



Meeting of Riverina Water County Council

The meeting will be held in the Pat Brassil AM Meeting Room,
91 Hammond Ave, Wagga Wagga at 10:00am on Thursday,
24 August 2023

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.

Acknowledgement of Country

Presentation by artist Owen Lyons to Riverina Water

Apologies

Declaration of pecuniary and non-pecuniary interests

Confirmation of Minutes

Minutes of Board Meeting 22 June 2023

Correspondence

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R1 Riverina Water Audit Risk & Improvement Committee Annual Report 2022-2023

Organisational Area Corporate Services

Author Wendy Reichelt, Governance & Integrated Planning Officer

Summary This report covers activities of the Riverina Water ARIC from 1 July 2022 to 30 June 2023 and is provided to the Board as a requirement under the reporting obligations contained within the ARIC Charter.

RECOMMENDATION that Council receive the report from the Riverina Water Audit, Risk & Improvement Committee (ARIC) as prepared by the ARIC Chair, Mr Bryce McNair.

Report

RIVERINA WATER COUNTY COUNCIL AUDIT, RISK & IMPROVEMENT COMMITTEE REPORT (prepared by Bryce McNair)

Year ended 30 June 2023

The Audit, Risk & Improvement Committee (the Committee) is an advisory committee appointed by the Board pursuant to section 355 of the Local Government Act 1993 and the terms and conditions of the Audit Risk & Improvement Committee Charter.

This report is made in accordance with clause 6 of the Committee's Charter and covers the financial year 2022-23. It incorporates a report on the management of risks and internal controls pursuant to clause 7.3.

Committee meetings during the period

The Committee met on 14 July 2022, 24 November 2022, 16 February 2023 and 23 May 2023 (all ordinary meetings) and 21 September 2022 (special meeting to consider the draft Annual Financial Statements). Attendances at meetings is in person or via Teams.

<u>Committee Member</u>	<u>Meetings attended</u>
David Maxwell (Chairperson)	5
Bryce McNair	5
Shannon Buckley*	3
<u>Board Member</u>	
Clr Georgie Davies**	3
Clr Michael Henderson	2

*Shannon Buckley was appointed as an additional independent member of the Committee in November 2022. ** Clr Georgie Davies was granted leave of absence.

A further independent member was recruited and appointed to commence 1 July 2023 to fill the vacancy on the Committee due to the end of tenure of the Chair, David Maxwell.

The Committee's meetings were attended by the CEO, the Director of Corporate Services, and the Governance and Corporate Planning Officer, and other staff as necessary. Also in attendance was a representative/s from Riverina Water's contracted Internal Audit, National Audits Group. Minutes were ably prepared by the Executive Assistant.

Reporting lines

The Committee reports to the Board after each meeting in the form of minutes together with the Chairperson's summary report of the meeting proceedings and provides an annual report of activities undertaken each year.

Role of the Audit Risk & Improvement Committee

The Committee role includes:

- annually reviewing the Enterprise Risk Register and associated controls
- monitoring the risk exposure of Council
- reviewing the scope of internal audit plans and the effectiveness of the function
- reviewing reports of internal audit and the extent to which management implements recommendations raised by internal audit
- critically analysing and following up on any internal or external report that raises significant issues relating to risk management, internal control, financial reporting and other accountability or governance issues raised
- identifying and referring specific projects or investigations deemed necessary through the CEO, internal auditor and the Board as appropriate
- addressing issues brought to the attention of the Committee that are within the parameters of its terms of reference
- considering and recommending any changes to the Committee's Charter and the Internal Audit Charter.

External Audit operations during the period

At its special meeting held 21 September 2022 the Committee reviewed the draft Annual Financial Statements for the year ended 30 June 2022. The Committee reported to the Board that it knew of no matter that would prevent Council from executing the certificates required by section 413 of the Local Government Act.

The Committee has also reviewed all correspondence from the external auditor in relation to the external audit and did not identify any specific matter to which it wished to draw the attention of the Board.

The Committee commends Emily Tonacia, Director Corporate Services, and her staff on the patently high standard of preparation of the Annual Financial Statements leading to the award of a 'clean' audit.

Internal Audit operations during the period

Internal Audit has an independent contract with Council and reports functionally to the Committee.

Internal Audit services have been provided by National Audits Group. That contract was extended during the year by the Board, with the support of the Committee, until 30 June 2024.

The Committee appreciates that implementation of the recommendations of internal audit reports requires the commitment of significant resources, particularly at senior officer level. The scope of the internal audit program reflects this reality.

The Committee considered the Internal Audit Report on *Land and Buildings* which, in the opinion of the Committee, did not raise major issues. With very few exceptions, management accepted the recommendations of these reports.

The scheduled timing of the audit and implementation of recommendations arising from the *Project Management* internal audit were delayed for a combination of reasons involving staff and audit contractor timings.

Internal and external reports usually include recommendations for improvements to Council procedures – not all of which are necessarily appropriate to an organisation of Council's size - designed to minimise the exposure to various risks. Management may or may not accept all recommendations in full. Where management adopts an improvement initiative, a responsible officer is appointed, and a date set for completion.

The Committee reviews the reports, recommendations, and management comments in detail, and satisfies itself that management's proposed actions are appropriate and adequate, and that the proposed timeframes are realistic, particularly in relation to staff resources available.

The Committee then monitors management actions in relation to issues raised in previous reports, and at need will report to the Board on any matters causing concern. During the year under review, there have been no matters that the Committee has considered reporting in this manner.

Other Reports referred to the Committee

The following other reports have been referred to, and considered by, the Committee. There are no specific matters relating to these that the Committee wishes to draw to the attention of the Board.

- Riverina Water Annual Report
- Statecover Self-Audit Report 2022
- Statecover GM Annual Report
- Statewide Continuous Improvement Program – Business Continuity Planning
- JLT Risk Report 2022
- New Public Interest Disclosures (PID) Bill 2021

The Committee follows up the completion of any specific recommendations that have been agreed to by management.

Risk Management & Internal Controls

In relation to conventional financial internal controls, the external auditor's decision to dispense with a final management letter provides its own recommendation. These controls are sound and operating effectively with only minor lapses.

During the year the Committee received ongoing updates on the management of risk and compliance. It is noted that a risk officer is to be appointed during the 2023-24 financial year to continue to implement the requirements under the *Risk Management & Internal Audit Guidelines* (the Guidelines). In the meantime, the Committee continues to take a more active role in scoping internal audit assignments, both to improve targeting of assignments to specific areas of risk, and to reduce the number and range of recommendations that require the attention of senior staff.

The Committee also reviews the minutes of the WHS Committee to assess the way the risks associated with workplace operations are being addressed.

Enterprise Resource Planning / Digital Transformation

A project of this magnitude carries a multitude of risks, and it is the responsibility of management to manage and control them. At each meeting the Committee receives a summary of the current risk profile and is briefed on current progress.

Other Committee Operations

As referred to above, where management has accepted recommendations, or developed an action plan, in response to any report received by Council, the Committee monitors progress with implementation and ascertains the reasons for any delays. We view this as an area where we can provide assurance to the Board that agreed improvements are being effectively executed.

The excellent work of the Governance & Corporate Planning Officer, Wendy Reichelt, has positioned Riverina Water so that the transition to the new requirements for ARICs under the Guidelines will be as smooth as possible.

Staff

Whilst good governance is fundamentally concerned with providing assurance to the Board and other stakeholders, it can also be seen and used as a management resource. The willing support the Committee has received from the CEO, Andrew Crakanthorp, and senior staff is based on that recognition and is appreciated by the Committee.

Financial Implications

Not applicable.

Risk Considerations

Corporate Governance And Compliance	
Avoid	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.

R2 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 June 2023 and July 2023.

RECOMMENDATION that Council receive and note the report detailing external investments for the months of June 2023 and July 2023.

Report

In accordance with the provisions of Clause 19(3) of the Local Government (Financial Management) Regulation 1993, reported are the details of Council's external investment portfolio as of June 2023 and July 2023.

- › **R2.1** **June 2023 Investment Report** [↓](#) 
- › **R2.2** **July 2023 Investment Report** [↓](#) 

Financial Implications

Not applicable.

Risk Considerations

Financial	
Avoid	Riverina Water will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.

Monthly Investment Report as at 30/06/2023

Investment	Inception Date	Term (Days)	Maturity Date	S&P LT Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
Term Deposits								
AMP	14/09/2021	730	14/09/2023	BBB	0.75	3.545%	\$1,000,000.00	\$1,000,000.00
AMP	22/06/2023	730	18/12/2023	BBB	5.55	3.545%	\$1,000,000.00	\$1,000,000.00
AMP	29/09/2022	732	30/09/2024	BBB	4.95	7.091%	\$2,000,000.00	\$2,000,000.00
Australian Unity Bank	21/06/2023	732	22/07/2024	BBB+	5.55	3.545%	\$1,000,000.00	\$1,000,000.00
Australian Unity Bank	7/07/2022	732	8/07/2024	BBB+	4.24	7.091%	\$2,000,000.00	\$2,000,000.00
Australian Unity Bank	25/07/2022	731	25/07/2024	BBB+	4.34	8.863%	\$2,500,000.00	\$2,500,000.00
BOQ	25/07/2022	365	25/07/2023	BBB+	4.07	8.863%	\$2,500,000.00	\$2,500,000.00
BOQ	22/06/2023	365	26/02/2024	BBB+	5.51	3.545%	\$1,000,000.00	\$1,000,000.00
ING	23/06/2022	730	24/06/2024	A	4.40	7.091%	\$2,000,000.00	\$2,000,000.00
MyState Bank	9/05/2023	167	23/10/2023	BBB	4.85	7.091%	\$2,000,000.00	\$2,000,000.00
MyState Bank	9/05/2023	195	20/11/2023	BBB	4.90	7.091%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	23/09/2021	733	26/09/2023	AA-	0.63	5.318%	\$1,500,000.00	\$1,500,000.00
National Australia Bank	8/06/2021	1099	11/06/2024	AA-	0.75	8.863%	\$2,500,000.00	\$2,500,000.00
Westpac	19/08/2022	364	18/08/2023	AA-	3.96	10.636%	\$3,000,000.00	\$3,000,000.00
						92.18%	\$26,000,000.00	\$26,000,000.00
Cash Deposit Account								
National Australia Bank				AA-	2.85	7.822%	\$2,206,410.27	\$2,206,410.27
						7.82%	\$2,206,410.27	\$2,206,410.27
TOTAL INVESTMENTS						100.00%	\$28,206,410.27	\$28,206,410.27
Cash at Bank				AA-	0.00			\$1,092,086.77
TOTAL FUNDS								\$29,298,497.04

CERTIFICATE

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


N Harris**MANAGER FINANCE & SOURCING****Application of Investment Funds**

Restricted Funds	Description	Value
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$1,971,147.14
	Plant Replacement	\$2,554,959.76
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$228,250.00
	Water Licences	\$669,385.20
Unrestricted Funds		\$20,874,754.94
TOTAL FUNDS		\$29,298,497.04

* 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

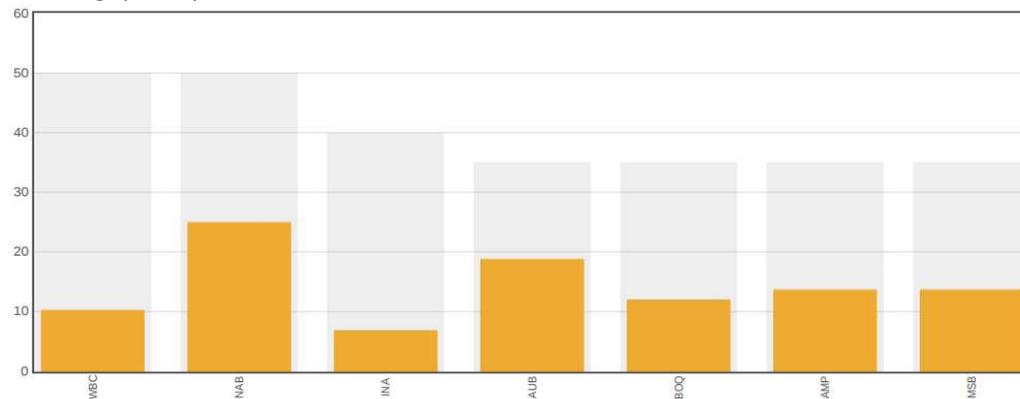
The investment portfolio increased by \$1,112,525.61 for the month. The increase was due to income in June being higher than expenditure.

Portfolio Performance

For the month of June, the portfolio (excluding cash) provided a return of +0.30% (actual), marginally outperforming the benchmark Ausbond Bank Bill Index return by +0.30% (actual). The relative 'underperformance' over the past year has been due to the unexpected aggressive rate hikes undertaken by the RBA. Whilst this 'underperformance' may continue in the short-term, this is anticipated to be temporary.

