: One Organisation Discussions

I refer to the discussions we have been having in relation to the Riverina Joint Organisation (RivJO) of councils and the REROC.

I confirm the submissions which were made at the meeting by Wagga Wagga City Council (WWCC) to the effect that we do not seek to be part of the REROC but recognise the value that it holds to other Councils in terms of securing funding for operational programs and projects and delivering those projects on behalf of the Councils.

On the basis that REROC is used and funded by other Councils which seek to be involved in the joint delivery of operational programs, WWCC makes the offer of maintaining the RivJO at the sole cost of WWCC.

This proposal is based on the understanding that WWCC would use the resources it currently has available to maintain the function of the RivJO. This would include provision of the following:

- Office space and meeting space
- Vehicle use
- Governance
- Finance and accounting
- Audit requirements both annual audit and internal audit requirements
- IT and communication
- Catering for meetings
- Human Resources

To give a guide as to what WWCC sees as the outputs from the Joint Organisation, the strategic scope of work for the Joint Organisation would include the following:

- Health Services
- Economic Development
- Regional Planning
- Visitor Economy
- Specialist Staffing
- Industry
- Air Transport
- Rail

Civic Centre
 Cnr Baylis & Morrow Streets
 Po Box 20 Wagga Wagga NSW 2650
 Ph: (02) 6926 9111
mayor@wagga.nsw.gov.au



OFFICE OF THE MAYOR

CITY OF WAGGA WAGGA

- Housing
- Freight Infrastructure

Each member Council including WWCC would have one vote.

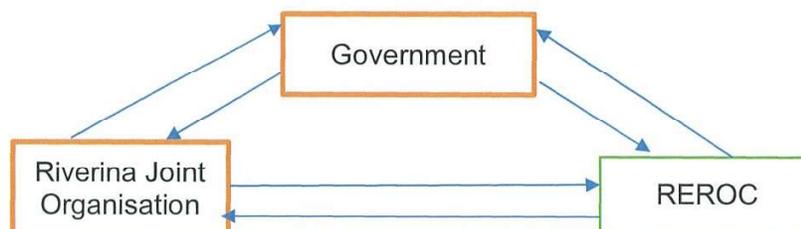
For functioning of the RivJO, WWCC asks that the common model of a General Managers Advisory Committee (GMAC) and a Board be adopted. The preparation of the business for the Board is undertaken by a committee of all General Managers having a single vote.

The business paper for the Board is prepared from the outcomes of the GMAC meeting. Each Mayor or delegate has one vote at the RivJO Board meeting.

WWCC would commit to this model including financing for a period of two years.

In the final year, the Councils can form a view about whether it is effective or not and can determine a way forward from that point.

Hopefully this initiative can be seen as successful for the future of the region. That is the aim of WWCC in putting it forward.



I ask that you pass this correspondence to your General Manager for discussion.

Yours faithfully

Cr Dallas Tout
Mayor

Civic Centre
Cnr Baylis & Morrow Streets
Po Box 20 Wagga Wagga NSW 2650
Ph: (02) 6926 9111
mayor@wagga.nsw.gov.au



OFFICE OF THE MAYOR

CITY OF WAGGA WAGGA

15 July 2025

Cr Rick Firman
Chairman
REROC
PO Box 646
WAGGA WAGGA NSW 2650

Email: mail@reroc.com.au

Dear Rick

Thank you for your correspondence enquiring if Wagga Wagga City Council (WWCC) would consider rejoining REROC.

We have discussed this request as a Council and confirm our previous position in relation to joining REROC.

We certainly see the appeal and benefit of REROC activities to your member Councils. These activities do not offer the same appeal to WWCC. When WWCC discontinued its membership of REROC it was largely because we were undertaking the REROC activities internally. This remains the case today.

As we have articulated previously, we do see value in a regional collaboration for strategic planning at the regional scale and regional advocacy. Our desired model for this regional collaboration is the Joint Organisation. For convenience I attach a copy of the offer made in June 2023.

WWCC would once again make this offer if it is of interest to the REROC Councils. Let me know if you would like to discuss this further as a collective group.

Yours sincerely

Cr Dallas Tout
Mayor

cc: Bland Shire Council, Coolamon Shire Council, Cootamundra-Gundagai Council, Greater Hume Shire Council, Junee Shire Council, Lockhart Shire Council, Temora Shire Council, Goldenfields Water County Council, Riverina Water and Snowy Valleys Council

Civic Centre
Cnr Baylis & Morrow Streets
Po Box 20 Wagga Wagga NSW 2650
Ph: (02) 6926 9111
mayor@wagga.nsw.gov.au

The Hon. Ron Hoenig MP

Leader of the House in the Legislative Assembly
 Vice-President of the Executive Council
 Minister for Local Government



Our Ref: A989543

His Worship the Mayor
 Cr David McCann
 Coolamon Shire Council

Mr Tony Donoghue
 General Manager
 Coolamon Shire Council

via email: dmccann@coolamon.nsw.gov.au , tdonoghue@coolamon.nsw.gov.au
 cc: council@coolamon.nsw.gov.au

Dear Cr McCann and Mr Donoghue,

I write to you regarding a refresh to the framework that governs Joint Organisations (JOs) in NSW.

While visiting councils across the State, I have heard clearly that the JO model is not delivering for all councils. Five of the 13 JOs are in hiatus and some councils wish to collaborate with different JOs than the ones they were assigned to in 2018. While some groups of Councils work very well within the JO format, others prefer to use Regional Organisations of Councils to collaborate.

As a former President of a Regional Organisation of Councils, I know first-hand that regional collaboration can deliver better policy outcomes and improved service delivery for communities – but only when it is voluntarily led by civic leaders in a region, who can see a political and organisational benefit from co-operating. Councils should be free to collaborate in a form they see fit, and I want to ensure the State is not putting unnecessary restrictions or requirements on how you may wish to come together.

I have asked the Office of Local Government to undertake a review of JO memberships and boundaries. Existing JOs that are in hiatus may apply to be wound up and councils may apply to join a different JO to the one they are currently in. Should metropolitan councils wish to form JOs, that can be considered through this process.

I intend that the arrangement of Joint Organisations produced through this review should be consistent for at least a period of four years in order to provide certainty to Government agencies that provide grants, as well as for strategic planning and organisational purposes. In the long-run, the Government intends to perform regular reviews of Joint Organisation memberships within 12 months of regularly scheduled Local Government elections.

52 Martin Place Sydney NSW 2000
 GPO Box 5341 Sydney NSW 2001

02 7225 6150
nsw.gov.au/ministerhoenig

1

To deliver this opportunity, I am seeking your advice and intention on whether your council wants to be a member of a JO, and the JO that it would like to join, create, withdraw from, or retain membership of.

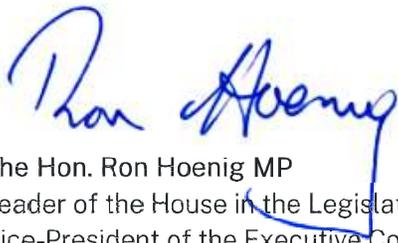
I invite you, along with all councils in NSW, to provide this information back to OLG by 5pm, Tuesday 31 March 2026. Based on your preferences, the NSW Government will then prepare a new suite of proclamations for the Governor to reset JO statuses, memberships, boundaries and governance arrangements for NSW.

By writing to every Lord Mayor and Mayor in the State, I am giving you an opportunity to talk to your colleagues and present me with a lasting, council-driven solution to regional collaboration.

I have asked Brett Whitworth PSM, Deputy Secretary of Office of Local Government in the Department of Planning, Housing and Infrastructure to organise a number of information sessions to help address any questions that you may have. More information on these sessions, and this process, will be available shortly.

Please provide your preferences directly to OLG at councilengagement@olg.nsw.gov.au. If you have any further questions, please contact OLG's Engagement team on 02 4428 4100 or your OLG Council Engagement Manager.

Yours sincerely,



The Hon. Ron Hoenig MP
Leader of the House in the Legislative Assembly
Vice-President of the Executive Council
Minister for Local Government

9 February 2026

R18 LGNSW Rural & Regional Summit

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary Local Government NSW are convening the Rural and Regional Summit specifically dedicated to their rural and regional members. This report recommends Riverina Water not be represented at the Summit in Sydney on 7 May 2026

RECOMMENDATION that the Board receive and note the report and not attend the Local Government New South Wales 2026 Rural and Regional Summit.

Report

The Rural and Regional Summit is a one-day event for mayors, councillors, general managers and senior council staff to come together to discuss some of the key issues affecting rural and regional communities in the lead up to the NSW State Election in March 2027.

The Summit aims to "foster collaborative solutions aimed at bolstering the socio-economic landscape of NSW's rural and regional areas.

The Chairperson and CEO attended the Summit in 2024 and Riverina Water did not attend in 2025 and as they found the content to be only partially relevant to Riverina Water. The program for 2026 has yet to be released.

Councillors and Mayors from our four constituent Councils have attended in the past, ensuring that any matter of relevance is able to be reported to Riverina Water.

Financial Implications

Attendance costs for travel and accommodation at the Summit could be funded from the adopted 2025/26 Operational Plan and are estimated at \$1100 per attendee including registration and flights up and back on the day

Risk Considerations

Our Community	
Build stronger relationships with our diverse communities	Riverina Water will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

R19 Adoption of SCC Constitution

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary The Constitution for the Staff Consultative Committee has been updated to include a new section on the Skills Review Committee responsibilities.

RECOMMENDATION that Council endorse the Riverina Water County Council Staff Consultative Committee Constitution dated February 2026.

Report

The Enterprise Award for Riverina Water requires that Council have an effectively functioning Staff Consultative Committee (SCC). The purpose of the SCC is to provide a forum for consultation between Council and its employees to achieve:

- Co-operation in Award implementation
- Effective and productive workplace reforms
- Enhanced efficiency and productivity of the Council
- Enhanced career opportunities for employees and more fulfilling, varied and better paid work.

The SCC also complements the role of management and provides broadened expertise and an opportunity for differing views to be provided to the organisation. It is an advisory body that makes recommendations to the CEO.

The Board endorsed an updated Constitution in April 2025. Since then, the SCC has updated and included a new section at 3.2 Skills Review Committee to outline their function under the Staff Consultative Committee.

› **R19.1** [Staff Consultative Committee Constitution 2026_updated](#) [↓](#)

Financial Implications

There are no financial implications associated with the report or the operation of the SCC

Workforce Implications

Nil

Risk Considerations

Our Operations	
Provide effective leadership and governance	Riverina Water will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



Staff Consultative Committee Constitution

1. Name

The name of Riverina Water's consultative committee shall be the Staff Consultative Committee (SCC).

The SCC is formed in accordance with the Riverina Water Enterprise Award.

2. Purpose

2.1 The purpose of the Staff Consultative Committee (SCC) in line with the Award and consistent with our corporate values is to provide a forum for consultation between Riverina Water and its employees to including:

- Co-operation in Award implementation
- Effective and productive workplace reforms
- Enhanced efficiency and productivity of Riverina Water
- Enhanced career opportunities for employees and more fulfilling, varied and better paid work.

2.1 The Staff Consultative Committee is to complement the role of management and provide broadened expertise and an opportunity for differing views to be provided to the organisation.

2.2 It is an advisory body that makes recommendations to the CEO.

3. Functions

3.1 The functions of the members of the Staff Consultative Committee include:

- Submitting relevant items on behalf of employees and employer
- Consulting with and representing the interests of employees or employer
- Providing explanations to employees or employer of items recorded in the minutes
- Positively supporting the decisions of the committee



The function of the Staff Consultative Committee is to provide recommendations to the CEO on various matters, including:

- Award implementation
- Training
- Consultation with regard to organisation restructure
- Job redesign
- Salary systems
- Communication and education mechanisms
- Performance management systems
- Changes to variable working hours arrangements for new or vacant positions
- Local government reform

3.2 **Skills Review Committee**

3.2.1 The Skills Review Committee (SRC) is a subset function of the Staff Consultative Committee. The SRC's function is consultative in nature and provides a probity check to ensure fairness, transparency, consistency, and alignment with organisational standards

3.2.2 Following the evaluation of a new position or a re-evaluation of an existing position, in accordance with Riverina Water processes, the job evaluation panel's recommendation, along with new or revised position description and skills will be provided to the SRC for consultation with a period of at least 7 days in which to provide feedback. If required, the matter will be placed on the agenda for discussion at the next SCC, or with the permission of the Chair, a special meeting may be convened.