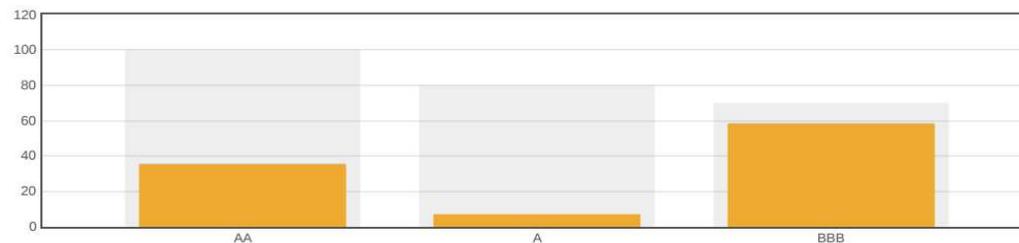
Counterparty Compliance

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



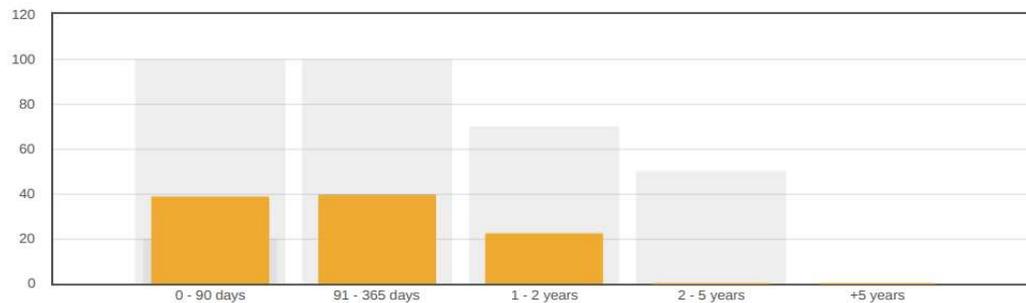
Credit Quality Compliance

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



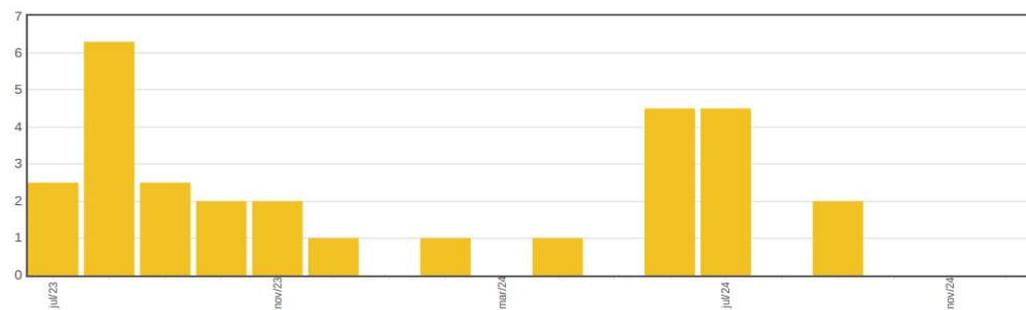
Term to Maturity

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



Maturity Cashflow

When investments will mature over time



Monthly Investment Report as at 31/07/2023

Investment	Inception Date	Term (Days)	Maturity Date	S&P LT Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
Term Deposits								
AMP	14/09/2021	730	14/09/2023	BBB	0.75	3.557%	\$1,000,000.00	\$1,000,000.00
AMP	22/06/2023	179	18/12/2023	BBB	5.55	3.557%	\$1,000,000.00	\$1,000,000.00
AMP	29/09/2022	732	30/09/2024	BBB	4.95	7.115%	\$2,000,000.00	\$2,000,000.00
Australian Unity Bank	21/06/2023	306	22/04/2024	BBB+	5.55	3.557%	\$1,000,000.00	\$1,000,000.00
Australian Unity Bank	7/07/2022	732	8/07/2024	BBB+	4.24	7.115%	\$2,000,000.00	\$2,000,000.00
Australian Unity Bank	25/07/2022	731	25/07/2024	BBB+	4.34	8.893%	\$2,500,000.00	\$2,500,000.00
Bendigo & Adelaide Bank	26/07/2023	383	12/08/2024	BBB+	5.50	3.557%	\$1,000,000.00	\$1,000,000.00
BOQ	22/06/2023	249	26/02/2024	BBB+	5.51	3.557%	\$1,000,000.00	\$1,000,000.00
ING	23/06/2022	732	24/06/2024	A	4.40	7.115%	\$2,000,000.00	\$2,000,000.00
MyState Bank	9/05/2023	167	23/10/2023	BBB	4.85	7.115%	\$2,000,000.00	\$2,000,000.00
MyState Bank	9/05/2023	195	20/11/2023	BBB	4.90	7.115%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	23/09/2021	733	26/09/2023	AA-	0.63	5.336%	\$1,500,000.00	\$1,500,000.00
National Australia Bank	8/06/2021	1099	11/06/2024	AA-	0.75	8.893%	\$2,500,000.00	\$2,500,000.00
National Australia Bank	27/07/2023	365	26/07/2024	AA-	5.45	7.115%	\$2,000,000.00	\$2,000,000.00
Westpac	19/08/2022	364	18/08/2023	AA-	3.96	10.672%	\$3,000,000.00	\$3,000,000.00
						94.27%	\$26,500,000.00	\$26,500,000.00
Cash Deposit Account								
National Australia Bank				AA-	2.85	5.729%	\$1,610,579.75	\$1,610,579.75
						5.73%	\$1,610,579.75	\$1,610,579.75
TOTAL INVESTMENTS						100.00%	\$28,110,579.75	\$28,110,579.75
Cash at Bank				AA-	0.00			\$756,024.15
TOTAL FUNDS								\$28,866,603.90

CERTIFICATE

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


N Harris**MANAGER FINANCE & SOURCING****Application of Investment Funds**

Restricted Funds	Description	Value
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$1,971,147.14
	Plant Replacement	\$2,859,237.82
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$228,250.00
	Water Licences	\$669,385.20
		\$8,728,020.16
Unrestricted Funds		\$20,138,583.74
TOTAL FUNDS		\$28,866,603.90

* 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

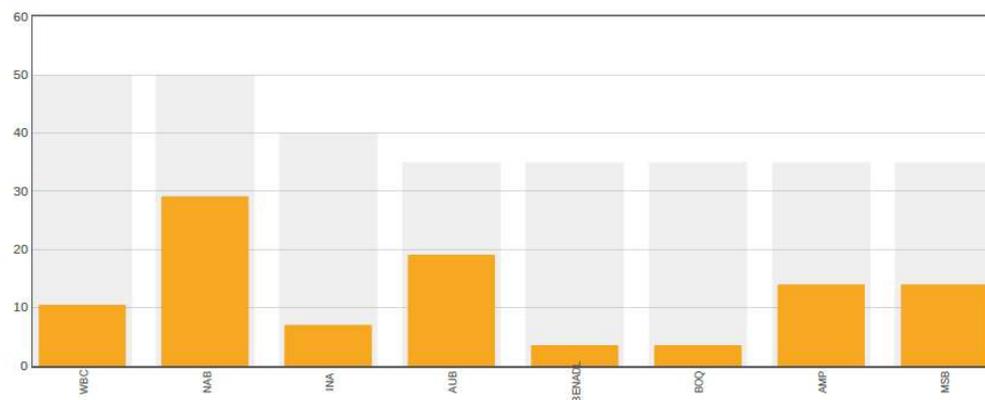
The investment portfolio decreased by \$431,893.14 for the month. The decrease was due to income in July being lower than expenditure.

Portfolio Performance

For the month of July, the portfolio (excluding cash) provided a return of +0.33% (actual), underperforming the benchmark Ausbond Bank Bill Index return by +0.37% (actual). The relative 'underperformance' over the past year has been due to the unexpected aggressive rate hikes undertaken by the RBA. Whilst this 'underperformance' may continue in the short-term, this is anticipated to be temporary given the relatively high level of turnover and the RBA approaching the end of its rate hike cycle.

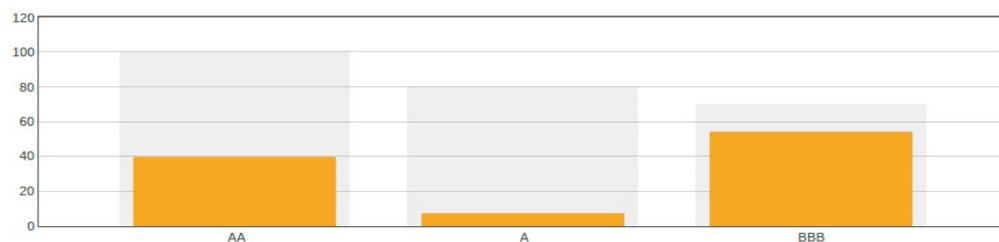
Counterparty Compliance

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



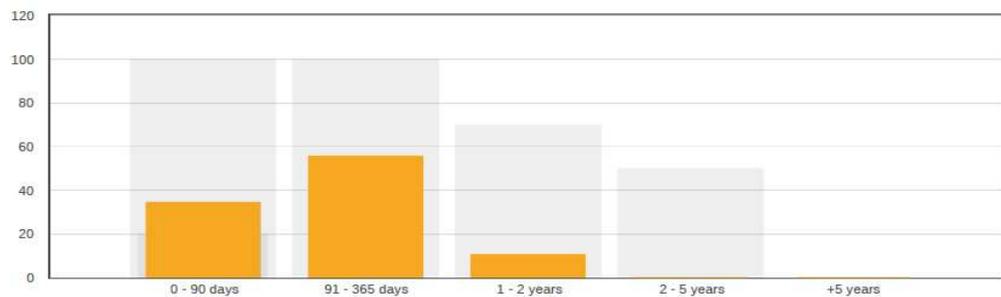
Credit Quality Compliance

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



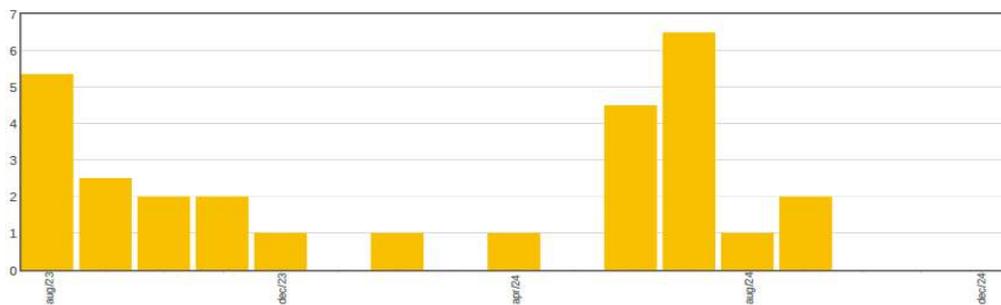
Term to Maturity

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



Maturity Cashflow

When investments will mature over time



R3 Financial Statements 2022/2023

Organisational Area Corporate Services

Author Emily Tonacia, Director Corporate Services

Summary Riverina Water's unaudited Financial Statements and Special Purpose Financial Reports for 2022/23 have been completed and are ready to be forwarded to the Audit Office of New South Wales following examination from Council.

RECOMMENDATION that:

- a) Council receive and note the unaudited 2022/23 Primary Financial Statements
- b) Council's Draft Financial Statements be referred to audit by Council's auditors being the Audit Office of New South Wales;
- c) Council makes a resolution in accordance with Section 412(2c) that the annual financial report:
 - i. is in accordance with the Local Government Act 1993 (as amended) and the Regulations made there under.
 - ii. is in accordance with the Australian Accounting Standards and professional pronouncements.
 - iii. is in accordance with the Local Government Code of Accounting Practice and Financial Reporting.
 - iv. presents fairly the council's operating results and financial position for the year
 - v. is in accordance with Council's accounting policies and other records.
 - vi. that Council is not aware of any matter that would render this report false or misleading in any way.
- d) Council adopts the above-mentioned statement and that the Chairperson, Deputy Chairperson, Chief Executive Officer and Responsible Accounting Officer be authorised to complete the 'Statement by Members of the Council' in relation to Council's 2022/23 Financial Statements and Special Purpose Financial Reports and be attached thereto;
- e) The Chief Executive Officer be delegated the authority to issue the audited Financial Statements immediately upon receipt of the Auditor's Reports, subject to their being no material changes or audit issues; and
- f) Council presents the final audited Financial Statements and Auditor's Report to the public at its ordinary meeting to be held 26 October 2023.

Report

Council's Financial Statements and Special Purpose Financial Reports for 2022/2023 have been completed and are ready to be forwarded to Council's Auditors following examination by Council.

Financial Position

The anticipated Operating Result for 2022/23 is a surplus of \$1,366,000. The revised estimate was for a surplus of \$1,732,000.

There are no material variances between the final Operating Result to Council's revised budget.

An adjustment for the anticipated reduced water sales was done as part of the March 2023 Quarterly Budget Review.

Under the provisions of Section 412(2c) of the Local Government Act 1993, the Financial Statements and Special Purpose Financial Reports shall be accompanied by a statement made in accordance with a resolution by Council, signed by the Chairperson and Deputy Chairperson, Chief Executive Officer, and Responsible Accounting Officer along the lines of recommendations (c) above.

Following receipt of the Auditor's Report, it will be necessary to give public notice for a period of at least seven days prior to the adoption of the Financial Statements.

It is anticipated that the Auditor's Report will be submitted to Council's Ordinary Meeting on 26 October 2023. Council's Annual Report for 2022/2023 can be adopted at the same time.

- › **R3.1** **Statement by Councillors and Management - GPFS** [↓](#) 
- › **R3.2** **Statement by Councillors and Management - SPFS** [↓](#) 
- › **R3.3** **DRAFT General Purpose Financial Statements 2023** [↓](#) 

Financial Implications

Not applicable.

Risk Considerations

Corporate Governance And Compliance	
Avoid	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.

Riverina Water County Council

General Purpose Financial Statements

for the year ended 30 June 2023

Statement by Councillors and Management

Statement by Councillors and Management made pursuant to Section 413 (2c) of the *Local Government Act 1993* (NSW)

The attached general purpose financial statements have been prepared in accordance with:

- the *Local Government Act 1993* and the regulations made thereunder,
- the Australian Accounting Standards and other pronouncements of the Australian Accounting Standards Board
- the Local Government Code of Accounting Practice and Financial Reporting.

To the best of our knowledge and belief, these statements:

- present fairly the Council's operating result and financial position for the year
- accord with Council's accounting and other records.

We are not aware of any matter that would render these statements false or misleading in any way.

Signed in accordance with a resolution of Council made on 24 August 2023.

Clr T Koschel
Chairperson

Clr D Meyer OAM
Deputy Chairperson

Mr A Crakanthorp
Chief Executive Officer

Mrs Natasha Harris
Responsible Accounting Officer

Riverina Water County Council

Special Purpose Financial Statements

for the year ended 30 June 2023

Statement by Councillors and Management

Statement by Councillors and Management made pursuant to the Local Government Code of Accounting Practice and Financial Reporting

The attached Special Purpose Financial Statements have been prepared in accordance with:

- the NSW Government Policy Statement '*Application of National Competition Policy to Local Government*',
- the Division of Local Government Guidelines '*Pricing and Costing for Council Businesses – A Guide to Competitive Neutrality*',
- the Local Government *Code of Accounting Practice and Financial Reporting*,
- the NSW Office of *Water Best-Practice Management of Water and Sewerage Guidelines*.

To the best of our knowledge and belief, these statements:

- present fairly the operating result and financial position for each of Council's declared business activities for the year, and
- accord with Council's accounting and other records.