3.2.3 The Skills Review Committee will provide feedback to the Position Manager. The Position Manager will then consider feedback and forward their recommendations and committee feedback to the CEO for approval.

3.2.4 Following approval of the position, feedback will be provided to all parties.

3.2.5 Due to privacy and sensitivity of information being shared with the SRC, and the potential for individual employee impacts, it is intended that documents such as PDs, Evaluation documentation and Skills lists are not to be disseminated more broadly for consultation.

4. **Recommendations**

4.1 It is intended that the Staff Consultative Committee will make recommendations based on consensus after consulting with employees.

4.2 If it is not possible to arrive at a consensus on a particular item, the recommendation to the CEO shall note the dissenting views.



5. Membership

The Committee comprises the following representation

5.1 Employee Representatives

Operations (1 electrical/fitting and 1 WTP Operator/Water Quality)	2 elected
Works (gangs, compliance, meter readers)	2 elected
Trades (Mechanics/Builders/Welders)	1 elected
Rural Maintenance	1 elected
Corporate Services	1 elected
Engineering	1 elected

5.2 Union Representatives

USU delegate	1 nominated by Union
ETU delegate	1 nominated by Union
LGEA delegate	1 nominated by Union

5.3 Management Representatives

3 nominated by the CEO

5.4 All members of the consultative committee will undergo appropriate training and education to effectively understand and participate in the consultative committee.

5.5 An induction of the new SCC will occur prior to the first official SCC meeting to review the Award, Constitution and role of the committee. This induction should be conducted by the CEO, P&C Business Partner and relevant members of staff and outgoing committee.

6. Election of Employee Representatives

6.1 Each of the employee representatives, as constituted in Clause 5.1, shall be elected, and may be removed, by the Riverina Water employee membership of the workgroup they represent.

6.2 Term of office is 2 years, with eligibility for re-election.



- 6.3 Casual vacancies for periods greater than 3 months shall be filled by an election conducted by the Riverina Water employee membership.
- 6.4 If an elected member is unavailable to attend the meeting, they may nominate an alternate member from their membership group to attend on their behalf.
- 6.5 If a member of the staff consultative committee or a member of staff, has concerns about whether the Staff Consultative Committee is operating in accordance with this Constitution, the CEO may investigate, following procedural fairness principles, and consider dissolution of the Committee. Reasons for the dissolution must be provided and an election of new members must take place within 1 month.

7. Membership Period

The year will end on June 30. Elections are to be held during May every second year.

8. Appointment of Management Representatives

The CEO shall appoint the Management representatives on the Committee.

9. Chairperson and Deputy Chairperson

- 9.1 The Committee at its June/July meeting shall elect one of its members as Chairperson.
- 9.2 The Chairperson will:
- Approve agendas
 - Approve meeting minutes for dissemination to Committee
 - Preside at all meetings
 - Ensure that all decisions of the Committee are implemented
- 9.3 The Committee shall elect a Deputy Chairperson, who will, in the absence of the Chairperson, take on the role of chairperson.
- 9.4 The term of office for Chairperson and Deputy Chairperson will be for 1 year.
- 9.5 The Chairperson and Deputy Chairperson shall alternate between employee and management representatives.
- 9.6 When a Chairperson is a management representative the Deputy Chairperson shall be an employee representative and vice versa.



- 9.7 The Committee may remove the Chairperson and/or Deputy Chairperson from their respective offices if they fail to hold the confidence of the Committee. This may only be done with a majority agreement from a secret ballot conducted by the CEO.

10. Secretary

- 10.1 The Committee at its June/July meeting shall elect one of its members as a Secretary who shall be responsible for preparing meeting agendas, notices of meetings and ensuring, in consultation with the Chairperson, that all decisions are carried out. The term of office shall be for 1 year.
- 10.2 Minutes shall be taken by the Secretary or by a Minutes Secretary allocated to the Committee by the CEO. The Minutes Secretary shall have no role in the Committee apart from the minutes and clerical support.
- 10.3 The Committee may remove the Secretary from office if the person fails to hold the confidence of the Committee. This may only be done with a majority agreement from a secret ballot conducted by the CEO.

11. Support Services

The CEO shall provide a meeting place and clerical assistance for the Committee and ensure that the Committee has adequate resources to investigate and report on its tasks.

12. Sub - Committees

- 12.1 The Consultative Committee may appoint one or more sub-committees to address particular tasks.
- 12.2 Sub-committees have the power to co-opt but not engage or employ special advisers.
- 12.3 A Quorum of a sub-committee shall be 3 members.

13. Meetings

- 13.1 Meetings shall be held every 2 months and if required special meetings will be held to consider items with more urgency. In accordance with 13.3. the Committee shall regulate the time and place of its meeting.



- 13.2 The meetings shall be conducted in accordance with Riverina Water's Code of Conduct.
- 13.3 A special meeting of the Committee may be called, with at least 24 hours' notice, by the Chairperson or any three members.
- 13.4 Quorum for meetings of the Committee shall be a simple majority of members, being:
- 3 employee representatives
 - All Union representatives
 - 2 Management representatives
- 13.5 The Agenda shall be distributed to members at least 7 days prior to the meeting.
- 13.6 Minutes shall be prepared and distributed as soon as possible after each meeting but no later than seven (7) days following a meeting and disseminated to employees by their elected delegate and made accessible to staff by being placed on the intranet.

14. Information and Advice for Committee

- 14.1 The Committee shall have access to all information within Riverina Water's resources and records which are necessary for it to effectively discharge its responsibilities, provided that such information does not breach the confidentiality between Riverina Water and employees.
- 14.2 The Committee may request reports or information from the CEO on specific matters, provided such reports do not breach the confidentiality between Riverina Water and employees.
- 14.3 The Committee shall be bound to maintain confidentiality when advised by the chairperson.
- 14.4 Where it is necessary to obtain confidential information about an employee it is necessary for the employee to grant permission prior to obtaining any such information.

15. Attendance of Non-Members

The Committee may, at the Chairperson's discretion, allow non-member observers and advisers to attend meetings of the Committee to facilitate exchange of information and to provide specialist advice and counsel to the Committee.



16. Employee Representatives' Communication with Employees or Employer

Employee representatives on the Committee shall have reasonable time allowed to discuss with employees recommendations of the Committee which directly affect such employees or employer.

17. Reporting to the Board

The CEO shall report to Board all recommendations of this Committee as set out in the Minutes and certified by the Chairperson and Secretary.

18. Reporting to Leadership Group (Manex)

The CEO shall report to Manex all recommendations of this Committee as set out in the Minutes and certified by the Chairperson and Secretary.

19. Changing the Constitution

The Constitution may only be amended upon recommendation of the Committee and endorsement by the CEO and the Board and reviewed during each SCC term.



Constitution Name	Riverina Water Staff Consultative Committee Constitution
Responsible area	CEO
Approval date	Approved by Riverina Water Board 24 April 2025 (Res 25/050)
Legislation or related strategy	Not Applicable
Documents associated with this constitution	Not Applicable
Constitution history	<p>Original – 17 December 1997</p> <p>Version 1 – 22 June 2011 (Res:11/64)</p> <p>Name Change from IP 4.7 – 26 November 2013</p> <p>Version 2 – 12 December 2014 (Res: 14/168)</p> <p>Version 3 - 2 September 2015 (Res: 15/122) (Policy 1.4)</p> <p>Version 4 – 24 February 2022 (Res 22/023)</p> <p>Version 5 – 23 January 2025 reviewed by SCC members and proposed updates made to elected memeberhips and inclusions of alternate delegate attendance, dissolution of committee, additional training by induction to new committee, quorum requirements and agreed timelines for sending agenda and minutes to committee. Reviewed by CEO and endorsed to go to the Board on 24 March 2025.</p> <p>Version 6 – inclusion of Skills Review Committee section.</p>

Author: CEO

Version 2022

EDRMS #

Last revised date Jan 2025
Next scheduled review 2027

Page 8 of 9



Constitution Review

This document is reviewed every 2 years

Next Review date: Feb 2024

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

END OF POLICY STATEMENT

Author: CEO

Version 2022

Last revised date Jan 2025

Next scheduled review 2027

EDRMS #

Page 9 of 9

R20 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 Board.

RECOMMENDATION that the report detailing the status of the active resolutions of the Board of Riverina Water be noted and received.

Report

The attachment to this report provides details on the implementation of previous Board resolutions.

› **R20.1 Council Resolution Sheet** [↓](#)

Strategic Alignment

Our Operations
Proactively manage risks and opportunities

Financial Implications

Nil

Workforce Implications

Nil

Risk Considerations

Corporate Governance and Compliance	
Low	Riverina Water has low appetite for risk of failure to comply with legislation, regulations, policy/procedures and transparent, ethical decision making. Minor breaches are expected from time to time but it will be reported and responded to.

Risk Alignment

Not Applicable

OUTSTANDING ACTIONS REPORT

Printed: Friday, 13 February
2026 9:46:28 AM

Meeting	Date	Officer	Title	Target
Board Meeting 26/10/2022	26/10/2022	Vidler, Greg	The Rock Reservoir Land Acquisition	9/11/2022

Resolution

22/183

RESOLVED:

On the Motion of Councillors D Meyer OAM and T Quinn

That Council:

- (a) proceed with the compulsory acquisition of the land described as 4376 Olympic Highway, The Rock, NSW (part Lot 1 in Deposited Plan 596611), in accordance with the requirements of the Land Acquisition (Just Terms Compensation) Act 1991; and
- (b) make an application to the Minister and the Governor for approval to acquire 4376 Olympic Highway, The Rock, NSW (part Lot 1 in Deposited Plan 596611), for the purpose of the construction of the Rock Reservoir and associated access in accordance with Section 186(1) of the Local Government Act 1993
- (c) upon acquisition, classify the land as operational land in accordance with the Local Government Act.
- (d) Delegate authority to the CEO to sign all documents relating to the compulsory acquisition and pay requisite compensation for the land.

CARRIED

Notes For Action

07 Dec 2022 9:50am Vincent, Melissa

The acquisition process continues as planned.

14 Feb 2023 11:20am Vincent, Melissa

The acquisition process continues again more slowly than expected. Council's solicitor has carriage of the process

08 Jun 2023 3:18pm Vincent, Melissa

The RMS rejected the proposed access which has put the project behind schedule. Revised plans have been completed and it is expected that Riverina Water will gain title to the required land by March 2024.

19 Jun 2024 4:10pm Vincent, Melissa

A workshop to update the Board on this matter was held on 27 June 2024.

29 Nov 2024 8:33am Vincent, Melissa

Riverina Water have engaged NSW Public Works to finalise the land acquisition by June 2025

16 Jun 2025 8:17am Vincent, Melissa

Work continues on the land acquisition by NSW Public Works with a meeting held with the landowner in June

10 Oct 2025 9:00am Vincent, Melissa

Our application for compulsory acquisition can commence from the 31 October 2025, as the nominal end of the six-month negotiation period required by the Just Terms Act and the Office of Local Government (OLG) annual "PAN Pause" period during which compulsory acquisitions are not permitted. We are still in discussions with the landowner who have indicated they are seeking an independent valuation. If no agreement is reached with the landowner by the 31 October 2025, we will initiate compulsory acquisition

02 Dec 2025 8:23am Vincent, Melissa

NSW Public Works lodged paperwork as the next step in the acquisition on November 12. The NSW Office of Local Government are expected to process the application by December 17", The Landowner remains difficult to contact and negotiate with. The compulsory acquisition process will now continue to allow Riverina Water to conclude this matter in the coming months

13 Feb 2026 9:42am Vincent, Melissa

Ministerial approval from OLG has been received., 1. Riverina Water will be authorised to formally serve the PAN on Mr Black, 2. Service of the PAN will commence the statutory 90-day negotiation period under the Act, 3. Riverina Water and the landowner will seek to reach agreement on just terms compensation during this period, 4. If agreement is not reached, the matter may proceed to compulsory acquisition and compensation determination by the Land and Environment Court

Meeting	Date	Officer	Title	Target
Board Meeting 11/12/2025	11/12/2025	Lang, Josh	Draft Disability Inclusion Action Plan 2025-2029	25/12/2025

Resolution

25/179

RESOLVED:

On the Motion of Councillors J McKinnon and A Condron

That Council:

- a) Endorse the draft Disability Inclusion Action Plan 2025-2029 and place it on public exhibition until 30 January 2026 and 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.

CARRIED

OUTSTANDING ACTIONS REPORT

**Printed: Friday, 13 February
2026 9:46:28 AM**

Meeting	Date	Officer	Title	Target
Notes For Action				
13 Feb 2026 9:14am Vincent, Melissa				
Following the closure of the public exhibition period, the DIAP is presented to the Board for adoption at the February 26 meeting				

Meeting	Date	Officer	Title	Target
Board Meeting 11/12/2025	11/12/2025	Crakanthorp, Andrew	Resignation of Chairperson	25/12/2025
Resolution				
25/183	RESOLVED: On the Motion of Councillors G Driscoll and L Parker			
That Council:				
<ul style="list-style-type: none"> a) note the resignation of Councillor Tim Koschel, effective from 31 January 2026 b) acknowledge the significant contribution made and express appreciation for Councillor Koschel's dedicated service to Riverina Water across three terms, including his role as Chairperson of Riverina Water since February 2022. 				
				CARRIED

Notes For Action				
13 Feb 2026 9:13am Vincent, Melissa				
In discussions with the Acting Chairperson, it is currently proposed to have a farewell lunch for Tim and Jade Koschel, following the April meeting of the Board				

Meeting	Date	Officer	Title	Target
Board Meeting 11/12/2025	11/12/2025	Crakanthorp, Andrew	Local Government (Elections) Regulation	25/12/2025
Resolution				
25/184	RESOLVED: On the Motion of Councillors G Driscoll and J McKinnon			
That Council consider and endorse the attached draft submission to the statutory review of the Local Government Regulation being undertaken by the NSW Office of Local Government.				
				CARRIED
Notes For Action				
13 Feb 2026 9:13am Vincent, Melissa				
The submission was finalised and submitted to OLG in December 2025				

R21 Greater Hume Settlement Strategy

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary Riverina Water has been formally approached by Greater Hume Shire Council (GHSC) to provide feedback on its draft Settlement Strategy, which guides future land use and housing growth across the Shire's towns. While Riverina Water is supportive of the Strategy's intent, this report outlines concerns regarding the proposed timing and location of some rezonings, particularly where new development areas are located above existing serviceable pressure zone elevations, making cost-effective infrastructure servicing challenging.

RECOMMENDATION that Council:

- a) Note this report and the concerns raised by Riverina Water regarding the Greater Hume Shire Council Settlement Strategy.
- b) Endorse the submission of feedback to Greater Hume Shire Council expressing Riverina Water's concerns regarding the proposed timing and location of certain rezonings, particularly those extending above existing serviceable pressure zone elevations, and requesting that staging of growth be aligned with infrastructure servicing capacity

Report

Background

Greater Hume Shire Council (GHSC) has formally requested that Riverina Water review and provide feedback on its draft Settlement Strategy, which is a document intended to guide future land use direction and housing growth for each town across the Shire. Riverina Water supplies potable water to Henty, Holbrook, Morven, Walla Walla, Walbundrie and Woomargama within the GHSCe, and is therefore directly affected by the Strategy's proposed rezoning and development staging.

Strategy Overview and Infrastructure Context

The Greater Hume Settlement Strategy provides a high-level land use framework across the Shire's townships, planning for housing supply over a 20-year horizon. Key towns relevant to Riverina Water include Holbrook (targeting approximately 198 new dwellings over 20 years), Henty (targeting approximately 158 new dwellings over 20 years) and Walla Walla (targeting approximately 165 dwellings over 20 years). The Strategy identifies short, medium and long-term rezoning areas at varying elevations across each township.

Importantly, the Strategy itself explicitly acknowledges that infrastructure costs and accessibility present a challenge to residential development, and that the placement of development must be carefully considered to ensure areas are adequately serviced. The Strategy further recognises that housing planning should actively guide future infrastructure planning and priorities – signalling Council's intentions so that relevant agencies, including Riverina Water, can prioritise those areas which require services and infrastructure in order to support the proposed growth. Riverina Water is supportive of this intent, and our feedback relates to these principles.

Water supply networks across the region can accommodate only a small number of additional connections in their current state, and any substantial development will require augmentation. Areas already serviced by trunk infrastructure or with committed upgrade programs present stronger opportunities for accommodating growth. However, for this principle to translate into practice, the rezoning timeframes within the Strategy must reflect what is serviceable within each period, not what is aspirational.

Riverina Water's Key Concerns

Riverina Water's technical review has identified two primary concerns with the Strategy as currently drafted. Both concerns reflect the Strategy's own principle that development must be placed where it can be adequately and cost-effectively serviced.

1. Elevated Developments Above Existing Water Pressure Zone Elevations

Several proposed rezoning areas extend above the elevations currently serviceable by Riverina Water's existing infrastructure. In Holbrook, medium term residential growth areas are identified beyond the existing high level pressure zone, with longer term large lot areas extending significantly higher again. Similar elevation constraints are evident in parts of Henty where proposed development areas exceed the current serviceable pressure zone limits.

To service development above the existing pressure zones, a new very high-level pressure zone would be required, including construction of a new elevated reservoir and associated pump stations and rising mains. This would represent a substantial capital investment that is not currently programmed and would materially impact future infrastructure staging, funding and customer charges. The Strategy's own acknowledgement that infrastructure costs present a barrier to housing supply is directly relevant here: rezoning land at these elevations before the necessary infrastructure is funded and programmed does not reduce that barrier, it transfers the cost and risk to Riverina Water and ultimately to the development itself.

Furthermore, large lot residential development at elevated locations is substantially more expensive to service per dwelling than compact urban development in lower-lying areas, requiring longer mains, complex pressure management, and greater ongoing operational costs spread across far fewer connections.

2. Rezoning Timeframes and the Risk of Leap-Frogging Development

The area of land proposed for rezoning significantly exceeds projected 20-year demand. At Holbrook, the zoning timeframes (short to long term combined) equate to approximately 1,200 new residential lots, yet the 20-year forecast is for only 198 new dwellings. A similar

disconnect exists at Henty. This over-supply of zoned land creates the conditions for leap-frogging development, where developers take up sites in newly rezoned, higher-elevation areas before existing lower-lying, already-serviced land is utilised. This forces premature and costly infrastructure investment that flows directly through to development costs and housing affordability.

The Strategy's intent that housing planning should guide infrastructure planning and help agencies prioritise where services are needed, requires rezoning timeframes to reflect what is genuinely serviceable within each period. Where rezoning proceeds ahead of infrastructure capacity, it does not guide infrastructure planning in an orderly way; it creates reactive and costly demand. Riverina Water's position is that the rezoning staging must be adjusted so that areas within existing serviceable elevations are prioritised first, maximising use of existing infrastructure before new pressure zones are established. This is not an obstacle to growth, but rather the approach most likely to deliver cost-effective infrastructure, cost-effective development, and ultimately more affordable housing outcomes for the Greater Hume community.

Feedback to Greater Hume Shire Council

Riverina Water proposes to provide formal written feedback to GHSC requesting that the Strategy be amended to:

- (a) limit short and medium-term rezonings to areas within existing serviceable pressure zone elevations;
- (b) require that new very high level infrastructure is funded and planned before land above existing serviceable elevations is rezoned to plan infrastructure at optimal elevations to mitigate risks around serviceability and cost;
- (c) revise some of the rezoning area to more closely align with realistic 20-year demand forecasts to avoid leap-frogging and premature infrastructure demands; and
- (d) establish a requirement for early consultation with Riverina Water prior to the preparation of any subdivision applications in areas that may require new pressure zone infrastructure.

In parallel, Riverina Water is currently reviewing its Development Servicing Plan and Development Servicing Charges to ensure an equitable outcome for both new and existing customers, while also reassessing Levels of Service and identifying opportunities for improvement, including addressing system pressure performance in areas such as Walla Walla.

Riverina Water remains committed to supporting the orderly growth of communities within the GHSC and will continue to engage constructively with GHSC so that infrastructure planning and housing planning are genuinely aligned, in accordance with the Strategy's own stated intent.

Strategic Alignment

Our Community

Understand and respond to our customer needs and expectations

Financial Implications

No direct financial implication arises from submitting feedback to GHSC on its Settlement Strategy. Future infrastructure investment required to service high-elevation development areas will be subject to separate business case, budget processes as development demand is confirmed.

Workforce Implications

No additional workforce resources are required at this stage. Should GHSC request further technical engagement or workshop participation, this will be accommodated within existing staff capacity

Risk Considerations

Service delivery and Asset Management - Significant or long term disruption	
Low	Riverina Water has a low tolerance for risk of failure of infrastructure assets that would result in significant and/or prolonged disruption to our services and infrastructure that does not have the capacity to meet customer demands.

Risk Alignment

This item seeks to reduce an existing risk by ensuring that land use planning decisions align with infrastructure servicing capability before rezoning is implemented. Key mitigation measures include providing detailed technical feedback to GHSC; recommending explicit staging controls linked to pressure zone infrastructure capacity; and advocating for early consultation with Riverina Water in the development assessment process.

There is a risk that GHSC does not adopt Riverina Water's feedback in full, and that rezonings proceed in areas above existing serviceable elevations. This risk is accepted on the basis that Riverina Water has a duty to engage constructively in planning processes that affect its service area, and that providing formal feedback creates a record of our concerns should future infrastructure demands arise from premature development. Riverina Water's appetite for community partnerships is to accept reasonable risks that maximise the potential benefit to both Riverina Water and the broader community.

R22 Works Report covering December 2025

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters during December 2025.

RECOMMENDATION that the Works Report covering December 2025 be received and noted

Report

This report provides an overview of water usage, connections, maintenance and water quality matters from the 1 to 31 December 2025.