We are not aware of any matter that would render these statements false or misleading in any way.

Signed in accordance with a resolution of Council made on 24 August 2023.

Clr T Koschel
Chairperson

Clr D Meyer OAM
Deputy Chairperson

Mr A Crakanthorp
Chief Executive Officer

Mrs N Harris
Responsible Accounting Officer

DRAFT

Riverina Water County Council

GENERAL PURPOSE FINANCIAL STATEMENTS
for the year ended 30 June 2023

**"to provide our community with safe reliable water at
the lowest sustainable cost"**



Riverina Water County Council

Income Statement

for the year ended 30 June 2023

Original unaudited budget 2023	\$ '000	Notes	Actual 2023	Actual 2022
Income from continuing operations				
5,214	Rates and annual charges	B2-1	5,760	5,710
24,541	User charges and fees	B2-2	19,295	19,606
339	Other revenues	B2-3	208	576
225	Grants and contributions provided for operating purposes	B2-4	48	122
3,150	Grants and contributions provided for capital purposes	B2-4	2,004	4,327
200	Interest and investment income	B2-5	804	326
–	Net gain from the disposal of assets	B4-1	52	388
33,669	Total income from continuing operations		28,171	31,055
Expenses from continuing operations				
10,530	Employee benefits and on-costs	B3-1	10,134	9,116
8,348	Materials and services	B3-2	7,583	6,228
1,031	Borrowing costs	B3-3	143	239
7,580	Depreciation, amortisation and impairment of non-financial assets	B3-4	8,709	8,390
227	Other expenses	B3-5	236	443
27,716	Total expenses from continuing operations		26,805	24,416
5,953	Operating result from continuing operations		1,366	6,639
5,953	Net operating result for the year attributable to Council		1,366	6,639
2,803	Net operating result for the year before grants and contributions provided for capital purposes		(638)	2,312

The above Income Statement should be read in conjunction with the accompanying notes.

Riverina Water County Council

Statement of Comprehensive Income

for the year ended 30 June 2023

\$ '000	Notes	2023	2022
Net operating result for the year – from Income Statement		1,366	6,639
Other comprehensive income:			
Amounts which will not be reclassified subsequently to the operating result			
Gain (loss) on revaluation of infrastructure, property, plant and equipment	C1-6	24,331	16,714
Gain (loss) on revaluation of intangible assets	C1-7	430	(628)
Total items which will not be reclassified subsequently to the operating result		24,761	16,086
Total other comprehensive income for the year		24,761	16,086
Total comprehensive income for the year attributable to Council		26,127	22,725

The above Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

DRAFT

Riverina Water County Council

Statement of Financial Position

as at 30 June 2023

\$ '000	Notes	2023	2022
ASSETS			
Current assets			
Cash and cash equivalents	C1-1	3,304	2,510
Investments	C1-2	18,500	11,500
Receivables	C1-4	3,978	4,106
Inventories	C1-5	2,451	2,435
Other	C1-8	237	–
Total current assets		28,470	20,551
Non-current assets			
Investments	C1-2	7,500	17,500
Infrastructure, property, plant and equipment (IPPE)	C1-6	363,825	338,607
Intangible assets	C1-7	12,337	10,890
Total non-current assets		383,662	366,997
Total assets		412,132	387,548
LIABILITIES			
Current liabilities			
Payables	C3-1	3,218	2,694
Borrowings	C3-2	155	1,535
Employee benefit provisions	C3-3	3,942	4,555
Total current liabilities		7,315	8,784
Non-current liabilities			
Borrowings	C3-2	1,860	1,934
Total non-current liabilities		1,860	1,934
Total liabilities		9,175	10,718
Net assets		402,957	376,830
EQUITY			
Accumulated surplus		160,850	159,484
IPPE revaluation reserve	C4-1	242,107	217,346
Council equity interest		402,957	376,830
Total equity		402,957	376,830

The above Statement of Financial Position should be read in conjunction with the accompanying notes.

Riverina Water County Council

Statement of Changes in Equity

for the year ended 30 June 2023

\$ '000	Notes	2023			2022		
		Accumulated surplus	IPPE revaluation reserve	Total equity	Accumulated surplus	IPPE revaluation reserve	Total equity
Opening balance at 1 July		159,484	217,346	376,830	152,845	201,260	354,105
Net operating result for the year		1,366	–	1,366	6,639	–	6,639
Other comprehensive income							
Gain (loss) on revaluation of infrastructure, property, plant and equipment	C1-6	–	24,331	24,331	–	16,714	16,714
Gain (loss) on revaluation of intangible assets		–	430	430	–	(628)	(628)
Other comprehensive income		–	24,761	24,761	–	16,086	16,086
Total comprehensive income		1,366	24,761	26,127	6,639	16,086	22,725
Closing balance at 30 June		160,850	242,107	402,957	159,484	217,346	376,830

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

DRAFT

Riverina Water County Council

Statement of Cash Flows

for the year ended 30 June 2023

Original unaudited budget 2023	\$ '000	Notes	Actual 2023	Actual 2022
Cash flows from operating activities				
<i>Receipts:</i>				
5,214	Rates and annual charges		5,696	5,751
24,541	User charges and fees		19,674	19,371
200	Interest received		570	372
3,375	Grants and contributions		2,053	4,452
–	Bonds, deposits and retentions received		49	30
339	Other		1,715	270
<i>Payments:</i>				
(10,530)	Payments to employees		(10,840)	(9,633)
(8,348)	Payments for materials and services		(8,687)	(6,360)
1,031	Borrowing costs		(143)	(239)
(227)	Other		(278)	(461)
15,595	Net cash flows from operating activities	G1-1	9,809	13,553
Cash flows from investing activities				
<i>Receipts:</i>				
–	Proceeds from sale of IPPE		115	673
<i>Payments:</i>				
(11,500)	Acquisition of term deposits		3,000	(500)
(20,731)	Payments for IPPE		(9,642)	(10,420)
(350)	Purchase of intangible assets		(1,034)	(1,759)
(32,581)	Net cash flows from investing activities		(7,561)	(12,006)
Cash flows from financing activities				
<i>Receipts:</i>				
18,000	Proceeds from borrowings		–	–
<i>Payments:</i>				
(1,535)	Repayment of borrowings		(1,454)	(1,929)
16,465	Net cash flows from financing activities		(1,454)	(1,929)
(521)	Net change in cash and cash equivalents		794	(382)
2,570	Cash and cash equivalents at beginning of year		2,510	2,892
2,049	Cash and cash equivalents at end of year	C1-1	3,304	2,510
25,500	plus: Investments on hand at end of year	C1-2	26,000	29,000
27,549	Total cash, cash equivalents and investments		29,304	31,510

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.

R4 Revoted Budget - 2023/24

Organisational Area Corporate Services

Author Emily Tonacia, Director Corporate Services

Summary After reviewing the status of the 2022/23 Operational Plan, it is recommended that \$4,995,711 should be revoted into the 2023/24 capital expenditure budget due to projects not yet being completed.

RECOMMENDATION that Council:

- a) Revote capital budget totalling \$4,995,711 from the 2022/23 budget to be included in the 2023/24 budget; and
- b) Note capital budget items committed to be spent prior to 30 June 2023, totalling \$3,108,732 will be carried forward to the 2023/24 budget.

Report

Budget Revotes

After reviewing the status of the 2022/23 Operational Plan with management, it is recommended that \$4,995,711 should be revoted into the 2023/24 budget due to the projects not yet being completed. The items are listed as follows:

Project #	Description	Revote Amount
Land & Buildings		
228	Refurbishment of Operations Office	\$125,630
132	Depot Building The Rock	\$37,334
313	Re-use of supernatant non-potable water on Hammond Ave site	\$47,122
436	Refurbishment of Old Waterworks Office	\$10,000
437	French Park Pump Station	\$10,000
314	Murrumbidgee River Bank Stabilisation	\$21,760
315	Marshalls Creek Bank Stabilisation	\$26,712
346	Koorinal Road Purchase (Profinance Lot #2)	\$10,000
435	West Wagga Security Cameras and Gate Automation	\$66,211

Asset Demolition

406	Millswood (Abandoned) Reservoirx2	\$5,000
407	Bomen No.1 Steel (Abandoned) Reservoir	\$38,173
329	Humula Steel (Abandoned) Reservoir	\$10,000
332	Red Hill No.1 Steel (Abandoned) Reservoir	\$11,092

Plant & Equipment

54	Routine plant & vehicle replacements	\$210,344
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Intangibles

311	ERP Development & Implementation	\$1,722,437
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Sources

192	Wagga Bore Motor Replacement (132kW)	\$75,000
214	Bores-renew/refurbish/decommission	\$9,000
410	Sourceworks Metering (governance)	\$40,000

Water Treatment Plant

441	North Wagga Shade Cloth Replacement	\$39,900
137	Water Treatment Plant	\$281,860
321	Bomen Pump Station	\$39,191
324	Demolition of Koorringal Pumphouse & Main SB Relocation	\$13,375
295	North Wagga WTP Fluoride Plant Replacement	\$84,026
296	Gardiners Crossing Fluoridation Plant	\$135,000
297	Bulgary Fluoridation Plant	\$65,000
328	Tarcutta Manganese Filter Replacement	\$37,458
219	Woomargama WTP	\$201,023
445	Relining of Thickener (old clarifier 1)	\$26,827

Pumping Stations

414	Pleasant Hills Pump Station Refurbishment	\$56,242
475	Oura Pump Station High Lift Pump Replacement	\$17,622

Reservoirs

403	Oura Reservoir Replacement 2x100kL with 700?? kL replacement	\$445,651
274	The Rock Reservoir South	\$11,427
472	Refurbish: East Bomen No.2 Reservoir Remedial Work	\$19,781

Mains, Services & Meters

145	System Improvements - Urban	\$120,000
466	Boree to Morundah Pipeline	\$800,000
33	Renew Reticulation Mains - Non-Urban	\$25,514
469	Thorne Street 200mm DI CL	\$100,000

Budget Carry Forward

For the information of the Board, budget items totalling \$3,108,732 will be carried forward to the 2023/2024 budget. The expenditure was committed to be spent prior to 30 June 2023.

2023/24 Capital Expenditure Budget Adjustments

After reviewing the status of uncompleted works of 30 June 2023 still to be completed, and the proposed revotes, management are currently reviewing the adopted 2023/24 capital works program in detail in line with capacity and intend to bring an adjustment to Council at the ordinary October meeting, as part of the September Quarterly Budget Review.

Financial Implications

The proposed budget adjustments will increase the 2023/24 capital expenditure budget by \$8,104,443 resulting in a total proposed capital expenditure budget of \$24,175,090 for the 2024 financial year.

As highlighted above there will be a proposed reduction to this amount as part of the September Quarterly Budget Review Statement.

Risk Considerations

Financial	
Avoid	Riverina Water will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.

R5 CAPEX Budget Results 2022/23

Organisational Area Corporate Services

Author Emily Tonacia, Director Corporate Services

Summary Capital expenditure (CAPEX) for the 2022/23 financial year has been finalised and is presented for the board's information.

RECOMMENDATION that Council receive and note the report on the final capital expenditure budget result for the 2022/23 financial year.

Report

The attached report summarises Council's capital expenditure budget result for 2022/23. Total expenditure excluding commitments represented 51% of the revised adopted budget, and 67% including commitments.

It should be noted that these figures may adjust slightly during the finalisation of the annual financial statements.

The matter was discussed in detail during the recent performance review for the CEO where concern was expressed at the number of projects that were either not completed or commenced. As referenced in the revote projects report in this business paper, the CEO and management team are to undertake a comprehensive review of the 2023/24 CAPEX budget with a view to moving some projects in the 2023/24 CAPEX budget to future years (based on priority) This action is intended to allow staff to deliver the remaining projects during 2023/24.

› **R5.1 2022-23 Capital Expenditure** [↓](#) 

Financial Implications

Not applicable.

Risk Considerations

Financial	
Avoid	Riverina Water will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.

Description	Current Budget	Committal	Actual	Budget Remaining (incl. committal)
	\$	\$	\$	\$
MANAGEMENT				
LAND & BUILDINGS FOR ADMIN. DEPOTS AND WORKSHOPS				
Administration Office	1,091	0	4,814	-3,723
Depot Buildings	1,928,774	266,855	818,584	843,335
Access, Parking and Landscaping	350,945	31,551	133,035	186,360
Asset Demolition	45,000	0	1,827	43,173
SUB-TOTAL LAND & BUILDINGS FOR ADMIN, DEPOTS & WORKSHOPS	2,325,810	298,406	958,260	1,069,144
PLANT & EQUIPMENT				
IT Equipment	431,815	0	107,738	324,077
Office Furniture & Equipment	0	2,752	3,594	-6,346
Working Plant & Vehicle Purchases	1,625,978	1,069,947	345,687	210,344
Plant Tools & Equipment	70,000	0	34,254	35,746
Telemetry & Control Systems Upgrade	241,493	82	137,172	104,240
Radio Communications Upgrade/Replacements/Improvements	0	123	111	-234
Energy Efficiency & Cost Minimisation	1,065,377	426,966	157,647	480,764
SUB-TOTAL PLANT & EQUIPMENT	3,434,663	1,499,870	786,204	1,148,589
INTANGIBLES				
Software	2,809,001	113,146	1,034,318	1,661,537
Water Licences	0	0	0	0
SUB-TOTAL INTANGIBLES	2,809,001	113,146	1,034,318	1,661,537
TOTAL MANAGEMENT	8,569,474	1,911,422	2,778,782	3,879,270
SOURCES				
Bores-renew/refurbish/decommission	161,344	0	16,206	145,138
TOTAL SOURCES	161,344	0	16,206	145,138
TREATMENT PLANTS				
Aeration Tower Replacements	46,739	1,730	57,277	-12,268

Description	Current Budget	Committal	Actual	Budget Remaining (incl. committal)
	\$	\$	\$	\$
Aeration Tower Covers	158,209	0	201,039	-42,830
Specific Treatment Plant improvements	150,000	7,619	103,832	38,549
Treatment Plant refurbishments	4,965,369	1,014,711	2,964,229	986,429
TOTAL TREATMENT PLANTS	5,320,317	1,024,060	3,326,378	969,879
PUMPING STATIONS				
Pump Stations Renewal/Refurbish/Upgrade	150,000	33,758	42,528	73,714
Pump & Motor Maintenance / Replacements	0	0	0	0
TOTAL PUMPING STATIONS	150,000	33,758	42,528	73,714
RESERVOIRS				
General Improvements	230,000	0	169,207	60,793
New/Replacement Reservoirs	545,451	34,089	88,545	422,817
Reservoirs - Refurbish	277,993	2,073	172,461	103,459
Reservoirs - Upgrade Ladders and Access	180,000	0	1,362	178,638
Reservoir Hatches Magflows	20,000	0	0	20,000
Asset demolition	33,118	1,818	10,208	21,091
TOTAL RESERVOIRS	1,286,562	37,980	441,783	806,799
MAINS, SERVICES & METERS				
MAINS				
System Improvements	1,641,039	139,773	575,316	925,950
Reticulation for Developers (including other extensions)	1,282,884	15,765	1,357,242	-90,123
Renew Reticulation Mains	550,322	0	496,935	53,387
Renew Trunk Mains	649,087	32,080	567,492	49,515
SUB-TOTAL MAINS	4,123,332	187,618	2,996,985	938,729
SERVICES				
Service Connections, new including Meters	450,000	4,500	516,950	-71,450
Renew Services	189,000	16,273	206,150	-33,423

Description	Current Budget	Committal	Actual	Budget Remaining (incl. committal)
	\$	\$	\$	\$
SUB-TOTAL SERVICES	639,000	20,773	723,101	-104,874
METERS				
Water meters replacement	209,268	9,239	159,831	40,198
Remote metering	247,794	77,750	29,575	140,469
Water Filling Stations	174,496	0	174,888	-392
SUB-TOTAL METERS	631,558	86,989	364,294	180,275
TOTAL MAINS, SERVICES & METERS	5,393,890	295,379	4,084,380	1,014,130
TOTALS	20,881,587	3,302,599	10,690,057	6,888,931

R6 Overdue Debtors - June 2023

Organisational Area Corporate Services

Author Emily Tonacia, Director Corporate Services

Summary Details of overdue debtors as of 30 June 2023 have been provided for information.

RECOMMENDATION that Council receive and note the report on overdue debtors for the period ended 30 June 2023.

Report

The table below provides details of the total balances of outstanding debtors as of 30 June 2023. Comparative figures for the 2022 financial year have also been provided.

Staff are to be commended on their efforts to work with customers by entering into payment plans for overdue water accounts, which in turn results in the very good low percentage of accounts that are overdue.

Debtor Category	June 2023		June 2022	
	Overdue \$	% Annual Revenue	Overdue \$	% Annual Revenue
Water Billing	\$649,891	2.70%	\$771,426	3.23%
Sundry	\$33,214	1.36%	\$51,808	0.83%
TOTAL	\$683,105	2.58%	\$823,234	2.74%

Management aim to maintain an indicator of <5% for overdue amounts.

Financial Implications

Not applicable.

Risk Considerations

Financial	
Avoid	Riverina Water will endeavour to ensure that its financial sustainability is protected at all times and avoid proposals that may impact negatively.

R7 2023/24 Enriching Communities program

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary Riverina Water's renewed grants program Enriching Communities has been developed and ready for implementation

RECOMMENDATION that Council:

- a) Receive and note the report
- b) Endorse the draft Enriching Communities grants program guidelines and timeline as attached to this report
- c) Nominate one Board member and an alternate per Local Government Area, as required to Community Grants Program assessment panels
- d) Authorise the CEO to make changes to the assessment panel members due to unavailability or conflict of interest to be made at his discretion, should that be required.

Report

Riverina Water has redeveloped its grants initiative in line with consultation with the Board and the endorsement of the new Customer and Community Engagement Strategy 2023/24-2025/26 in June 2023.

History to date

Riverina Water has conducted a Community Grants Program over three years – 2019/20, 2020/21 and 2021/22 with an allocation of \$500,000 per program.

In 2018, Riverina Water began planning a grants program for initially two years only (2019/20, 2020/21), after which time it would review the efficacy of the new initiative.

Due to the delayed local government elections, the Board at the time resolved to continue the program for a third year (2021/22) to allow the incoming Board to experience the program before the review was conducted.

Following this, the existing program was reviewed and subject to a Board workshop in December 2022. The outcomes informed the development of Riverina Water's new Customer and Community Engagement Strategy 2023/24-2025/26.

A subsequent workshop was held in February 2023 and the strategy, including a renewed grants initiative, was adopted in June 2023 following public exhibition.

Enriching Communities – Riverina Water's new grants program

The Enriching Communities program is Riverina Water's refreshed approach to community grants.

In line with the "enrich" pillar of the Customer and Community Engagement Strategy, which has the overarching aim of "We enrich our community by providing meaningful support, providing opportunities to grow and demonstrating social responsibility".

Grant applications must meet at least one of the program's objectives:

- › Our Community: For community organisations to undertake projects that benefit the wider community.
- › Health & Wellbeing: Initiatives and programs that enhance and promote healthy lifestyles, wellbeing, inclusion and social connection.
- › Water Conservation & Education: Projects and initiatives that promote water wise behaviour and/or conserve water through efficiency improvements
- › Arts & Culture: For projects that provide opportunities for the community to participate in a broad range of arts and cultural activities that enhance quality of life.
- › Sustainability & Environment: Support for community projects and initiatives that are beneficial for our natural environment.

In line with the outcomes of the Board workshops, the grants program's funding pool is 3% of Operating Surplus (before capital); with a minimum annual pool of \$100,000.

Based on this the funding for 2023/24 is \$100,000, with \$40,000 allocated to the Wagga Wagga City Council area and \$20,000 each to Lockhart Shire, Greater Hume, and Federation councils.

Applicants can apply for grants up to \$20,000 for their local government area.

The program is flexible, noting it needs to meet the needs of very different communities across the supply area.

Given this is the first year of a new format, the intention is to sharpen the project guidelines moving forward based on feedback, applications, and any significant increase in funding pool.

Full details on the program's eligibility and conditions can be found in the draft guidelines document attached to this report.

Program timeline

As per previous years and similar programs, successful applicants have just over 12 months to complete the project.

- › Applications open: 9am, Monday 11 September 2023

- › Applications close: 9am, Monday 23 October 2023
- › Assessment of applications and administration: 23 October to 30 November 2023
- › Approval of grants allocations: 14 December 2023 (Riverina Water Board Meeting)
- › Notification to successful applicants: 15-21 December 2023
- › Deadline for project completion and acquittal: 31 January 2025

Assessment process and panel nominations

As per previous programs, the assessment process includes the establishment of panels for each Local Government Area (LGA).

The assessment panels review applications individually, then convene to discuss and determine the projects recommended for funding to be presented to the December 2023 Board meeting.

Individual assessment would likely take place in the first two weeks of November 2023, with panel sessions to be scheduled in the second half of the month. In terms of time commitment, the individual assessment will depend on the volume of eligible applications. Panel assessments typically have taken five-six hours for Wagga Wagga City Council LGA and around three hours for the three other LGAs.

The assessment panel for each LGA includes:

- › Riverina Water CEO
- › Riverina Water Chairperson
- › One Constituent Council staff member plus alternate if required in case of conflict of interest or unavailability.
- › One Constituent Council Board member plus alternates if required in case of conflict of interest or unavailability.

In the case of Federation and Lockhart Shire councils, Cr Bourke and Cr Driscoll are the appointed representatives for the respective panels. Each Council will nominate an additional staff representative as their alternate.

Constituent councils will be contacted to appoint their staff representative and any alternates.

The Board is asked to take nominations and determine the panellist and alternate for the Wagga Wagga City Council and Greater Hume panels respectively.

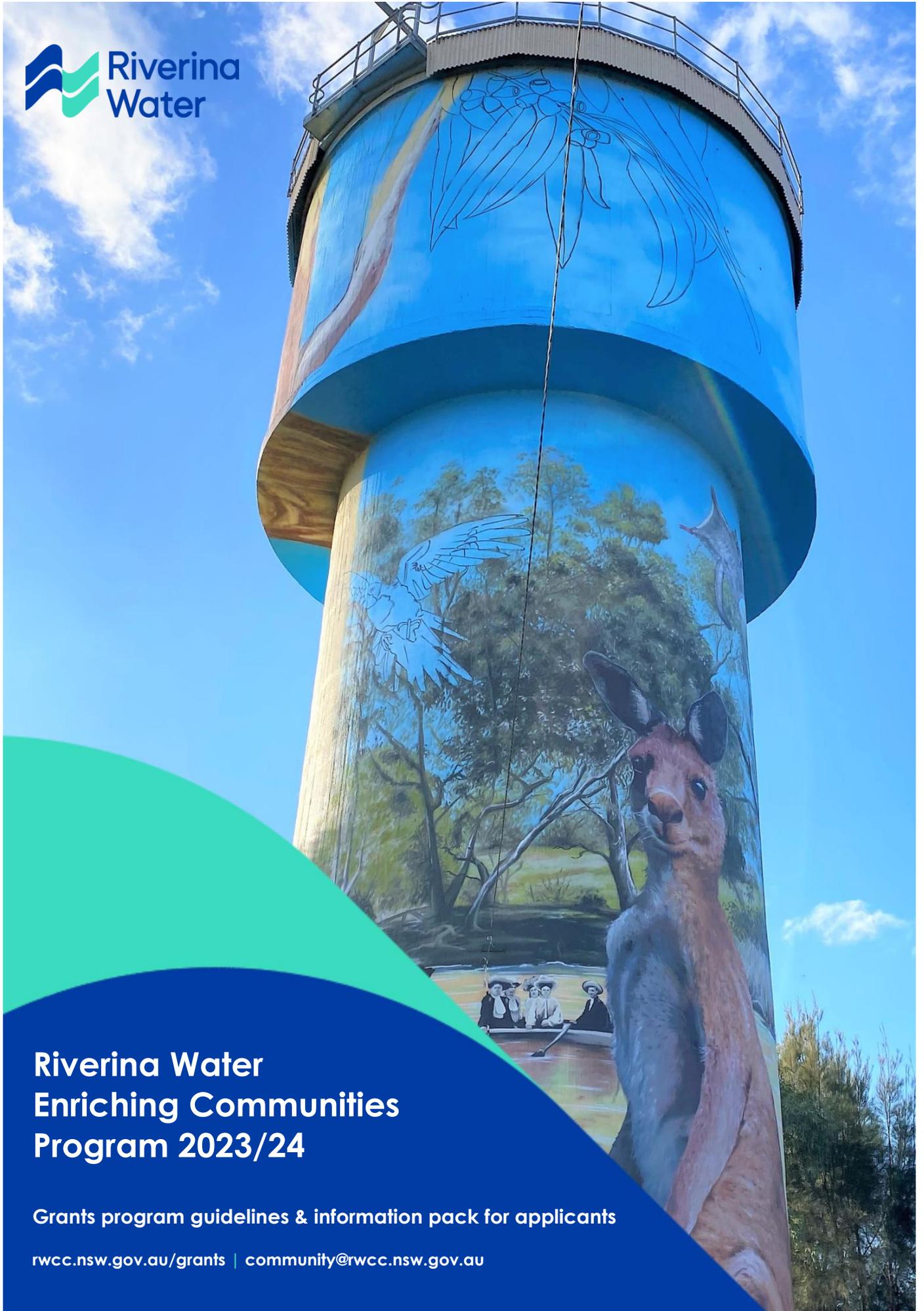
› **R7.1** **Draft Enriching Communities grants guidelines 2023/24** [↓](#) 

Financial Implications

The grants program is included in the budget for 2023/24.

Risk Considerations

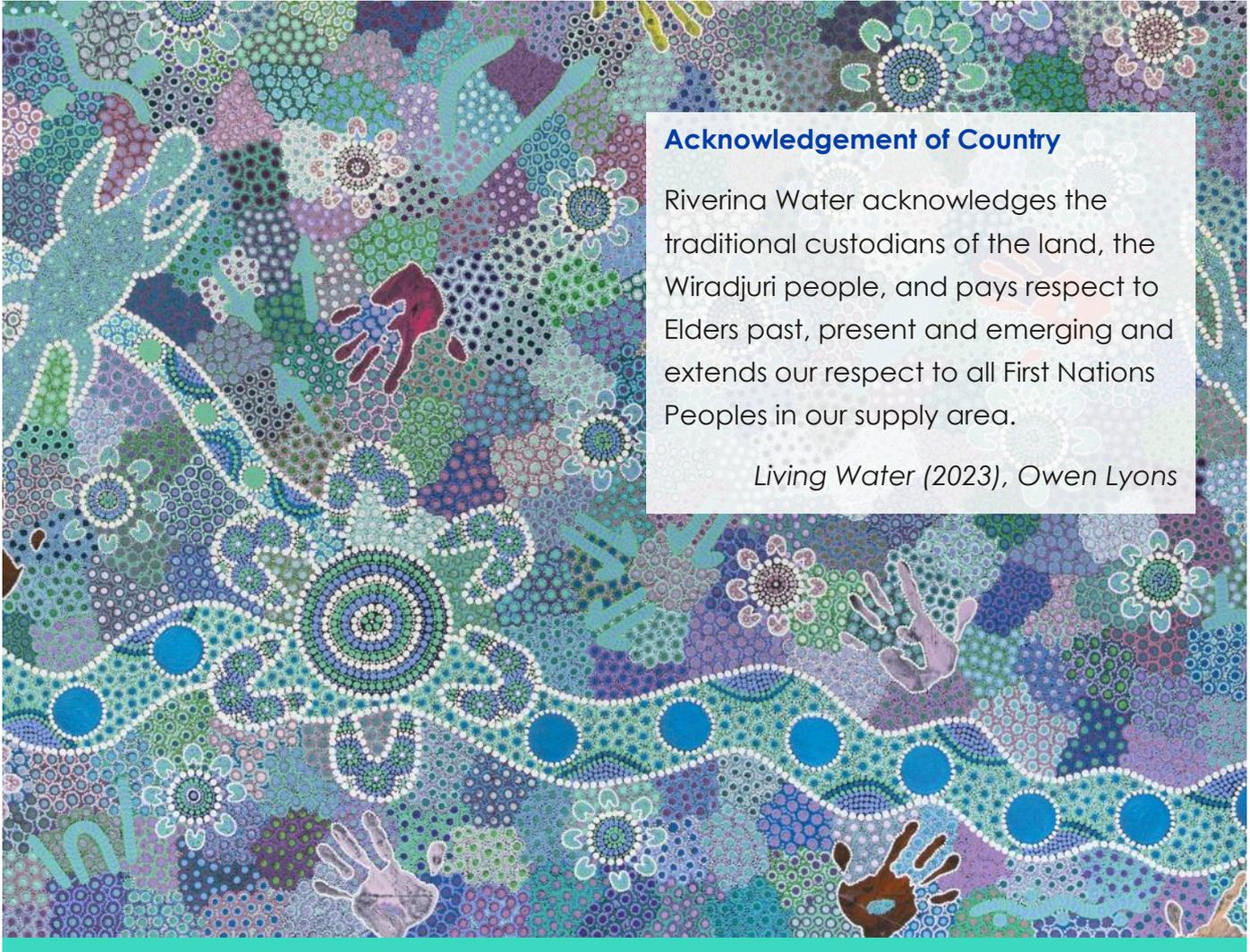
Community Partnerships	
Accept	When considering options for community partnerships or external party relationships, Riverina Water may choose to accept risks to maximise potential benefits to council and the community.