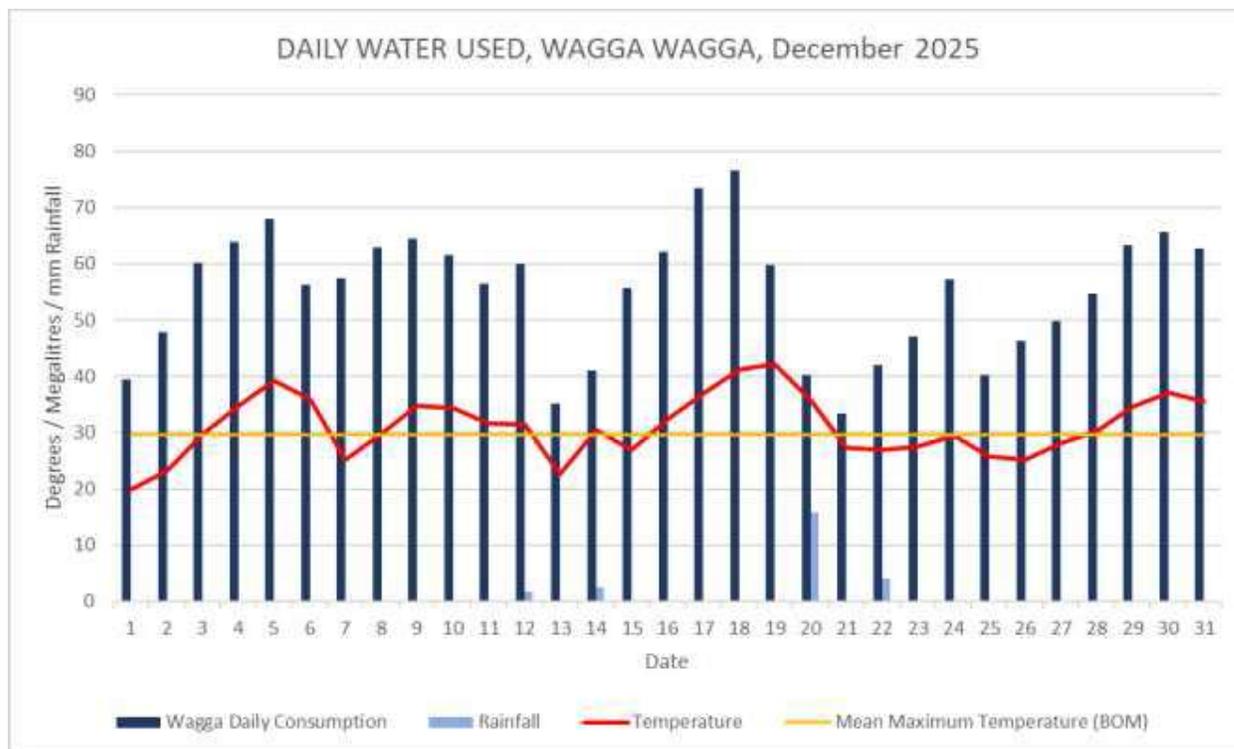
Water Sourced and Used

WATER SOURCED - Megalitres [ML]		December		
		2023	2024	2025
	Rainfall [mm]	79.4	48.0	24.8
	Wet Days	12	5	7
Surface Water Sources				
Murrumbidgee Regulated River Water		Sub-Total:	629.8	943.8
	Wagga Wagga - Murrumbidgee River	620.7	938.7	1,148.6
	Morundah - Yanco Creek	1.05	1.11	0.78
	Urana - Colombo Creek	8.0	4.0	8.6
Groundwater Sources		Sub-Total:	871.2	934.3
Wagga Wagga Alluvial Groundwater				
	East Wagga Wagga	290.0	278.8	139.0
	West Wagga Wagga	190.8	186.1	464.5
	North Wagga Wagga	278.3	319.8	294.0
	Oura	3.8	5.9	9.1
Mid Murrumbidgee Zone 3 Alluvial Groundwater				
	Collingullie	7.5	8.3	10.0
	Bulgary	49.7	70.5	66.3
Billabong Creek Alluvial Groundwater				
	Walla Walla (near Culcairn)	16.4	18.8	36.7
	Ralvona	21.4	28.8	33.0
	Walbundrie	4.6	4.4	2.1
Gundagai Alluvial Groundwater (Tarcutta)		4.8	6.0	7.0
Lachlan Fold Belt MDB Groundwater				
	Woomargama	1.0	1.8	2.0
	Humula	0.5	0.6	0.9
Goldenfields Water (bulk supply)		2.6	4.6	7.1
Surface and Groundwater - TOTAL		1,501.0	1,878.1	2,229.6

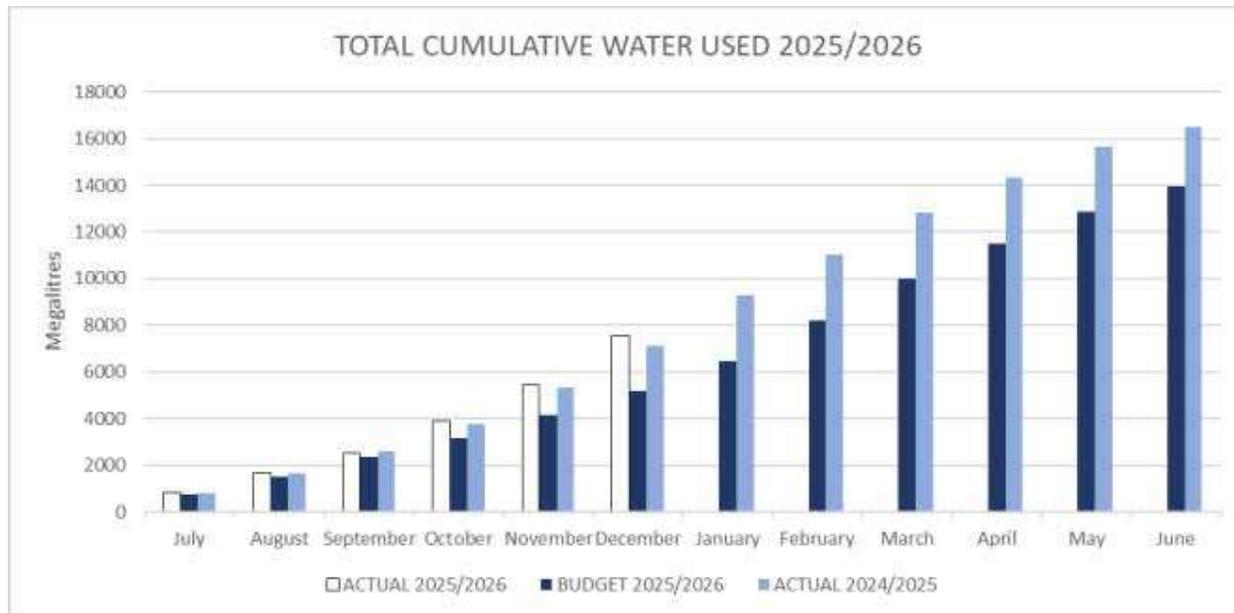
WATER SUPPLIED - Megalitres [ML]			December		
			2023	2024	2025
Greater Wagga Wagga	Wagga Wagga System	Sub-Total	929.3	1,197.1	1,404.2
	Wagga Low Level		189.0	164.1	184.1
	Wagga High Level		640.3	821.2	939.7
	Bellevue/Glenoak Level		92.3	139.7	178.2
	Ladysmith		7.7	9.8	13.2
	Gregadoo			62.3	88.9
	North Wagga System	Sub-Total	289.6	323.4	375.0
	North Wagga/Bomen		93.7	76.4	92.9
	East Bomen		23.9	25.8	27.9
	Estella		133.0	162.1	190.3
	Rural - Brucedale		21.6	29.8	35.6
	Rural - The Gap/Tooyal			17.5	15.9
	Rural - Currawarna/Cottee		17.4	11.8	12.3
GREATER WAGGA WAGGA - TOTAL			1,218.9	1,520.5	1,779.2
Rural	Southern Trunk System	Sub-Total	153.3	171.6	219.2
	(Southern Trunk - Rural Connections)			57.4	71.6
	San Isadore			13.3	17.0
	Kapooka			13.3	19.2
	Uranquinty			24.3	29.8
	The Rock			12.4	15.8
	Mangoplah			2.7	3.6
	Yerong Creek			3.1	3.8
	Pleasant Hills			10.8	20.2
	Milbrulong			0.4	0.7
	Henty			19.1	19.3
	Morven			6.0	7.7
	Walla Walla			8.9	10.6
	Transferred to Western Trunk			0.0	-25.7
	Western Trunk System	Sub-Total	51.2	71.0	94.3
	(Western Trunk - Rural Connections)			45.5	54.8
	Lockhart			8.1	16.0
	Boree Creek			3.0	2.7
	Urana			7.5	12.4
	Oaklands			6.9	8.4
	Morundah*				
	Transferred from Southern Trunk			0.0	25.7
	Independent Villages	Sub-Total	43.9	56.2	67.0
	Collingullie		7.1	7.8	9.1
	Humula		0.5	0.6	0.9
	Morundah*		1.0	1.1	1.1
Oura		3.8	5.9	9.1	
Woomargama		1.0	1.8	2.0	
Tarcutta		4.7	5.7	6.4	
Holbrook		21.4	28.9	33.2	
Walbundrie-Rand		4.6	4.4	5.2	
RURAL - TOTAL			248.4	298.8	380.5
GREATER WAGGA WAGGA & RURAL - TOTAL			1,467.3	1,819.3	2,159.7

* Morundah became a western trunk sub-system effective January 2026.