Riverina Water Enriching Communities Program 2023/24

Grants program guidelines & information pack for applicants

rwcc.nsw.gov.au/grants | community@rwcc.nsw.gov.au



Acknowledgement of Country

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

Living Water (2023), Owen Lyons

Contents

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3 Grants program objectives..... 5

4 Eligibility requirements 6

5 Additional information..... 7

6 Contact us..... 9

Cover image: Work in progress on a mural at the Walla Walla water tower, which was funded by Riverina Water's previous grants program.

We do more than supply water, we enrich our communities

At Riverina Water we understand that our community and customers are our most important asset. Our first Community Engagement Strategy was adopted in 2019 and we are now taking the next step on our journey of fostering proactive communication, engagement, and partnerships with our customers and community.

Now entering its fourth year, our grants program focus is to enrich our community by providing meaningful funding opportunities to support community projects and initiatives.

By providing a grants program that truly represents the aspirations and needs of the local government areas of Wagga Wagga, Lockhart and parts of Greater Hume and Federation Councils, we enable our community and customers to thrive by building strong relationships, increasing water literacy, and supporting our communities in significant ways.

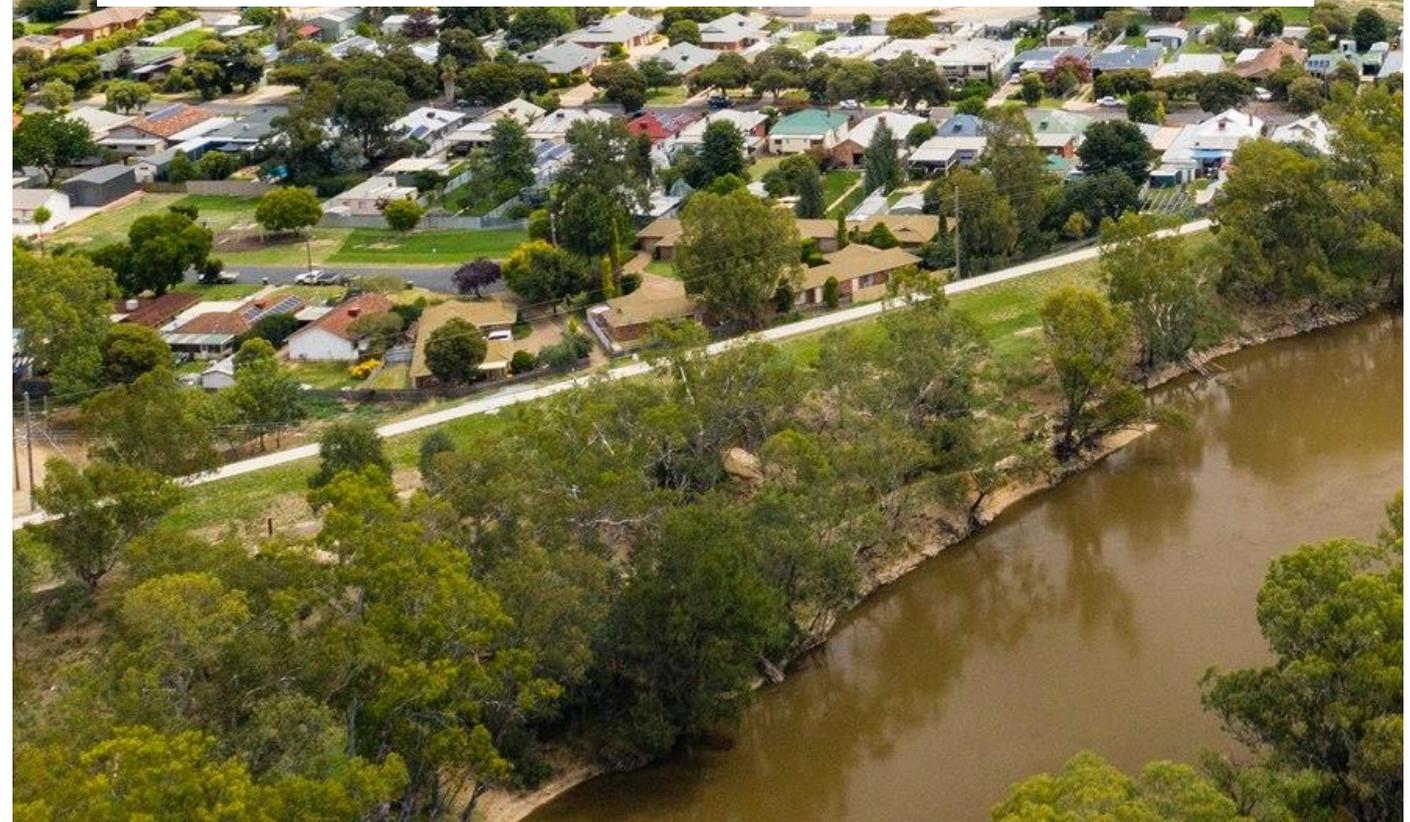
Our Enriching Communities Program 2023/24 is part of the investment we make to enhance the social, cultural, and environmental life for people within our supply area.



Andrew Crakanthorp
Chief Executive Officer



Cr Tim Koschel
Chairperson



2 | Key information

Program timeline

-  | **Applications open:** 9am, Monday 11 September 2023
-  | **Applications close:** 9am, Monday 23 October 2023
-  | **Assessment of applications and administration:** 23 October to 30 November 2023
-  | **Approval of grant allocations:** 14 December 2023 Board Meeting
-  | **Notification to successful applicants:** 15-21 December 2023
-  | **Deadline for project completion and acquittal:** 31 January 2025

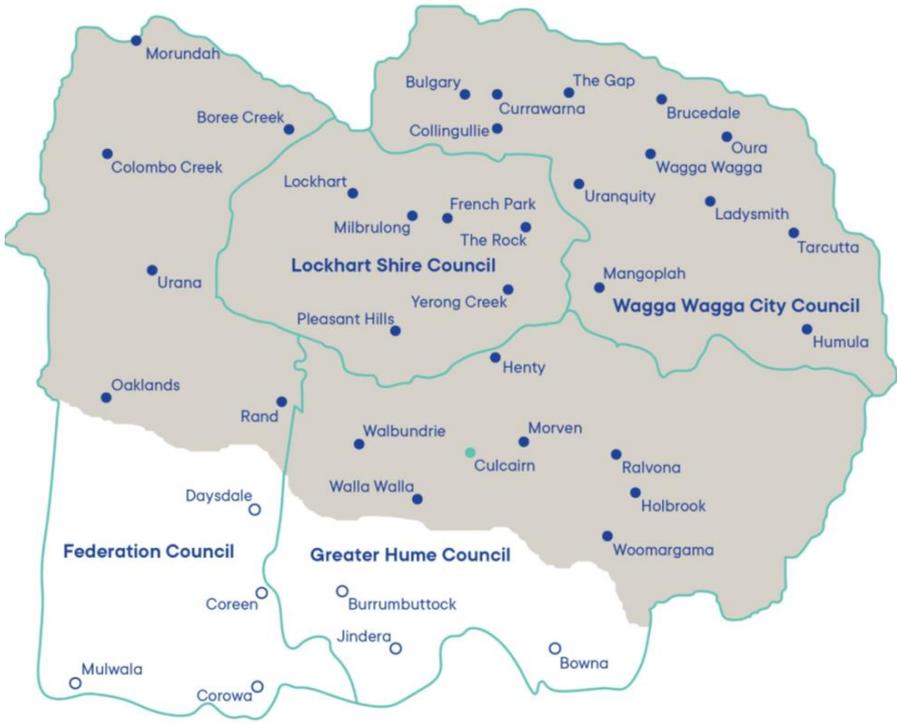
Grant funding allocations per local government area (LGA)

LGA	Funding pool	Maximum grant amount
Wagga Wagga City Council	\$40,000	Grants up to \$20,000
Lockhart Shire Council	\$20,000	Grants up to \$20,000
Greater Hume Council	\$20,000	Grants up to \$20,000
Federation Council	\$20,000	Grants up to \$20,000

Riverina Water supply area

Only applications from within our supply area that are to be delivered in our supply area, are accepted.

Please note we do not supply water to most parts of Culcairn; and only provide water to parts of Federation and Greater Hume councils.



3 | Grants program objectives

Applications must meet at least one of our Enriching Communities Program objectives



Our Community For community organisations to undertake projects that benefit the wider community



Health & Wellbeing Initiatives and programs that enhance and promote healthy lifestyles, wellbeing, inclusion and social connection



Water Conservation & Education Projects and initiatives that promote water wise behaviour and/or conserve water through efficiency improvements



Arts & Culture For projects that provide opportunities for the community to participate in a broad range of arts and cultural activities that enhance quality of life



Sustainability & Environment Support for community projects and initiatives that are beneficial for our natural environment

4 | Eligibility requirements

To be eligible, applications must:

- › Demonstrate how the application meets at least one of the program's objectives (as per section 4 of this document)
- › Meet the supply area requirements (as per section 3 of this document)
- › Be either an incorporated not-for-profit community organisation; or Council committee, as constituted under section 355 of the Local Government Act

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

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

Auspice and sponsoring organisations

Organisations that are not incorporated may seek a sponsoring organisation to auspice their application for example your local Council.

Individual artists must have a sponsoring organisation.

Any Section 355 Committee that is successful in receiving funding should invoice Riverina Water via their Council.

Details of the sponsoring organisation and proof of it will auspice must be supplied in your application.

Riverina Water will not fund projects by:

- › Individuals or groups of individuals (with the exception for individual artists, who may apply if they are sponsored by an incorporated organisation)
- › Unincorporated organisations
- › Organisations without an ABN
- › For-profit commercial organisations
- › Local Government Councils; excluding council committees constituted under section 355 of the Local Government Act (please note Councils may auspice)

- › School, university, or technical college

5 | Additional information

Assessment considerations

The grants program is a competitive application process. Applications are assessed by a panel comprised of Riverina Water staff, Board members and a representative from the relevant Council.

When assessing applications, the panel will give consideration to factors such as:

- › Alignment with the grant outcomes and guidelines, and the proposed positive impact on the community
- › Whether Riverina Water is the primary funding body
- › Ability for the project to be delivered in the timeframe, and the applicant's ability to deliver
- › Any in-kind or financial contribution made by the applicant organisation
- › Whether the proposed budget and project are feasible
- › The level of previous funding provided to the applicant organisation by Riverina Water and other bodies
- › How Riverina Water is recognised for its funding

Riverina Water cannot support late applications, or applications that do not meet the eligibility criteria or the assessment criteria. This includes failure to attach compulsory documents, budgets, or other required information.

Assessment panels may recommend part funding. The decision is carefully considered with the view of maintaining the integrity of the proposal.

Preparing your application

- › Before completing an application, become familiar with the guidelines
- › A minimum of one quote must be provided for goods, equipment, supplies and services
- › If your project requires a development application, land owner consent, public liability insurance (for example, events) etc then this information must be included
- › Applicants can apply once per Local Government Area
- › Projects must be deliverable within the grant timeframes

- › Applications must be submitted online via the Riverina Water website and will only be considered if all mandatory documentation is provided
- › Applicants must provide accurate financial information as part of the submission process, such as a statement of income and expenditure
- › The requested grant amount and budget figures provided should be exclusive of GST. Riverina Water will add GST if your organisation is eligible to your grant payment if successful. Please factor this into your application planning
- › Please include the value of in-kind support from your group or organisation including labour for example \$25 per hour for unskilled labour and \$50 per hour for skilled labour
- › Consider your project milestones and how you will need the requested funding delivered. For example, 80% upfront and the remainder closer to completion

Successful applicants

If you are successful, you will receive formal notification about your application and an email of approval from Riverina Water, including any specific conditions attached to the grant.

If you are unsuccessful, we will notify you in writing and give you an opportunity to discuss the outcome with Riverina Water.

If your application is successful, you will be required to do the following:

- › Acknowledge, by execution of the funding agreement that, Riverina Water is not in any way liable for any incident arising out of the use of the funds provided under the program
- › Supply any other documents per your approval letter as requested by Riverina Water
- › Funding may not be used for any purpose other than for which it is granted, without the written permission of Riverina Water
- › Riverina Water will not be responsible for shortfalls in project budgets if the applicant is unable to meet project costs
- › You may be required to undertake a risk assessment and provide this to Riverina Water. Please liaise directly with third parties for example property owners in regard to this. The risk assessment does not form part of the application process but may be required as part of project delivery
- › Funding will not be paid until all requested information has been supplied
- › Recognise Riverina Water as a sponsor of the organisation through acknowledgement and promotion; and participate in activities organised by Riverina Water to promote the project and funding

- › Riverina Water may visit you during the project period or at the completion of your project to review your compliance with the grant agreement. Riverina Water may also inspect your records you are required to keep under the grant agreement. We will provide you with reasonable notice of any compliance visit
- › It is the responsibility as the applicant to notify us if anything is likely to affect your project or organisation. We need to know of any key changes to your organisation or its business activities, particularly if they affect your ability to complete your project, carry on business and pay debts due
- › Comply with any special conditions that may be attached to the funding offer noting the amount of financial assistance offered may vary from that requested
- › Issue Riverina Water with a tax invoice for the grant amount, plus GST, if applicable.
- › Upon execution of the funding agreement, and receipt of a valid tax invoice, Riverina Water will pay funding as per agreed funding milestones to be determined based on your project
- › Provide a copy of the organisation's Certificate of Currency for Public Liability Insurance for \$20M as a minimal insured amount (for projects with a public activity component only). For more information, please contact your insurer
- › Applicants are required to submit an acquittal form at the completion of the project
- › Applicants are advised that Riverina Water is not in any way liable for any incident arising out of the use of the grant funding provided under this grant program. By signing the funding agreement, applicants acknowledge this condition
- › A conflict of interest will occur if your private interests conflict with your obligations under the grant. Conflicts of interest could affect the awarding or performance of your grant. A conflict of interest can be real (or actual), apparent (or perceived), and/or potential
- › Grants are assessable for income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek help from the Australian Taxation Office. We do not provide advice on tax
- › Recipients complete an acquittal report to demonstrate the expenditure of funds; including copies of receipts/invoices, photos or video files, media releases including social media posts etc
- › Acquittals must be submitted by the deadline. If acquittals are not received, Riverina Water will not consider future applications from the applicant and can seek return of grant funding
- › Any unexpended funds must be returned to Riverina Water

Government information (Public Access) Act

The Government Information (Public Access) Act 2009 (GIPA Act) applies to documents in the possession of Riverina Water. In response to requests made in accordance with the Act, in some circumstances copies of grant applications may be released, subject to the deletion of exempt material.

Excluded projects

- › Projects outside the Riverina Water supply area
- › Projects requesting retrospective funding for monies that have already been spent on works completed
- › Projects that are unlawful or irresponsible
- › Projects that have not submitted mandatory documentation
- › Funds that will be distributed to other persons/organisations in the form of a donation, gift or prize
- › Funds that will contribute to organisational running costs i.e. wages, insurances, rent, administration
- › Works that are the responsibility of government bodies
- › Recurring or ongoing expenditure (for example annual maintenance costs or ongoing maintenance)
- › Funding to undertake studies or investigations.
- › Funding for the development or provision of commercial ventures
- › Costs for the provision of services and support activities not related to the proposed project for example catering
- › Payment for development approval, project planning and management costs that total more than 5 per cent of the funding requested

Contact us

Need help with your grant application?

Our Riverina Water community engagement team is here to help:

- › Email: community@rwcc.nsw.gov.au
- › Phone: **6922 0608** (business hours)

For full information on the grants program, visit [rwcc.nsw.gov.au/grants](https://www.rwcc.nsw.gov.au/grants)

R8 2022-23 Operational Plan final report progress toward Delivery Program 2022/23-2025/26

Organisational Area Corporate Services

Author Wendy Reichelt, Governance & Integrated Planning Officer

Summary This report provides an overview of Year 1 of the 2022/23 – 2025/26 Delivery Program through the 2022-23 Operational Plan. It includes required reporting on Delivery Program performance measures.

RECOMMENDATION that the Board note the end of year result for the Operational Plan 2022-23 and Year 1 of the 2022/23-2025/26 Delivery Program, including progress against Delivery Program performance measures.

Report

The 2022/23 – 2025/2026 Delivery Program was adopted in June 2022, outlining the strategies that would be delivered over the life of the plan to contribute to the ten-year Business Activity Strategic Plan (BASP). The BASP is centred around three strategic pillars:

Our People – we have a high-performance culture achieved through accountability, diversity, respect, and investment in our people

Our Business – we strive to be an industry leader by continuously improving our operations and the management of our assets

Our Community – we enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility

Each year the Delivery Program is actioned through the Operational Plan. The achievement of the 2022-23 Operational Plan effectively forms the Year 1 report for the Delivery Program. This report also contains the Year 1 progress towards achievement of the Delivery Program performance measures.

It will be a focus as we move into future plans to strengthen the setting and reporting of KPIs, which are currently predominately more action-focussed.

How did we go?

There were 78 actions identified for delivery in the 2022/23 Operational Plan. Twenty-five actions from 2022/23 will be carried over to the 2023/24 Operational Plan. Delays in completion for a number of these related to the delay in the implementation of the FLOW project. The completion of actions was also impacted by conflicting priorities and resourcing.

A better understanding of demands on resources when planning projects and activities is expected now that baseline workforce data has been established through the development of the Workforce Strategic Plan. This on-going work will ensure that the number of projects scheduled to be delivered each year is realistic and achievable.



Achievements – Our People

- Development and endorsement of the Workforce Strategic Plan creating valuable baseline data for workforce planning in the future.
- Full skills system review completed – Staff Annual Review Plan (SARP) 1 implemented. SARP 2 to be rolled out in November 2023.
- Comprehensive review of Riverina Water values undertaken – briefing to occur in August to Board and rollout to staff to follow.
- Improvement in results in the StateCover WHS self-audit – from 55.6% rating for the WHS Management System for 2020-21 to 70.8% for 2021-22.
- Three Watchout Safety Awards endorsed by the WHS Committee in recognition of workplace safety initiatives instigated by staff. This included the installation of handrails on the roof area of Bellevue reservoir 1 to make the roof area safe to work on without harness, along with a gantry for confined space recovery and fall arrest.
- WELL program launched - focussed on three key areas: mental wellbeing; physical wellbeing and professional wellbeing. A new Employee Assistance Program provider was engaged to provide ongoing support to staff as part of the program.

Achievements – Our Business

- Customer and billing launched in FLOW on 1 July 2023, following extensive data cleansing and testing.
- Excellent progress made in recording all assets in preparation for the launch of the assets module in FLOW, scheduled for March 2024.
- Introduction of the use of a drone to assist in project planning.
- Development and approval of an ICT Governance framework.
- Bellevue Reservoir access upgrade completed, including the construction of a 10m bridge between the two reservoirs and design and installation of entry hatch with steps to access gantry and struts to assist with operations.
- Ongoing redevelopment of Hammond Avenue site, including roadworks.
- All public policies reviewed as per schedule. Internal policy review schedule developed and commenced.

Achievements – Our Community

- Community Engagement Strategy endorsed by the Board in June 2023.
- Cultural awareness training for all staff completed.
- Annual customer survey completed – all customer service and water quality indicators returned weighted averages of either very high (>4.5 out of 5) or high (>3.75) levels of satisfaction.
- New Financial Hardship Policy and Leak Detection Policy endorsed, and application of policies made more accessible with online forms.
- Over \$77,000 contributed to the community in donations and sponsorships.
- Two members of staff travelled to Nepal as volunteers sponsored by Riverina Water as part of a relationship with South Wagga Rotary Club.

› R8.1 **2022-23 Operational Plan and Yr 1 Delivery Program Report** [↓](#)

Financial Implications

Provision for budget for actions that were not completed in 2022/23, and will continue in 2023/24, has been made in the 2024 Operational Plan.

No other immediate budgetary adjustments are recommended.

Risk Considerations

Corporate Governance And Compliance	
Avoid	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.



Delivery Program 2022/23 – 2025/26

Operational Plan Progress Report

Q4, 2022/2023

Reading this report

The top level (eg 1.1) shows the Business Activity Strategic Plan (BASP) objective

The second level (eg 1.1.1) shows the Delivery Program strategy. Not all DP strategies were to be actioned in the 2022-23 Operational Plan.

Where no actions were identified for 2022-23, there will be no Operational Plan section shown and the Delivery Program Measure will reflect this as Not Reportable for 2022-23.

Strategic Pillar 1: Our People

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

1.1: Attract, retain and develop our people

1.1.1: Develop and implement workforce strategies to ensure capacity, capability and readiness for future organisational requirements

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Workforce Management Plan 2024-2028 is reviewed and implemented	4 year implementation timeframe. Review completed - implementation commences 2024 FY.
Workforce strategies are developed.	Workforce Strategy developed and adopted.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
1.1.1.1	Create and adopt a new workforce plan	People & Culture Business Partner	✓	100%	Workforce Plan has been created and adopted by the board. The next step is implementation which has been included in the 2023/24 Operational Plan.
1.1.1.2	Complete a full skills systems review	People & Culture Business Partner	✓	100%	A full skills system review was undertaken and a forward action plan completed. Prioritisation and resourcing of these actions followed with relevant actions included in the 2023-24 Operational Plan.
1.1.1.3	Equip staff with annual training plan supported by budget	People & Culture Officer	✓	100%	Completed. Staff training has occurred in line with annual training plan and skills requirements.

Not achieved – continuing 23-24	Not achieved	Completed
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Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary	
1.1.1.4	Develop and implement a professional development program	People & Culture Business Partner		70%	The implementation of the professional development program is still ongoing, with Phase 1 of Staff Annual Review Plan (SARP) implemented. Phase 2 will be implemented by the end of the calendar year.

1.1.2: Continue to develop leadership skills across our organisation

Responsibility	Director Corporate Services		
Delivery Program Measure	2022-23 Result		
Leadership development program is endorsed by Senior Exec and implemented	Not Reportable		

1.1.3: Gear recruitment and onboarding practices towards attracting talent and inducting them into our good organisational culture

Responsibility	Director Corporate Services		
Delivery Program Measure	2022-23 Result		
Recruitment processes and supporting HR processes are reviewed	Not Reportable		

1.1.4: Proactively engage in initiatives that make Riverina Water an employer of choice

Responsibility	Director Corporate Services		
Delivery Program Measure	2022-23 Result		
Applications for advertised Riverina Water positions produce strong candidate fields	All positions have been recruited to.		

Not achieved – continuing 23-24
Not achieved
Completed

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
1.1.4.1	Create and support flexibility in work arrangements and practices	People & Culture Business Partner		100%	The Working from Home policy was endorsed and implemented and there has been a focus on supporting work from anywhere arrangements.

1.2: Foster diversity, inclusion, respect and gender equality at all levels of our organisation

1.2.1: Establish programs and systems that enhance and support our commitment to diversity, equity and inclusion

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Programs and systems are developed and implemented	In June 2023 Riverina Water adopted its 2023 Workforce Plan - developed in house by a hardworking and motivated group of staff. The Workforce Plan supports the key objectives of both Riverina Water's Integrated Water Cycle Management Plan (2021) and Business Activity Strategic Business Plan (2022)

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
1.2.1.1	Develop a Disability Inclusion Action Plan	People & Culture Business Partner		0%	This item was not completed in 2022/23. The action has been reallocated to Customer & Comms and has been relisted as an action in the 2023/24 Operational Plan.
1.2.1.2	Review the Equal Employment Opportunity policy and develop supporting operational plan	People & Culture Business Partner		50%	The reviewed EEO policy was adopted by the Board in Dec 2022. The development of the supporting plan is programmed into the 2023-24 Operational Plan.

Not achieved – continuing 23-24	Not achieved	Completed
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1.2.2: Embed our organisational values into people practices and culture to support a quality employee experience

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Organisational values are updated and embedded within the organisation	During 2023 Riverina Water undertook a comprehensive review of its values and associated behaviours that support the values. The 2023 Cultural Action Plan will be presented to the Board at its meeting in August 2023 for endorsement. An internal Working Group worked closely with an industry partner to develop the new values and behaviours as included in the Plan

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
1.2.2.1 Engage staff to review and refresh Riverina Water's values and embed them within the organisation	CEO		90%	Considerable progress was made on a comprehensive review of Riverina Water's values during 2022/23. Four new draft values were created which are supported by agreed behaviours that staff will use to give life to the new Values. The Board will be briefed in August on the new values and that will be followed an all staff meeting to launch the new Values and behaviours

1.3: Create an engaging, positive, collaborative and innovative workplace culture

1.3.1: Collaborate with our staff and ensure strong employee engagement and communication across the organisation

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Internal staff engagement strategies are reviewed and updated	Strategies developed.

Not achieved – continuing 23-24	Not achieved	Completed
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	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
1.3.1.1	Develop an internal communications strategy	Customer & Comms Team Leader	✓	100%	The internal communications strategy was adopted and implementation has been ongoing.
1.3.1.2	Continue to drive internal communications between staff on relevant platforms	Customer & Comms Team Leader	✓	100%	Improvement in internal communication and growth of Yammer ongoing. All determined actions completed for 2022/23.
1.3.1.4	Continue collaboration and consultation through the Staff Consultative Committee	CEO	✓	100%	The Staff Consultative Committee met consistently during 2022/23. The meetings were meaningful and informative and resulted in many recommendations to the CEO and Management Team which related to staff matters. The meetings were respectful and collaborative.

1.3.2: Prepare our people to embrace change based on the organisational and community needs

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Change management strategies are developed and implemented	Not Reportable

1.3.3: Create a value-based reward system that rewards outstanding performance and fosters adequate feedback

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Values-based reward system developed and implemented	No progress in 2022-23.

Not achieved – continuing 23-24	Not achieved	Completed
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Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
1.3.3.1 Implement a reward and recognition program	People & Culture Business Partner		0%	The Rewards and Recognition program will be picked up in the new FY. Strategy development of a fit for purpose program will kick off as part of the operational plan for the new FY. Implementation will follow once the strategy is endorsed by Exec.

1.3.4: Strengthen mechanisms to capture staff ideas and implement innovative and transformative business solutions

Responsibility CEO

Delivery Program Measure

2022-23 Result

Staff engagement is embedded in project planning and employee participation is encouraged

Riverina Water takes pride in the involvement of staff on corporate projects. More is to be done in this area (as identified in the 2023 Workforce Plan) . The various Committees at Riverina Water enjoy good staff support via nominations for vacancies as they arise.2023/24 will see an increased focus on project planning as an organisational priority.