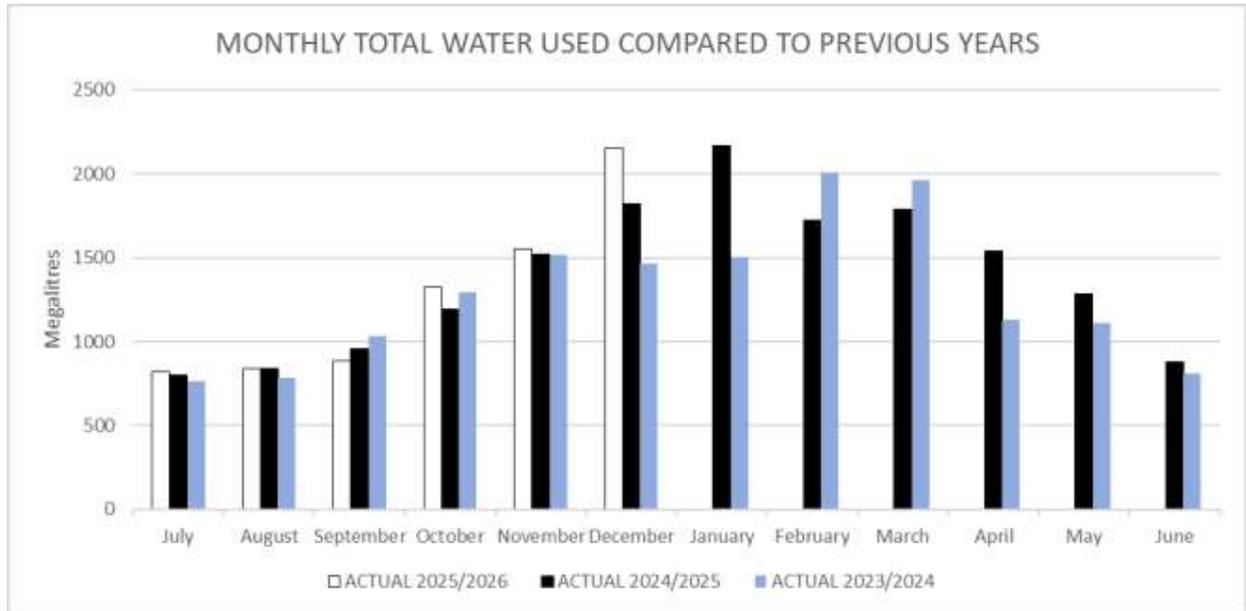
Graph 1



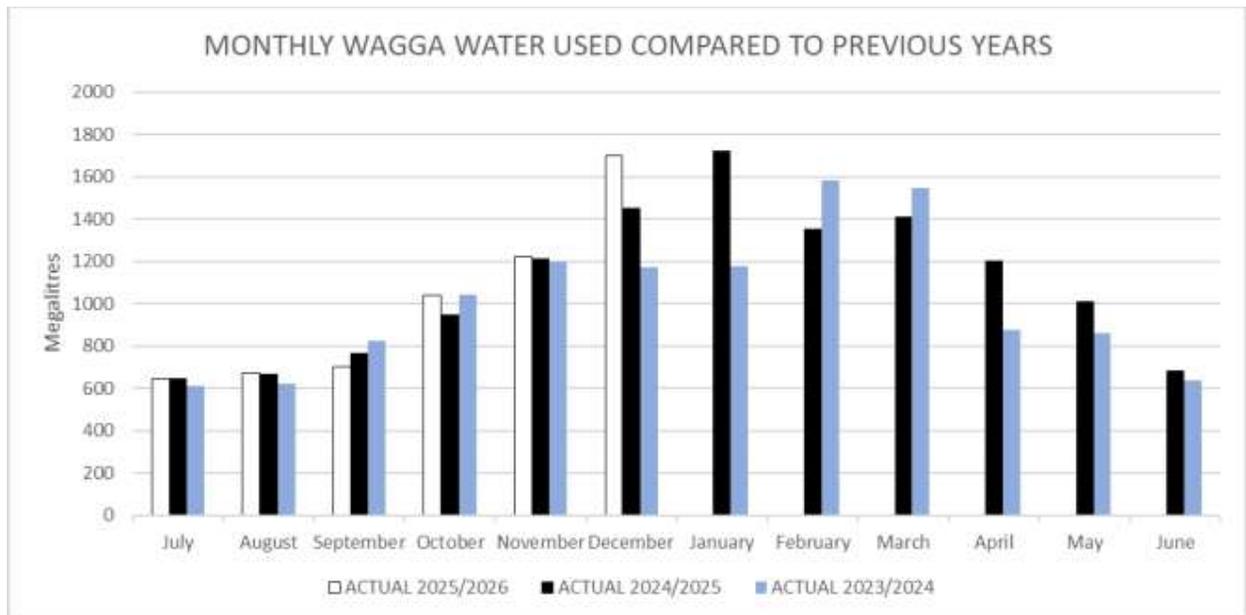
Graph 2



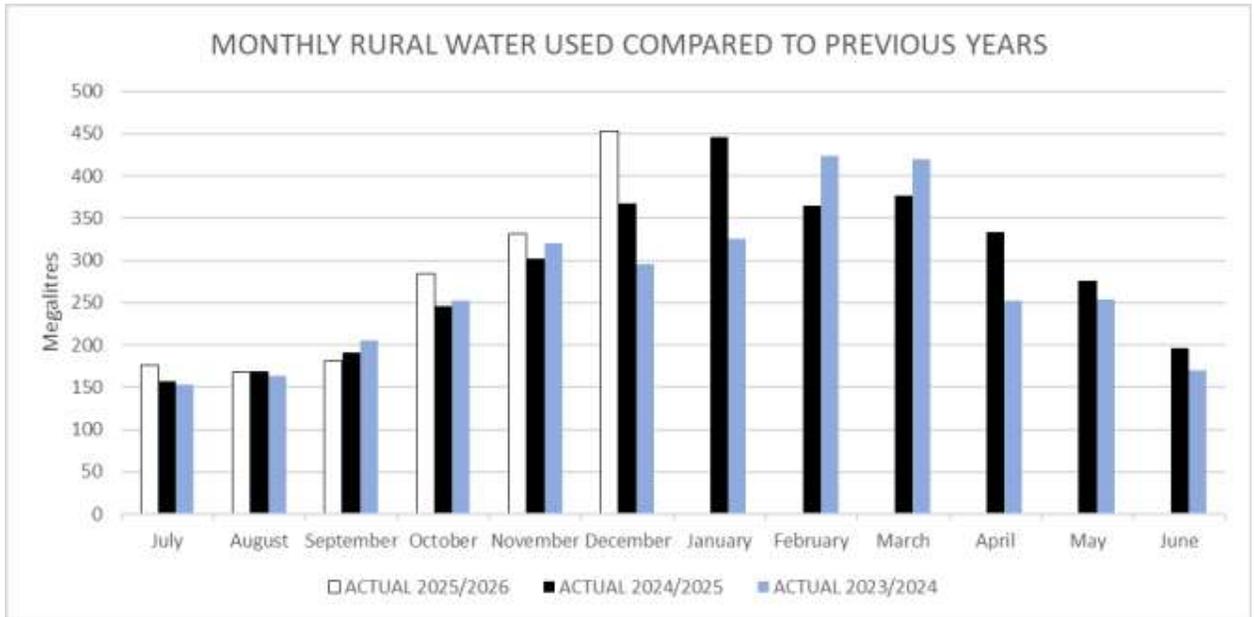
Graph 3



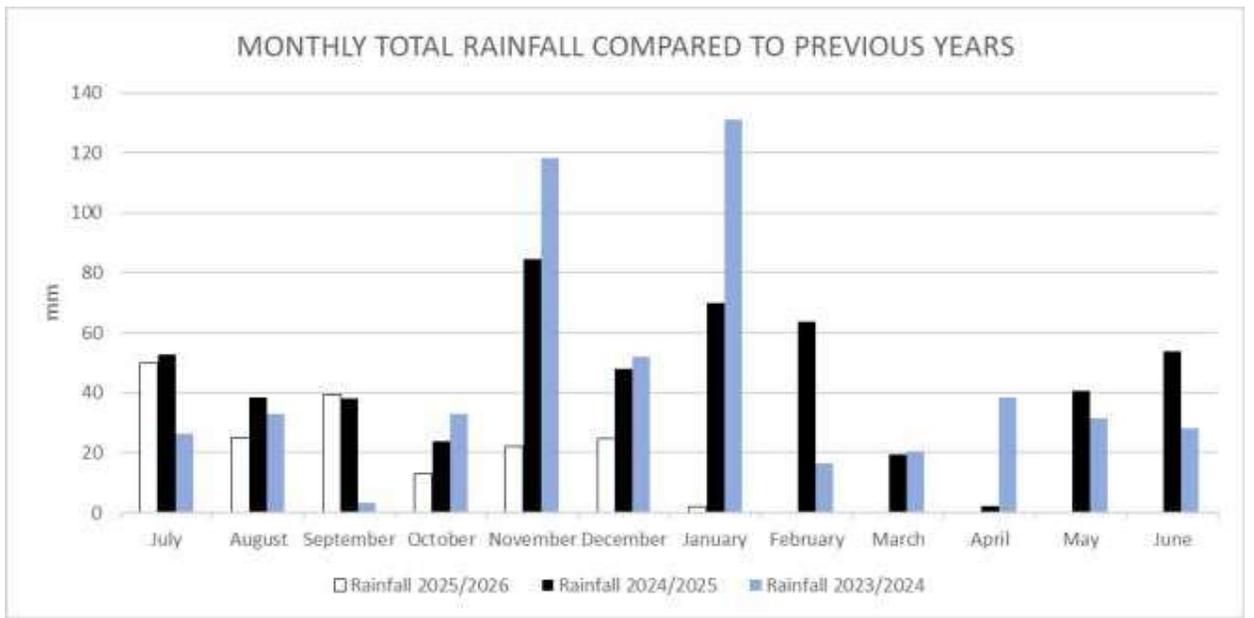
Graph 4



Graph 5



Graph 6



Repairs, Meters, Locations and Complaints

Suburb	DISCONNECT	METERMODIFY	WATERODOUR	WATERHAMMER	LOCATE	HYDMAINT	WATERDIRTY	PRESSURE	METERCOCKFAIL	WATERLEAK	METERLEAK	Grand Total
Suburb Not Recorded								1	3		4	8
ASHMONT			2					1		1	2	6
BOOROOMA									1		1	2
BOURKELANDS								2	1	1	1	5
BRUCEDALE						1				3		4
EAST WAGGA WAGGA									1	1		2
ESTELLA								1		2	5	8
FOREST HILL								1			3	4
GLENFIELD PARK									3		5	8
GOBBAGOMBALIN										1	1	2
GUMLY GUMLY					1							1
HENTY							2	2	1	1	2	8
HENTY TO HOLBROOK									1			1
HOLBROOK						1				1	1	3
KOORINGAL				1			2	2	2	3	3	13
LAKE ALBERT								1	2	5	2	10
LLOYD							1	1	1		1	4
MOUNT AUSTIN										2	5	7
NORTH WAGGA WAGGA										1		1
PLEASANT HILLS										1		1
SAN ISIDORE										1	1	2
SPRINGVALE								1	1		1	3
TARCUTTA										1	3	4
TATTON										2		2
TOLLAND	1			1			1			2	3	8
TURVEY PARK							1		1	3	3	8
URANQUINTY									1			1
WAGGA TO THE ROCK										2		2
WAGGA WAGGA		1			2	1	1		5	10	3	23
WALLA WALLA						1			2			3
WOOMARGAMA							2	1				3
THE ROCK								1				1
OURA									1			1
URANA										2		2
MILBRULONG								1				1
URANGELINE EAST								1				1
BULGARY								3		1		4
THE ROCK TO HENTY								1				1
Grand Total	1	1	2	2	3	4	10	21	27	47	50	168

New Connections

Count of #	Resp.					
Activity	Suburb	CONSGANGS	NEWSERVICE	RURALGANG	WORKS	Grand Total
MTRINST	BOOROOMA		2			2
	EAST WAGGA WAGGA	1				1
	ESTELLA		3			3
	GOBBAGOMBALIN		11			11
	LAKE ALBERT		4			4
	LLOYD		1			1
	LOCKHART			2	2	4
	MOUNT AUSTIN		1			1
	SPRINGVALE		1			1
	URANA			1		1
	WAGGA WAGGA		1			1
Grand Total		1	24	3	2	30

Water System Repairs

Activity	Date	Suburb	Problem	AssetType	Count of #
MAINRPR	2/12/2025	LOCKHART	ROUNDSPLIT	Water Main	1
	4/12/2025	BRUCEDALE	ROUNDSPLIT	Water Main	1
	5/12/2025	COLLINGULLIE	ROUNDSPLIT	Water Main	1
		LOCKHART		Water Main	1
	6/12/2025	WAGGA WAGGA	ROUNDSPLIT	Water Main	1
	7/12/2025	NORTH WAGGA WAGGA	ROUNDSPLIT	Water Main	1
	9/12/2025	LAKE ALBERT	CORROSION	Water Main	1
		WAGGA TO THE ROCK	ROUNDSPLIT	Water Main	1
	10/12/2025	URANA	ROUNDSPLIT	Water Main	1
	11/12/2025	BOREE CREEK TO URANA		Water Main	1
		TURVEY PARK	GROUNDMOV	Water Main	1
		WAGGA TO THE ROCK	LONGSPLIT	Water Main	1
	12/12/2025	PLEASANT HILLS	LONGSPLIT	Water Main	1
		THE ROCK	LONGSPLIT	Water Main	1
	15/12/2025	BRUCEDALE	EXCESSWEAR	Water Main	1
		WALLA WALLA	ROUNDSPLIT	Water Main	1
	17/12/2025	KOORINGAL	EXCESSWEAR	Water Main	1
		PLEASANT HILLS		Water Main	1
		URANA	ROUNDSPLIT	Water Main	1
	18/12/2025	LAKE ALBERT	GROUNDMOV	Water Main	1
		WALLA WALLA		Water Main	1
	19/12/2025	MANGOPLAH TO THE ROCK		Water Main	1
	21/12/2025	WAGGA WAGGA	GROUNDMOV	Water Main	1
	22/12/2025	BIDGEEMIA		Water Main	1
	23/12/2025	BIDGEEMIA	LONGSPLIT	Water Main	1
	29/12/2025	MANGOPLAH TO THE ROCK	LONGSPLIT	Water Main	1
	30/12/2025	COLLINGULLIE	JOINTLEAK	Water Main	1
		WAGGA WAGGA	EXCESSWEAR	Water Main	1
	31/12/2025	WAGGA WAGGA	EXCESSWEAR	Water Main	1
		MANGOPLAH TO THE ROCK	ROUNDSPLIT	Water Main	1
Grand Total					30

Water Quality Complaints

Types	Date	Suburb	Action Taken	Count of SR#
WATERODOUR	9/12/2025	ASHMONT	All Tests within ADWG, Free Cl2 1.21mg/l, Total Cl2 1.28mg/l, Turbidity 0.28 NTU, pH 7.85, Temp 22.8. Customer notified.	1
WATERDIRTY	1/12/2025	HENTY	Flushed main. Chl 0.61. Turbidity 4.89	1
	3/12/2025	TURVEY PARK	(blank)	1
	4/12/2025	TOLLAND	(blank)	1
		WOOMARGAMA	Flushed main. Was very good. Turbidity 2.45 Chlorine 0.74	1
	5/12/2025	KOORINGAL	Problem in hot water system	1
	8/12/2025	LLOYD	Flushed main	1
	10/12/2025	KOORINGAL	Flushed at meter spoke to owner	1
	15/12/2025	WAGGA WAGGA	Flushed at meter. Raised meter. Replaced meter	1
	18/12/2025	HENTY	Flush main	1
		WOOMARGAMA	(blank)	1
Grand Total				11

New water mains laid – New and Replacement

Summary	WO#	Asset Type	Width	Type	Sum of Meters
Blamey St, Mitchelmore to Heath St, Turvey Park	9139	Water Main	100	OPVC	12
Fernleigh Rd, Bluett St to Heath St	9141	Water Main	100	DI CL	48
		Water Main	100	OPVC	126
Mate St Tarcutta replace 50mm PVC line with 100mm OPVC	8971	Water Main	100	OPVC	582
Grand Total					768

Major Repairs / Overhauls

Facility	Work done
Wagga Wagga WTP	High lift pump preventative maintenance
Wagga Wagga WTP	Installation and commissioning of raw water pump no 2.

Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	119
Estella Farrer Road	150
Forest Hill Elizabeth Avenue	261
Glenfield Red Hill Road	361
Henty Olympic Way	24
Holbrook Millswood Road	47
Lake Albert Plumpton Road	434
Lockhart Napier Road	206
Pleasant Hills Manson Street	74
Ralvona	2

Tarcutta	119
The Rock	45
Urana Federation Way	39
Walla Walla	2
Woomargama Murray St	1
Yerong Creek Finlayson Street	11

Fleet Disposals

Vehicle No	Description	Vehicle Type	Make & Model	Year	KMs	Method	Price (ex GST)
Nil							

Fleet Acquisitions

Vehicle No	Tenders received	Accepted Tenderer	Vehicle type	Make/Model	Price ex GST
Nil					

Strategic Alignment

Our Operations
Assure ongoing service delivery

Financial Implications

Nil

Workforce Implications

Nil

Risk Considerations

Service delivery and Asset Management - Significant or long term disruption	
Low	Riverina Water has a low tolerance for risk of failure of infrastructure assets that would result in significant and/or prolonged disruption to our services and infrastructure that does not have the capacity to meet customer demands.

Risk Alignment

Regular reporting enables management to monitor water production, quality and infrastructure to ensure ongoing capacity to meet customer demands

R23 Works Report covering January 2026

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters during January 2026.

RECOMMENDATION that the Works Report covering January 2026 be received and noted

Report

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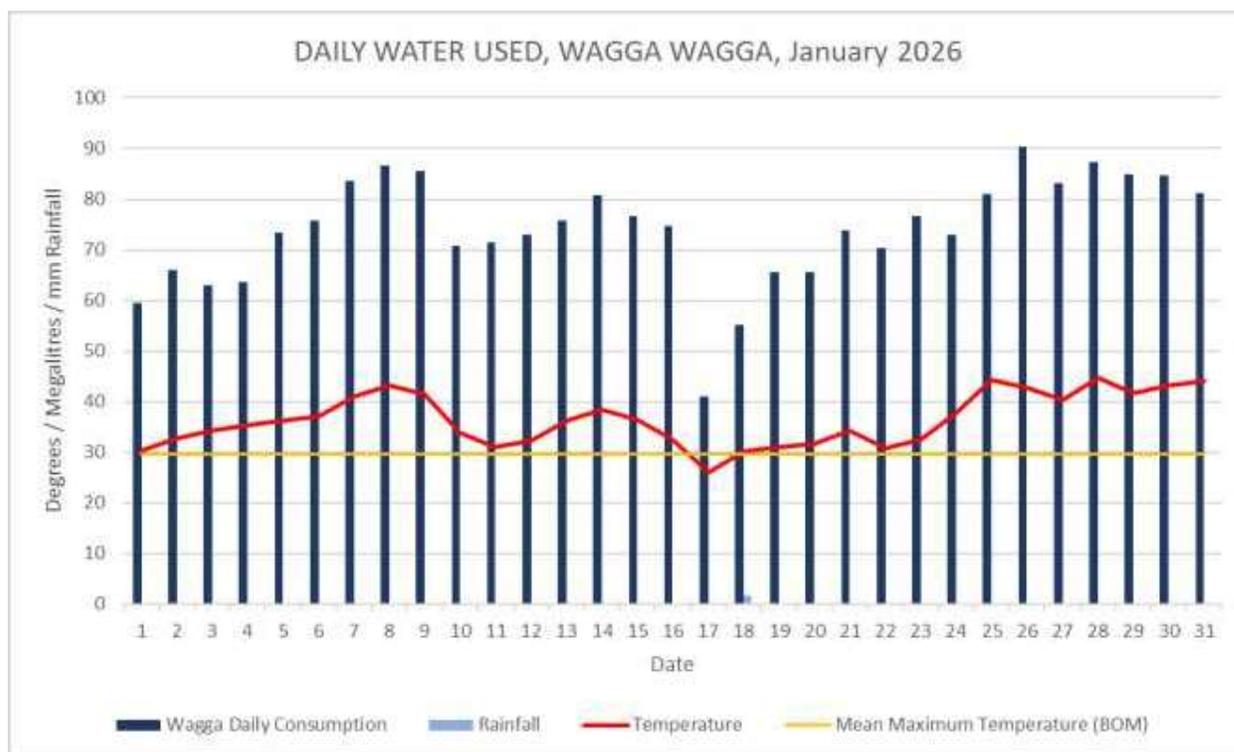
Water Sourced and Used

WATER SOURCED - Megalitres [ML]		January		
		2024	2025	2026
Rainfall [mm]		84.2	69.8	2.0
Wet Days		12	8	2
Surface Water Sources				
Murrumbidgee Regulated River Water	Sub-Total	663.3	1,252.2	1,300.9
Wagga Wagga - Murrumbidgee River		662.3	1,244.0	1,285.2
Morundah - Yanco Creek		0.99	1.49	0.00
Urana - Colombo Creek		0.0	6.6	15.7
Groundwater Sources				
	Sub-Total	841.1	971.2	1,655.8
Wagga Wagga Alluvial Groundwater				
East Wagga Wagga		232.4	141.9	360.7
West Wagga Wagga		211.1	280.3	669.5
North Wagga Wagga		276.6	354.4	386.4
Oura		5.5	7.7	12.3
Mid Murrumbidgee Zone 3 Alluvial Groundwater				
Collingullie		6.7	13.2	13.0
Bulgary		51.5	83.2	82.5
Billabong Creek Alluvial Groundwater				
Walla Walla (near Culcairn)		19.0	32.3	51.7
Ralvona		23.6	37.0	46.6
Walbundrie		4.5	5.2	8.7
Gundagai Alluvial Groundwater (Tarcutta)				
		4.6	7.3	9.6
Lachlan Fold Belt MDB Groundwater				
Woomargama		1.5	2.1	3.6
Humula		0.7	0.9	1.2
Goldenfields Water (bulk supply)				
		3.7	5.7	9.9
Surface and Groundwater - TOTAL		1,504.4	2,223.3	2,956.7

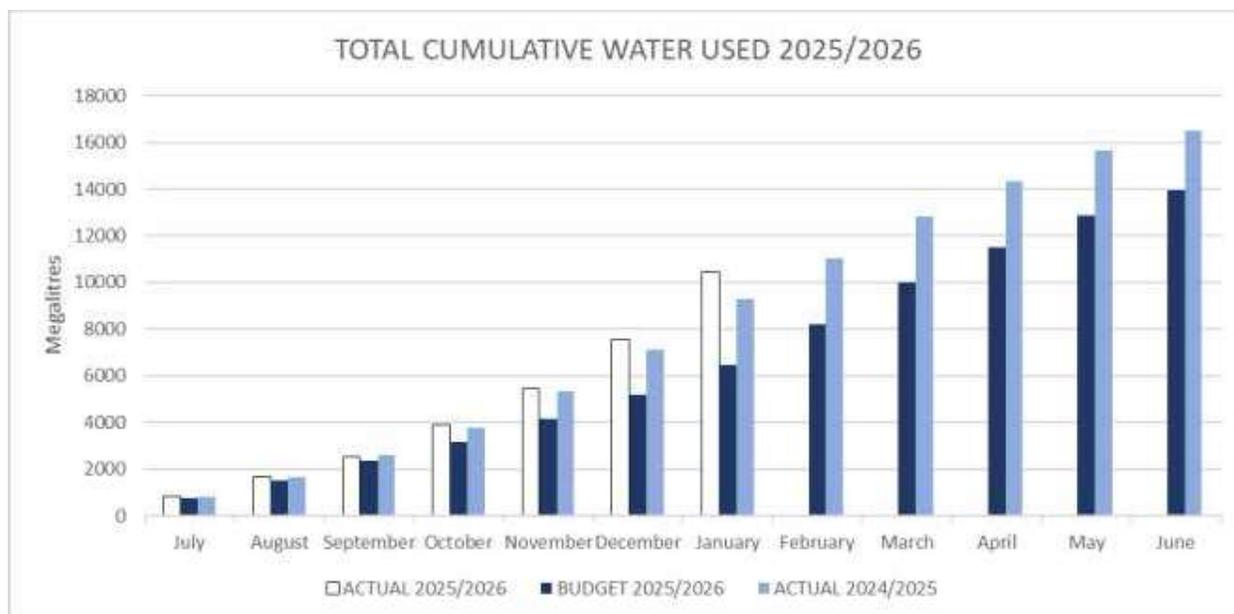
WATER SUPPLIED - Megalitres [ML]			January		
			2024	2025	2026
Greater Wagga Wagga	Wagga Wagga System	Sub-Total	943.2	1,416.0	1,896.8
	Wagga Low Level		189.0	190.0	243.5
	Wagga High Level		629.3	970.2	1294.8
	Bellevue/Glenoak Level		116.4	167.9	225.8
	Ladysmith		8.5	11.9	18.0
	Gregadoo			75.9	114.8
	North Wagga System	Sub-Total	295.5	382.7	484.1
	North Wagga/Bomen		80.9	95.0	104.5
	East Bomen		26.1	27.4	36.7
	Estella		135.3	194.7	263.6
	Rural - Brucedale		29.7	35.5	46.0
	Rural - The Gap/Tooyal			17.1	17.1
	Rural - Currawarna/Cottee		23.6	12.9	16.2
	GREATER WAGGA WAGGA - TOTAL			1,238.7	1,798.6
Rural	Southern Trunk System	Sub-Total	162.7	211.2	298.7
	(Southern Trunk- Rural Connections)			75.5	102.7
	San Isadore			14.7	24.2
	Kapooka			18.7	24.2
	Uranquinty			25.2	33.1
	The Rock			15.0	20.2
	Mangoplah			3.3	4.3
	Yerong Creek			3.4	5.7
	Pleasant Hills			14.5	25.1
	Milbrulong			0.6	1.1
	Henty			22.7	30.4
	Morven			7.3	11.9
	Walla Walla			12.5	15.9
	Transferred to Western Trunk			-2.2	-24.0
	Western Trunk System	Sub-Total	53.2	91.8	120.4
	(Western Trunk - Rural Connections)			36.4	64.3
	Lockhart			29.7	25.4
	Boree Creek			3.3	3.8
	Urana			10.7	14.2
	Oaklands			9.6	11.0
	Morundah*				1.6
	Transferred from Southern Trunk			2.2	24.0
	Independent Villages	Sub-Total	47.9	74.6	92.8
	Collingullie		6.7	12.2	11.7
	Humula		0.7	0.9	1.2
	Morundah*		0.9	1.4	
	Oura		5.5	7.7	12.3
Woomargama		1.5	2.1	3.6	
Tarcutta		4.5	7.1	8.7	
Holbrook		23.8	37.2	46.8	
Walbundrie-Rand		4.5	5.9	8.6	
RURAL - TOTAL			263.7	377.6	512.0
GREATER WAGGA WAGGA & RURAL - TOTAL			1,502.4	2,176.2	2,892.9

* Morundah became a western trunk sub-system effective January 2026.

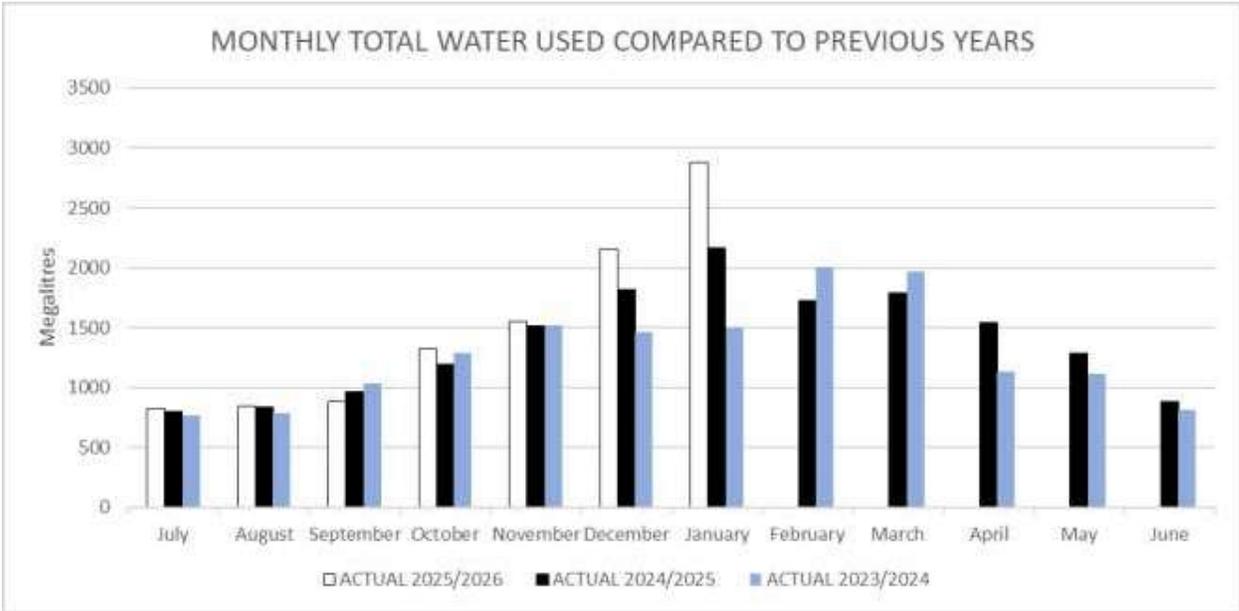
Graph 1



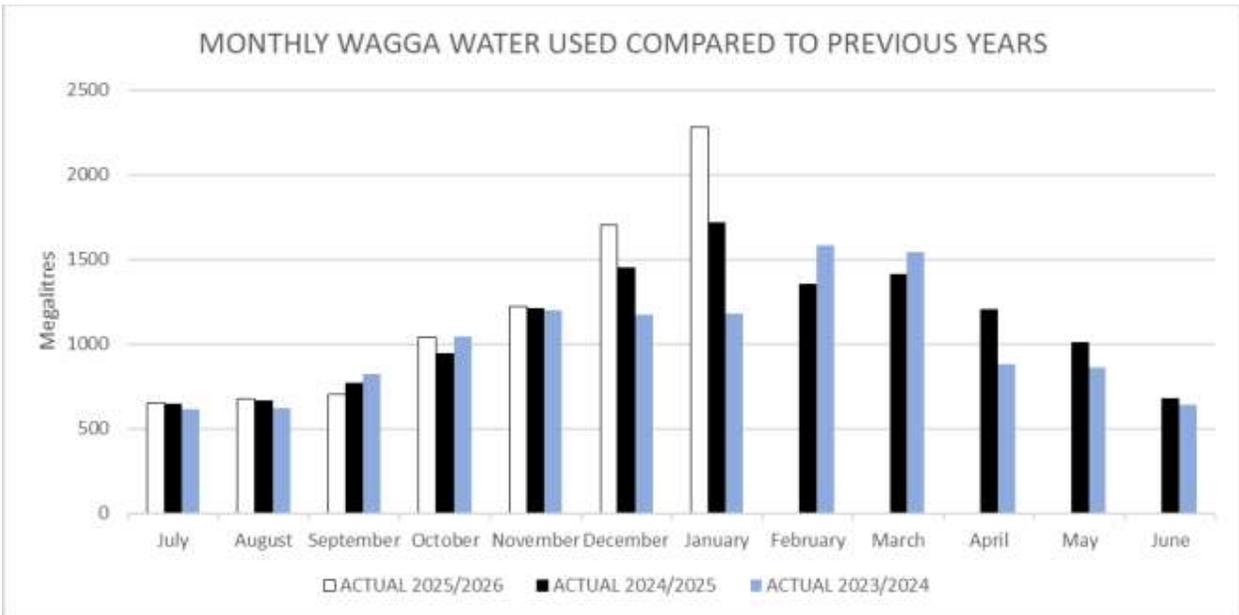
Graph 2



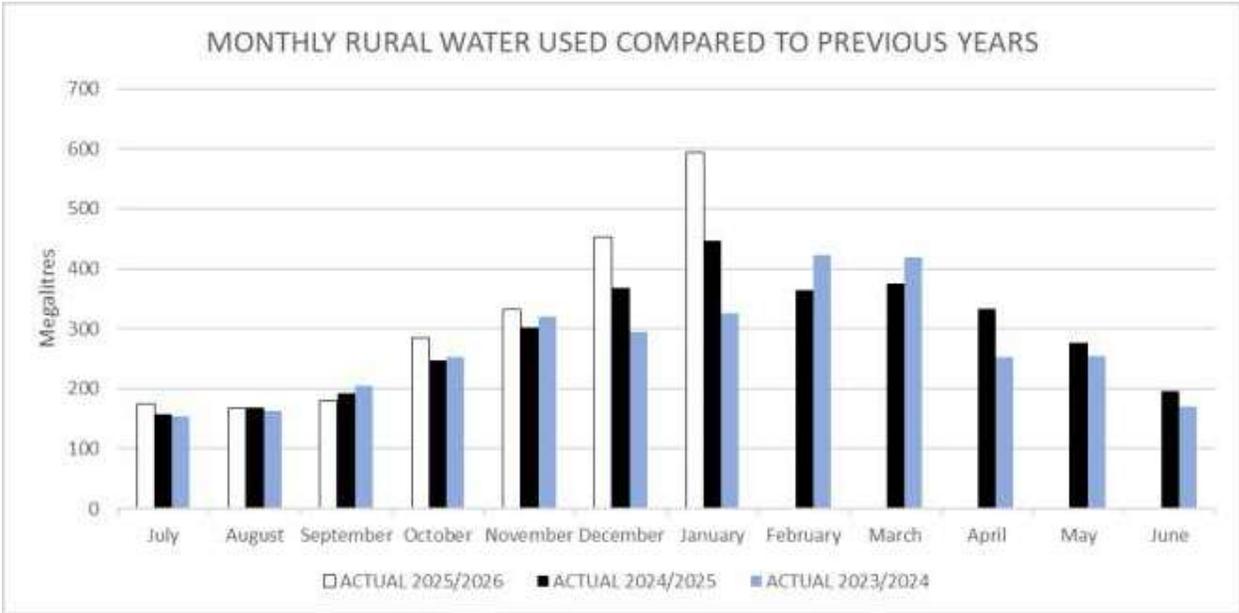
Graph 3



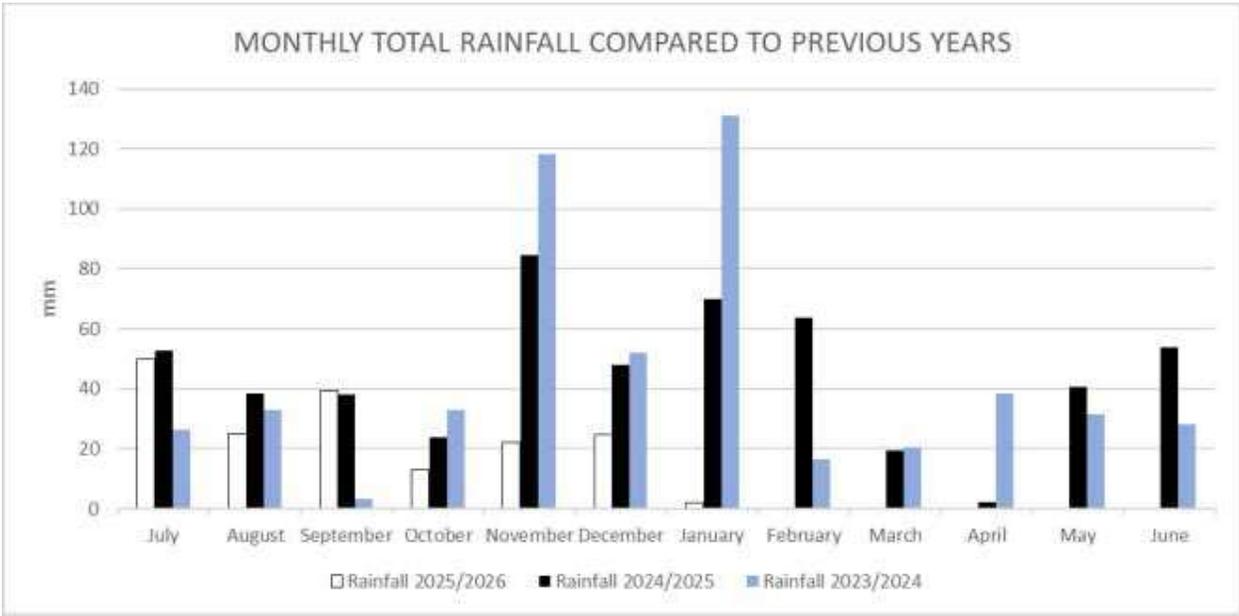
Graph 4



Graph 5



Graph 6



Repairs, Meters, Locations and Complaints

Suburb	WATERTASTE	WATERODOUR	WATERHAMMER	METERMODIFY	HYDMAINT	LOCATE	WATERDIRTY	METERCOCKFAIL	METERLEAK	PRESSURE	WATERLEAK	Grand Total
Suburb Not Recorded							2	1		1	1	5
ASHMONT					1		2	1	5		1	10
BOOROOMA											1	1
BOURKELANDS			1	1				1	3	1		7
BRUCEDALE								1		5	5	11
EAST WAGGA WAGGA								2			2	4
ESTELLA								1	3		1	5
FOREST HILL					1				1	2	4	8
GLENFIELD PARK	2						2	2	8	3	4	21
GOBBAGOMBALIN							1		3		1	5
GUMLY GUMLY				1								1
HENTY					1		1	2	1		4	9
HENTY TO HOLBROOK						1				2		3
HOLBROOK								1	1	1		3
KOORINGAL							2	2	4	7	3	18
LADYSMITH										1		1
LAKE ALBERT								1	1	2	9	13
LLOYD									1			1
LOCKHART											1	1
MOUNT AUSTIN								1	2	2	3	8
NORTH WAGGA WAGGA											3	3
PLEASANT HILLS										2		2
SPRINGVALE					1					3	2	6
TARCUTTA										1		1
TATTON						5			1			6
TOLLAND								1	5	1		7
TURVEY PARK						1	1			3	2	7
URANQUINTY								1		1		2
WAGGA TO THE ROCK										1	1	2
WAGGA WAGGA		2	1	1	1	1	2	2	9	4	11	34
WALLA WALLA					1			1	1	1	3	7
YERONG CREEK										1		1
RAND									1			1
THE ROCK								1		5		6
MORUNDAH										2		2
OURA							3	1			1	5
WALBUNDRIE TO RAND										1		1
BIDGEEMIA											3	3
URANGELINE									1			1
MILBRULONG						1						1
WALBUNDRIE						1						1
BULGARY										2		2
Grand Total	2	2	2	3	6	10	16	23	51	55	66	236