1.4: Build upon our strong history of safety and wellbeing

1.4.1: Prioritise employee mental health, physical health and overall wellbeing

Responsibility CEO

Delivery Program Measure

2022-23 Result

Staff survey results show improved wellbeing

Not Reportable

Wellbeing program is implemented

Not Reportable

Not achieved – continuing 23-24

Not achieved

Completed

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1.4.2: Maintain a strong safety culture across the organisation

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Safety obligations are well understood and adhered to	Riverina Water enjoys a good past record in employee safety as reflected in the recent reductions in premium for workers compensation insurance. Management have identified that some recent near misses highlight that more resources (staff) in the safety team will have a positive impact on preventing workplace injury.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
1.4.2.1	Promote regular and appropriate WHS education and training to staff	WHS Officer	✓	100%	Training this year includes Asbestos Handling and Management training, Detecting Underground Service training, Dial Before You Dig Training and training in the use of New Gas Detectors. In house Hazardous Chemical training has been developed. There has been an increased focus on staff completing daily on-site Risk Assessments and Safe Work Method Statements.
1.4.2.2	Review and update WHS policies, procedures, guidelines and frameworks regularly	WHS Officer	✓	100%	The WHS reviewed and endorsed by the Board. A number of WHS procedures were reviewed by the WHS committee and Management. Safe Work Method Statements and WHS Safe Operating procedures continue to be a focus and requiring ongoing review.

Not achieved – continuing 23-24 Not achieved Completed

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
1.4.2.3	Continue to provide systems and frameworks for managing workplace safety and recovery at work for injured workers	WHS Officer	✓	100%	WHS management system improvement is ongoing. Focus has been on managing hazardous chemicals and Asbestos management. Ongoing usage of Vault for reporting and managing incidents.
1.4.2.4	Improve musculoskeletal ergonomic and workplace modification as required	WHS Officer	✓	100%	This will be an ongoing focus in 2023/2024. Have engaged Occupation Therapist to carry out Functional Capacity Assessments on various workers to ensure the ongoing safety and capacity of staff to perform work duties and any workplace modifications required.

1.4.3: Develop and monitor WHS metrics

Responsibility	CEO
Delivery Program Measure	2022-23 Result
WHS metrics are developed, monitored regularly and modifications are made where required based on insights	This measure represents an opportunity for improvement at Riverina Water. WHS metrics will be more developed during 2023/24 in partnership with a focus on the effective use of Safe Work Method Statements. The addition of a full time WHS Coordinator to the organisation structure will allow WHS metrics to be more fully developed and monitored to improve employee safety.

Not achieved – continuing 23-24 Not achieved Completed

1.5: Invest in and evolve our HR systems, processes and frameworks

1.5.1: Implement and evolve fit for purpose systems, processes and frameworks

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
HR management framework and action plan are developed and implemented	Framework and action plan developed.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
1.5.1.1	Review current human resource policies and procedures and create a forward plan for the development of new documents to ensure a fit for purpose framework	People & Culture Business Partner	✓	100%	Full review/ audit of People & Culture governance was undertaken with recommendations for ongoing improvement.
1.5.1.2	Review the organisation structure as required by the Local Government Act	CEO	✓	100%	A report confirming the existing organisation structure was presented to the Board in August 2022 and adopted.

1.5.2: Develop and implement Knowledge Management processes to improve efficiency and enable informed decisions

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Knowledge management framework is developed and implemented	Not Reportable

Not achieved – continuing 23-24 Not achieved Completed

Strategic Pillar 2: Our Business

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

2.1: Optimise our network and infrastructure

2.1.1: Supply water to all viable urban areas, villages and rural land within the County district

Responsibility	Mgr Operations
Delivery Program Measure	2022-23 Result
Reticulated water supply is available where practical and economically recoverable	Riverina Water continues to work with our constituent Council's to cater for additional housing developments and subsequent demand in our 30-year asset growth strategy. This allows for proactive planning of new and/or augmented assets to supply water in the most economic manner.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.1.1.1	Investigate and respond to requests to connect to water supply	Mgr Works	✓	100%	Investigated and responded to all customer connection enquiries as required.
2.1.1.2	Identify viable areas to supply in conjunction with forward capital works	Mgr Works	✓	100%	Areas of potential supply and limitations identified in conjunction with developer requests and Council planning. Further discussions regarding constituent Council growth strategies required. Data to be included and used in asset renewals and capital works planning.

Not achieved – continuing 23-24	Not achieved	Completed
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Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.1.1.3 Continue discussions with constituent councils on future service delivery options	Director Engineering	✓	100%	Riverina Water have provided constituent Councils formal correspondence requesting notification of development plans and strategies to ensure early engagement and the ability to include in our strategic planning. This communication will be continued through reviewing our 30-year asset growth strategy in response to additional population and housing developments and strategies not identified during our Integrated Water Cycle Management (IWCM) stakeholder engagement in 2021. We intend to engage a consultant to update our strategic water supply hydraulic model.

2.1.2: Ensure our water supply system is capable of meeting current and future levels of service

Responsibility	Director Engineering
Delivery Program Measure	2022-23 Result
Regularly monitor and maintain water supply system	Riverina Water has a water quality monitoring program based on the requirements within the Australian Drinking Water Guidelines Framework for supplying safe water and validates service levels are being achieved through hydraulic modelling, metering and customer feedback.

Not achieved – continuing 23-24 Not achieved Completed

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.1.2.1 Identify potential system capacity deficiencies and incorporate in Capital Works Program (CWP)	Mgr Operations		45%	Developing scope to engage consultant (involved with IWCM Strategy) who developed 2019 Hydraulic Model to update and verify model with new planning data & strategies from constituent councils that were not included during stakeholder engagement sessions. Outputs will include reassessment of capacity for growth with 30-year planning horizon
2.1.2.2 Understand industrial and residential demand growth in various areas with particular regard to the Bomen Special Activation Precinct	Director Engineering		100%	Re-engagement with NSW's regional planning agency overseeing Bomen SAP development and service providers to ensure early engagement in future developments.
2.1.2.3 Implement 30-year Peak Day "game plan" to optimise the production and transfer of supplies between the integrated water supply systems: Wagga Wagga, North Wagga and Western Trunk systems	Mgr Operations		100%	Game Plan completed as part of the IWCM Strategy, and system improvement/upgrading activities are incorporated into 30-year CapEx works program.
2.1.2.4 Deliver annual adopted Capital Expenditure program	Director Engineering		60%	Capital Expenditure program has been affected by significant wet weather events, supply chain limitations, and changeover staff in key areas (engineering and electrical departments).

2.1.3: Monitor water quality to ensure supply is in accordance with 2011 Australian Drinking Water Guidelines

Responsibility	Mgr Operations
Delivery Program Measure	2022-23 Result
Ongoing water sampling and testing	Sampling and testing conducted as required

Not achieved – continuing 23-24 Not achieved Completed

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.1.3.1 Undertake water quality testing per regulations and Drinking Water Management System	Mgr Operations	✓	100%	Met NSW Health governance compliance requirements. Annual review of NSW Health data to be submitted to NSW Health for 2022/23
2.1.3.2 Investigate and implement options to treat blue green algae	Mgr Operations	✓	100%	Reviewing Urana WTP's function in 30-year strategy with feasibility assessment. Urana WTP Options Analysis included in project reviewing of 30-year demands and risk. In the meantime, continuing monitoring and managing risks at Urana WTP for blue green algae, together with alternative water supplies to Urana ie. Bulgary Bores (if required)

2.1.4: Monitor and manage the risks posed by PFAS in the Lachlan aquifer in collaboration with DPIE Water

Responsibility	Mgr Operations
Delivery Program Measure	2022-23 Result
Ongoing monitoring of PFAS levels	Continuing engagement with regulators and Defence - monitoring continues

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.1.4.1 Monitor the risks posed by PFAS in the Lachlan Acquifer in collaboration with DPIE Water	Mgr Operations	✓	100%	Maintaining watching brief. Attended Community update session in April 2023. Ongoing RAAF sampling is continuing with no detection at Riverina Water sourceworks.

Not achieved – continuing 23-24 Not achieved Completed

2.1.5: Build, operate, monitor and maintain assets at least lifecycle cost while meeting agreed levels of service

Responsibility	Director Engineering
Delivery Program Measure	2022-23 Result
Operational costs are minimised without adversely affecting performance	Operational costs for supplying safe drinking water are being minimised where possible through centralising water supply operations, enabling reduced operational costs by shutting down treatment plants during low demand periods. Other measures include improving asset management capabilities, insights and overall asset life cycle costs.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.1.5.1	Manage assets within control appropriately	CEO	✓	100%	Very good progress was made during 2022/23 on not only maintaining the assets within the network, but also in terms of recording all assets in preparation for the launch of the Assets module in Riverina Water's new Asset management system in March 2024.

2.1.6: Undertake a number of demand management strategies to mitigate overall consumption and peak demand pressures on the system

Responsibility	Director Engineering
Delivery Program Measure	2022-23 Result
Apply water restrictions and management strategies when necessary	Riverina Water has permanent water conservation measures in place and is currently revising our staged water restrictions through the Drought and Emergency Response Contingency Plan (DERCP). The outcomes will provide updated demand measures and targets through staged restrictions.

Not achieved – continuing 23-24
Not achieved
Completed

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.1.6.1 Apply water restrictions and management strategies when necessary	Director Engineering		100%	Riverina Water has permanent water saving measures in place to help manage peak day demands, while undertaking an update of the "Drought Contingency and Emergency Response (DC&ER) Plan, which incorporates both "Demand Management Plan" and "Drought Management Plan".
2.1.6.2 Revise existing Demand Management Plan	Director Engineering		0%	Need to develop "Demand Management Plan" under IWCM Strategy is now superseded by the "Drought Contingency and Emergency Response (DC&ER) Plan, which incorporates both "Demand Management Plan" and "Drought Management Plan" (refer 2.7.3.1)

2.2: Enhance and integrate our asset management system

2.2.1: Implement central asset management system in ERP solution (FLOW)

Responsibility	Director Engineering
Delivery Program Measure	2022-23 Result
Asset management register operational in Flow	The asset register is developed as part of the FLOW project. This includes asset data migration and data validation to ensure the register has correct information in the relevant fields.

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.2.1.1 Implement asset management module in FLOW	Mgr Works		70%	IPS asset management module implementation postponed to FY24.
Not achieved – continuing 23-24	Not achieved	Completed		

2.2.2: Develop condition ratings for all asset classes in the central asset management system

Responsibility	Director Engineering
Delivery Program Measure	2022-23 Result
Condition ratings uploaded to system	Data migration scheduled FY24

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.2.2.1	Migrate existing condition ratings for pipe assets	Mgr Works		90%	Existing condition data mapped, final data migration scheduled for FY24.
2.2.2.2	Migrate existing condition ratings for above ground assets	Mgr Works		90%	Existing condition data mapped, awaiting final data migration scheduled for FY24.

2.2.3: Integrate central asset management system with financial information

Responsibility	Director Engineering
Delivery Program Measure	2022-23 Result
Asset management system integrated with financial system	The asset management system and system integration is being developed as part of the FLOW project. This includes integration with the financial system

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.2.3.1	Integrate assets management system with financial information	Mgr Works		70%	Financial Integration postponed to FY24.

Not achieved – continuing 23-24	Not achieved	Completed
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2.2.4: Implement Esri GIS system

Responsibility	Director Engineering
Delivery Program Measure	2022-23 Result
GIS system operational	Fifty percent complete

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.2.4.1	Implement and integrate new GIS system	Mgr Works		50%	Initial installation, data load and training complete. Full implementation and integration with other corporate services due within FY24.

2.2.5: Identify, assess and appropriately manage risks associated with asset failures

Responsibility	Director Engineering
Delivery Program Measure	2022-23 Result
Risk management approach in place	Risk management forms part of our project initiation under Riverina Water's project management charter and is also part of the drinking water management framework for managing water quality risks. Risk management will be further developed as part of our project management framework to align with Rivierina Water's integrated risk management enterprise framework.

Not achieved – continuing 23-24
Not achieved
Completed

2.2.6: Develop and input asset maintenance schedules for major assets

Responsibility	Director Engineering
Delivery Program Measure	2022-23 Result
All assets that require maintenance have schedules built	Asset maintenance schedules will be developed in consultation with teams following the completion of the new centralised asset register being developed as part of the FLOW project.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.2.6.1	Develop and input assets maintenance schedules for major assets	Mgr Works		0%	Maintenance scheduling implementation postponed to FY24.

2.3: Develop business value through digitisation with a focus on accessible and accurate information, integrated and secure services that promote agile operations

2.3.1: Ensure secure and accurate data that is actionable and enables intelligent decision making

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Accurate data supports all decision-making activities of Board and Senior Executive	Data developed for Workforce Strategy. The data strategy identified in the 2022-23 Operational Plan is yet to be completed.

Not achieved – continuing 23-24	Not achieved	Completed
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Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary	
2.3.1.1	Develop a data strategy	ICT Mgr		0%	Due to conflicting priorities, including an audit into IT/OT, the data strategy was not completed. This has not been included into the 23/24 Operational Plan, but will form part of the program of works for ICT.

2.3.2: Ensure seamless and intelligent systems and processes that enable us to do our job well

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
100% of business processes are captured electronically	Target 100% - work still continuing on digitisation. Delay largely driven by project FLOW and knowledge management work not being completed yet.

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary	
2.3.2.1	Implement Enterprise Resource Planning (ERP) Program	Director Corporate Services		55%	Updated project timeline provided at the April Board meeting. Continued implementation of FLOW is included in the 2023/24 Operational Plan.
2.3.2.2	Document end to end enterprise solution architecture	ICT Mgr		50%	Due to conflicting priorities, this was not completed. Work has commenced however. This has not been included into the 23/24 Operational Plan, but will form part of the program of works for ICT.

Not achieved – continuing 23-24 Not achieved Completed

2.3.3: Strengthen mechanisms to capture staff ideas and implement innovative or transformative business solutions

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
85% of R&D budget is expended	Not Reportable

2.3.4: Ensure Riverina Water structures provide clear direction, transparency and accountability

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Staff survey	Staff Survey not due to be completed until 2023/24

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.3.4.1	Develop and establish an ICT governance framework appropriate for Riverina Water usage including security, vendor management and risk management	ICT Mgr		100%	Completed
2.3.4.2	Develop and rollout an ICT service catalogue	ICT Mgr		60%	Due to conflicting priorities, this was not completed, but work has commenced. This has not been included into the 23/24 Operational Plan, but will form part of the program of works for ICT.