New Connections

Count of #		Resp.		
Activity	Suburb	NEWSERVICE	RURALGANG	Grand Total
MTRINST	BOOROOMA	4		4
	BOREE CREEK		1	1
	ESTELLA	3		3
	FOREST HILL	4		4
	GLENFIELD PARK	1		1
	GOBBAGOMBALIN	20		20
	GUMLY GUMLY	1		1
	KOORINGAL	1		1
	LAKE ALBERT	3		3
	TARCUTTA	1		1
	TATTON	1		1
	WAGGA WAGGA	1		1
Grand Total		40	1	41

Water System Repairs

Activity	Date	Suburb	Problem	AssetType	Count of #
MAINRPR	5/01/2026	LAKE ALBERT		Water Main	1
		LAKE ALBERT	EXCESSWEAF	Water Main	1
	6/01/2026	BIDGEEMIA	ROUNDSPLIT	Water Main	1
		BRUCEDALE	EXCESSWEAF	Water Main	1
		FOREST HILL	JOINTLEAK	Water Main	1
		SPRINGVALE	EXCESSWEAF	Water Main	1
	7/01/2026	BRUCEDALE	LONGSPLIT	Water Main	1
	8/01/2026	BRUCEDALE	EXCESSWEAF	Water Main	1
	9/01/2026	THE ROCK	ROUNDSPLIT	Water Main	1
	12/01/2026	FOREST HILL	LONGSPLIT	Water Main	1
		LAKE ALBERT	EXCESSWEAF	Water Main	1
		TURVEY PARK	LONGSPLIT	Water Main	1
	13/01/2026	WALLA WALLA	ROUNDSPLIT	Water Main	1
		BRUCEDALE	LONGSPLIT	Water Main	1
		THE GAP	JOINTLEAK	Water Main	1
	14/01/2026	WALBUNDRIE TO RAND	JOINTLEAK	Water Main	1
		KOORINGAL	GROUNDMOI	Water Main	1
		WAGGA WAGGA	GROUNDMOI	Water Main	1
	15/01/2026	LOCKHART	ROUNDSPLIT	Water Main	1
	16/01/2026	BRUCEDALE	EXCESSWEAF	Water Main	1
		FOREST HILL	ROUNDSPLIT	Water Main	1
	17/01/2026	ESTELLA	NOFAULT	Water Main	1
		LAKE ALBERT	GROUNDMOI	Water Main	1
		PLEASANT HILLS		Water Main	1
	18/01/2026	FOREST HILL	EXCESSWEAF	Water Main	1
		FOREST HILL	TREERROOTS	Water Main	1
	19/01/2026	BIDGEEMIA	ROUNDSPLIT	Water Main	1
		TOLLAND	GROUNDMOI	Water Main	1
		FOREST HILLS	GROUNDMOI	Water Main	1
	20/01/2026	KOORINGAL	GROUNDMOI	Water Main	1
	21/01/2026	FOREST HILL	EXCESSWEAF	Water Main	1
		HENTY	ROUNDSPLIT	Water Main	1
		THE ROCK	LONGSPLIT	Water Main	1
	22/01/2026	ASHMONT	GROUNDMOI	Water Main	1
		BRUCEDALE	EXCESSWEAF	Water Main	1
		BRUCEDALE	TREERROOTS	Water Main	1
		LOCKHART	ROUNDSPLIT	Water Main	1
		TURVEY PARK	EXCESSWEAF	Water Main	1
	23/01/2026	WAGGA WAGGA	GROUNDMOI	Water Main	1
		LOCKHART	ROUNDSPLIT	Water Main	1
	24/01/2026	MOUNT AUSTIN	GROUNDMOI	Water Main	1
	25/01/2026	FOREST HILL	ROUNDSPLIT	Water Main	1
	26/01/2026	FOREST HILL	GROUNDMOI	Water Main	1
	27/01/2026	PLEASANT HILLS		Water Main	1
	28/01/2026	EAST WAGGA	EXCESSWEAF	Water Main	1
		OURA	TREERROOTS	Water Main	1
		URANGELINE	ROUNDSPLIT	Water Main	1
	29/01/2026	BRUCEDALE	EXCESSWEAF	Water Main	1
	30/01/2026	BIDGEEMIA	ROUNDSPLIT	Water Main	1
		MOUNT AUSTIN	JOINTLEAK	Water Main	1
		OSBORNE	ROUNDSPLIT	Water Main	1
		THE ROCK	ROUNDSPLIT	Water Main	1
Grand Total				52	

Water Quality Complaints

Types	Date	Suburb	Action Taken	Count of SR#
WATERTASTE	8/01/2026	GLENFIELD PARK	08.01.26 checked water at supply to meter Free Cl2 1.28mg/L, Total Cl2 1.47mg/L, Turb 0.89 NTU, pH 7.35. Meets ADWG. No smell, gal pipe from meter.	1
WATERODOUR	13/01/2026	WAGGA WAGGA	14.01.26 9:35am Spoke to Logan to inform her of the WQ results. Logan is happy with the results, and I suggested flushing the taps if she has been away and that the smell might be coming from her internal drains when the tap runs and stirs it up. Which could be why she thought the smell comes from the water.	1
		WAGGA WAGGA	Checked water at supply to property Free Chlorine 1.43mg/L, Total chlorine 1.55mg/L, turbidity 0.17NTU, 7.44pH, all within ADWG. Water tasted and smelt OK.	1
WATERDIRTY	5/01/2026	GLENFIELD PARK	Flushed at meter and spoke to owner	1
		HENTY	Flush main	1
		WAGGA WAGGA	Flushed water fine no one home	1
	6/01/2026	KOORINGAL	8/1/26 Checked water at supply Free Chlorine 1.41 mg/L, Turb 0.47 NTU,	1
	7/01/2026	TURVEY PARK	08.01.26 left message for Sera08.01.26 checked water at supply to meter Free Cl2 1.47mg/L, Total Cl2 1.59mg/L, Turb 0.74 NTU, pH 7.21, meets ADWG. smelt OK, gal pipe from meter to house. Emailed results and asked Sera to contact.	1
		OURA	08.01.26 left message for customer 08.01.26 checked water supply to property. Free Cl2 0.92 mg/L, Total Cl2 1.01 mg/L, Turbidity 0.89 NTU, pH 7.2, no smell or colour. Meets ADWG emailed results to RWCC support as requested	1
		OURA	Spoke to Christopher regarding water quality results and that they met ADWG from the check on 8/1/26. Christopher said he was challenging the bill from when he filled up his pool and wanted to talk to someone regarding this. Christopher said that he had spoken to someone at the front regarding this and had supplied photos of the pool.	1
	13/01/2026	GOBBAGOMBALIN	Flushed at meters till clear	1
	14/01/2026		Flushed main	1
		KOORINGAL	Was from pipe failure	1
	15/01/2026	KOORINGAL	Installed lockable ball valve and garden tap	1
	16/01/2026	ASHMONT	Tested water at meter ,Turb 0.61 NTU ,Free Cl2 1.24mg/L Total Cl 1.33mg/L, pH 7.38, No Colour , no taste ,all within AWDG.	1
	22/01/2026	ASHMONT	Flushed at meter	1
		WAGGA WAGGA	Wo created	1
	30/01/2026	GLENFIELD PARK	Copper both sides and new meter. No one home unsure if hot water issue	1
Grand Total				18

New water mains laid – New and Replacement

Summary	WO#	Asset Type	Width	Type	Sum of Meters
Lower 100mm AC main in laneway off Queen St	11118	Water Main	100	DICL	5
Mitchell Rd, Kyemba Ave to Inglewood	10168	Water Main	100	DICL	204
Blamey St, Macleay to Mitchelmore	9140	Water Main	100	OPVC	102
lot 11 Namoi street Boree Creek 2652 (sction 3 dp 758142) 100mm Main extension x 100m from Lachlan St to western corner for new connection	11467	Water Main	100	OPVC	60
Grand Total					371

Major Repairs / Overhauls

Facility	Work done
Wagga Wagga WTP	Preventative maintenance

Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	134
Estella Farrer Road	216
Forest Hill Elizabeth Avenue	685
Glenfield Red Hill Road	251
Henty Olympic Way	103
Holbrook Millswood Road	70
Lake Albert Plumpton Road	394
Lockhart Napier Road	270
Pleasant Hills Manson Street	11
Ralvona	17
Tarcutta	108
The Rock	69
Urana Federation Way	56
Walla Walla	7
Woomargama Murray St	5
Yerong Creek Finlayson Street	40

Fleet Disposals

Vehicle No	Description	Vehicle Type	Make & Model	Year	KMs	Method	Price (ex GST)
Nil							

Fleet Acquisitions

Vehicle No	Tenders received	Accepted Tenderer	Vehicle type	Make/Model	Price ex GST
531	7	Komatsu	Mini-excavator	Komatsu PC30MR-5	\$80,321.00
532	4	Baker Motors	4x4 Light Truck	MB Sprinter 519	\$79,377.83

537	1	RivSteel	Tandem trailer for fire unit	Coastmac Trailers	\$4,000.00
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Strategic Alignment

Our Operations
Assure ongoing service delivery

Financial Implications

Nil

Workforce Implications

Nil

Risk Considerations

Service delivery and Asset Management - Significant or long term disruption	
Low	Riverina Water has a low tolerance for risk of failure of infrastructure assets that would result in significant and/or prolonged disruption to our services and infrastructure that does not have the capacity to meet customer demands.

Risk Alignment

Regular reporting enables management to monitor water production, quality and infrastructure to ensure ongoing capacity to meet customer demands

CONF-1 Confidential Minutes of Audit, Risk and Improvement Committee held on 5 February 2026

Organisational Area Chief Executive Officer

Author Melissa Vincent, Executive Assistant

Summary This report presents the minutes of the Audit, Risk and Improvement Committee meeting held on 5 February 2026.

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.

CONF-2 New Borrowing - Plumpton Road (WWCC Works)

Organisational Area Corporate Services

Author Natasha Harris, Manager Finance & Sourcing

Summary This report provides the Board with indicative quotations for loan funding to support the completion of the Plumpton Road Watermain Replacement Project. Board approval is sought to enter into a loan agreement based with the preferred lender based on the most competitive offer received.

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

CONF-3 Request from Opening Doors Foundation

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader and Emily Tonacia, Director Corporate Services

Summary Following consideration at the Board Workshop on 27 November 2025 of offering support under section 558 of the Local Government Act, this report explores options as to how Riverina Water can support the Opening Doors Foundation, a registered charity providing affordable housing and support for seniors and people with disability.

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-4 Tender RFT2025/26 - Oura Reservoir Replacement - Design & Construct Concrete Reservoir

Organisational Area Engineering

Author Greg Vidler, Manager Projects; Robert Bruce, Project Engineer - Infrastructure and Catherine Smith, Procurement Coordinator

Summary This report provides a recommendation on the preferred tenderer for the Oura Reservoir Replacement - Design & Construct Concrete Reservoir project.

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-5 Oura Reservoirs - Land Matters - Creation of Right of Way

Organisational Area Engineering

Author Robert Bruce, Project Engineer - Infrastructure and Greg Vidler,
Manager Projects

Summary This report provides a recommendation to create an easement for
Right of Way to the Oura Reservoirs.

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:

(f) details of systems and/or arrangements that have been implemented to protect council, councillors, staff and Council property

CONF-6 Temporary Lease - 1 Gigalitre High Security Murrumbidgee River Regulated Water Entitlement

Organisational Area Engineering

Author Jason Ip, Manager Operations

Summary Riverina Water originally purchased a 1,000 ML High Security (Murrumbidgee River) License (WAL 16171) in 2008 for approximately \$3.6M. The purchase was under Council Resolution No. 06/80 in 2006. Depending on operational risks and opportunities, Riverina Water has leased this License and received income towards purchasing future water high security entitlements. This report recommends that the Board consider temporarily leasing the License onto the Temporary Water Market for the remaining water year ending 30th June 2026. Prices to lease the water from water brokers will be received just prior this Board Meeting and presented in Confidential session

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