Not achieved – continuing 23-24	Not achieved	Completed
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2.4: Adopt emerging technology that increases our efficiency

2.4.1: Implement our Net Zero policy

Responsibility	Director Engineering
Delivery Program Measure	2022-23 Result
Net council emissions reduced	Extensive planning is continuing for the construction of the Solar Energy Plant. This project will contribute significantly to our overall net zero strategy.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.4.1.1	Commence implementing the Net Zero Roadmap	Project Engineer - Strategic Planning		98%	Need to find out what data we want to publish and where do we want to publish it.

2.4.2: Invest in research and development (eg renewables)

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Opportunities for investment are investigated and business case is developed and considered	Not Reportable

2.4.3: Transition to renewable energy sources and reduce greenhouse gas emissions

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Meet targets in Net Zero policy	Not Reportable

Not achieved – continuing 23-24
Not achieved
Completed

2.5: Improve strategic planning and accountability

2.5.1: Develop accountability tools in line with our mission and vision

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Implement KPIs for the council and its departments	Not Reportable

2.5.2: Deliver, monitor and review plans and frameworks in line with regulatory and governance requirements

Responsibility	CEO
Delivery Program Measure	2022-23 Result
All legislative requirements are met ARIC audits are completed	100% of required audits complete

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.5.2.1	Report to ARIC in line with forward meeting schedule, internal audit program and compliance requirements	G&CP Officer	✓	100%	A new Committee member was recruited and appointed to commence in the new financial year. The internal audit program was amended mid-year, with a People & Culture internal audit commenced in June. Completed internal audits during 2022-23 were Project Management Methodology and Land & Buildings. There were no matters of non-compliance reported to the Committee.

Not achieved – continuing 23-24	Not achieved	Completed
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Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary	
2.5.2.2	Implement new risk management and audit guidelines and practices	G&CP Officer	✓	100%	Riverina Water has been moving towards implementation of the new risk management and internal audit guidelines by 30 June 2024. Upon retirement of the Chair, a new Chair has been appointed for the next 12 months, and a new independent member has been appointed. Further development of processes will occur during 2023-24 to ensure alignment.

2.6: Take actions that deliver responsible financial management and ensure long term sustainability

2.6.1: Implement and review sound financial processes and practices

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Nil management letter or all management items addressed	No additional issues identified in 2022 year end, or 2023 interim audit.

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary	
2.6.1.1	Undertake review of Council's current policy to ensure that investments are managed to yield maximum return	Manager Finance & Sourcing	✓	100%	Policy reviewed and adopted by the Board in February 2023.
2.6.1.3	Undertake 12 monthly management report meetings per year	Manager Finance & Sourcing	✓	100%	Relevant budget meetings undertaken for financial year-to-date.

Not achieved – continuing 23-24 Not achieved Completed

2.6.2: Ensure sufficient funds are available for long term organisational requirements

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Capital and liquidity ratios	Ratios as of 31 March, noting year end still being finalised. No major deviation from the above anticipated.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.6.2.1	Annually review Council's financial planning and forecasting	Manager Finance & Sourcing	✓	100%	2023/24 budget and financial plan was endorsed at the June 2023 Board meeting following public exhibition.

2.6.3: Drive smart business decisions through proactive development and delivery of financial metrics and business insights

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Management reports are provided for each meeting	Not reportable

2.7: Improve our operations to future proof our business

2.7.1: Investigate sustainable and ethical procurement practices

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Current state and gap analysis are completed	Work continuing through Finance and Sourcing BAU.

Not achieved – continuing 23-24	Not achieved	Completed
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Operational Plan Action		Responsible Officer	Status	Percentage Completed	Commentary
2.7.1.1	Review current sustainable and economic procurement practices at Riverina Water and opportunities for improvement	Manager Finance & Sourcing		30%	Procurement processes have been redeveloped in line with best practice and FLOW. The Procurement Coordinator is conducting an overall review of procurement practices. Updated procurement policy was approved by the Board at February meeting. Internal Procurement Procedure update has been completed. Future procurement practices will be updated to ensure sustainable and economic procurement practices. This action is not included in the 2023/24 Operational Plan, but the continuation will be picked up as part of the program of work for Finance & Sourcing.

2.7.2: Adopt viable circular economy practices in the planning and delivery of assets products and services

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Circular economy policy and action plan is developed and endorsed by the board	Little work has progressed on the development of such a plan. The CEO attended a regional forum on a draft circular economy plan for the Special Activation Precinct at Bomen in early 2023. It is expected that this measure will be some years in being achieved.

Not achieved – continuing 23-24 Not achieved Completed

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.7.2.1 Assess our current economy and seek opportunities to seek circularity	CEO		100%	During 2022/23 staff from Riverina Water participated in two events designed to progress the benefits of a circular economy in the region. Effective networking took place which will allow Riverina Water to take further actions in 2023/24 in pursuit of strengthening practices associated with a circular economy. Riverina Water employed its first Procurement Officer and it is expected that this role will allow more progress in the coming years on circular economy matters

2.7.3: Update our water cycle and environmental management plans

Responsibility	Mgr Operations
Delivery Program Measure	2022-23 Result
Plans approved by DPE Water	Change in Plan requirements – expected to be completed over FY24

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.7.3.1 Develop Drought Management and Contingency Plan	Mgr Operations		65%	Drought Management & Contingency Plan includes proposing new water restriction regime with respect to 2019 Water Restriction Policy, including water demand sensitivity analysis to quantify effects of each level of water restriction. This is ongoing work with approx. completion date of Feb 2024

Not achieved – continuing 23-24 Not achieved Completed

Operational Plan Action		Responsible Officer	Status	Percentage Completed	Commentary
2.7.3.2	Revise existing Environmental Management Plan	Mgr Operations		20%	Met governance requirements with NSW EPA License conditions including Annual Reporting and testing of Pollution Incident Reporting Management Plan (PRIMP). Achieved NSW DPE Assurance Framework compliance for 2022/23 regarding IWCM strategy. Whole of business environmental strategies and plans to be developed incorporating Net Zero 2030, Circular Economy principles, and Environmental Sustainability

2.7.4: Protect and restore field work sites to eliminate and prevent degradation

Responsibility		Director Engineering
Delivery Program Measure	2022-23 Result	
No soil loss or siltation and vegetation is restored	Projects and maintenance repair works include restoration ground works to minimise potential impacts to soil loss and vegetation. As part of Riverina Water's updated project management framework, additional focus will be on quality assurance throughout the project.	

Operational Plan Action		Responsible Officer	Status	Percentage Completed	Commentary
2.7.4.1	Undertake appropriate training for staff in protection and restoration of work sites	Mgr Works		0%	On the job education occurring but to be scoped and formalised in training budget/schedule in 23/24.

Not achieved – continuing 23-24 Not achieved Completed

2.8: Collaborate and share knowledge with other organisations

2.8.1: Identify other organisations as benchmarks for operational excellence

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Undertake benchmarking via the analysis of current data and insights available	The process of benchmarking activities undertaken by Riverina Water is formative during 2022/23. Mre work will be undertaken in this area as current priorities are achieved. This measure remains a "reach" for Riverina Water. Riverina Water undertakes some basic benchmarking with three other "larger" County Council's including Rous, Central Tablelands and Goldenfields Water.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.8.1.1	Share information with the GM working group for Rous County, Central Tablelands County and Goldenfields County councils	CEO	✓	100%	The GM working group met four times during 2022/23 and provided an effective platform for the sharing of knowledge and processes between the four water utilities. The group collarted to make a joint submission to the NSW Government in relation to the operation of the NSW Planning Portal. The group also update its "County Council Fact Sheet" and provided it to various key stakeholders including the NSW Minister for Water during her visit to Wagga Wagga in May 2023.

Not achieved – continuing 23-24	Not achieved	Completed
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2.8.2: Create opportunities for Riverina Water to collaborate with other industry experts

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Ongoing participation in committees and conferences	Staff and Board Members at Riverina Water are active in these areas. The Chairperson and CEO/Senior Staff regularly sit on industry panels and present at conferences. It is an area of activity that Riverina Water will continue to actively be part of for the betterment of the water sector in NSW

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
2.8.2.1	Attend industry forums and conferences and deliver papers on recent successes	CEO	✓	100%	Throughout 2022/23 the CEO and members of the Management Team attended numerous industry events and made presentations and participated in group sessions associated with the conferences

Not achieved – continuing 23-24 Not achieved Completed

Strategic Pillar 3: Our Community

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

3.1: Actively support and participate in our community

3.1.1: Provide and support education opportunities for youth, tertiary and the wider community

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Participate in at least one youth education opportunity per annum	Youth opportunity completed.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.1.1.1	Support opportunities for youth education initiatives	Customer & Comms Team Leader	✓	100%	Riverina Water has supported two youth initiatives this year: the Science and Engineering Challenge and Build a Bridge.

3.1.2: Strengthen opportunities to collaborate with constituent councils, JOs and industry

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Annual meeting between Riverina Water CEO and Chairperson and GM and May of the constituent councils	In late 2022 and early 2023, the Chairperson - Councillor Tim Koschel and CEO - Andrew Crakanthorp, travelled to meet the Mayor and General Manager of our four constituent Councils. The meetings were productive and informative and have strengthened the very good working relationship between Riverina Water and its constituent Councils.

Not achieved – continuing 23-24	Not achieved	Completed
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	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.1.2.1	Have one on one meetings with Mayors and GMs of four constituent councils	CEO	✓	100%	Meetings were held with constituent councils which were very productive and allowed effective discussions on a range of issues. These have been followed up with correspondence regarding improved processes for the lodgement and approval processes for new subdivisions.
3.1.2.2	Attend the meetings of Riverina JO	CEO	✓	100%	Riverina Water attended all meetings of the Riverina Joint Organisation during 202/23. In addition Riverina Water staff participated in the annual GIS conference and sponsored the "Build a Bridge" Project which is held annually at Borambola. Civil Engineers from Riverina Water provided assistance and guidance to the students during the 3 day event.
3.1.2.3	Attend meetings of relevant business and community groups	CEO	✓	100%	During 2022/23 Riverina Water attended a number of functions organised by Charles Sturt University, the Committee4Wagga and Riverina JO. Riverina Water was also represented at many community functions associated with the Community Grants Program administered by Riverina Water. The CEO attended the Wagga Wagga School of Arts "Ten by 10 Playfest"

3.1.3: Provide access to tap water in community spaces in the Riverina Water supply area

Responsibility	Director Engineering	
Delivery Program Measure	2022-23 Result	
Installation of Tap2Go refill stations in consultation with constituent councils	Installation of Tap2Go refill stations ongoing	
Not achieved – continuing 23-24	Not achieved	Completed

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.1.3.1	Continue program of installing Tap2Go refill station in each constituent council as requested	Mgr Works	✓	100%	Tap2Go refill station requests processed upon application and installed as required.

3.1.4: Investigate and implement ways we can invest in our community to achieve desired outcomes

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Review the Community Grants Program and investigate opportunities to support our communities in the most impactful ways	Revised community grants program developed.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.1.4.1	Review the report on the outcomes of the Community Grants Program to date	Customer & Comms Team Leader	✓	100%	Review presented to the Board in December with a revised program for 2023-24 included in the Community Engagement Strategy which was endorsed in June 2023.
3.1.4.2	Review existing practices and develop new opportunities to participate in and support our community	Customer & Comms Team Leader	✓	100%	Community Engagement Strategy endorsed by the Board in June 2023 to commence implementation in 2023-24.

Not achieved – continuing 23-24	Not achieved	Completed
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	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.1.4.3	Participate in community events within the Riverina Water supply area	CEO	✓	100%	During 2022/23 Riverina Water attended a number of functions in its supply area, including events associated with the Community Grants Program administered by Riverina Water. The CEO attended the Wagga Wagga School of Arts "Ten by 10 Playfest". Riverina Water supported the "Wagga Wagga Gears and Beers Festival", and the "Wagga Wagga It Takes Two Competition".

3.2: Create stronger connections with our diverse community to help deliver positive impact

3.2.1: Drive strong community engagement through an endorsed strategy

Responsibility

Director Corporate Services

Delivery Program Measure

2022-23 Result

Updated Community Engagement Strategy endorsed by Board

Community Engagement Strategy endorsed.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.2.1.1	Review and endorse the Community Engagement Strategy	Customer & Comms Team Leader	✓	100%	The revised Community Engagement Strategy was endorsed by the Board at the April 2023 board meeting.
3.2.1.2	Implement outcomes identified in the Community Engagement Strategy	Customer & Comms Team Leader	✓	100%	Existing community engagement actions completed and implemented as BAU

Not achieved – continuing 23-24

Not achieved

Completed

3.2.2: Improve our understanding and strengthen our connection with our diverse community

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Diverse community groups are engaged to understand their needs and Community Engagement Strategy is updated to reflect findings	Not Reportable

3.3: Continue to develop positive relationships with our First Nations community

3.3.1: Develop and implement adequate strategies, frameworks and education systems to support Council's commitment to strengthening our relationship with our First Nations community

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Values and viewpoints of Aboriginal peoples and communities are reflected in our operations and decisions	Riverina Water is in the formative stages of creating its inaugural Reconciliation Plan. Substantial progress is expected in second half of 2023. Riverina Water recently commissioned an artwork which has been hung in the foyer to the Pat Brassil, AM Meeting Room.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.3.1.1	Develop a Reconciliation Action Plan	CEO		50%	The Board of Riverina Water resolved to commence work on the development of its inaugural Reconciliation Action Plan. (RAP) Management completed the initial steps to commence the preparation of the Plan, however competing work priorities have impacted progress on the RAP. The project will carry forward to 2023/24

Not achieved – continuing 23-24	Not achieved	Completed
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	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.3.1.2	Provide cultural awareness training to all staff	People & Culture Officer		100%	Cultural awareness training was completed in the first quarter of 2022-23.
3.3.1.3	Identify opportunities to engage and support our First Nations Community	CEO		35%	The lack of progress on the inaugural Reconciliation Action Plan for Riverina Water is disappointing. Progress was stymied by other priorities. A good framework to progress development of the RAP has been established with substantial progress expected during 2023/24

3.4: Provide exceptional customer service by tailoring and improving our systems, processes and service offers

3.4.1: Develop and capture data regularly in regards to our customers to help us understand them, their needs and expectations

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Annual customer survey is completed	Average across the 14 customer service and water quality indicators is 4.53/5, "very high satisfaction" - target > 4

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.4.1.1	Undertake annual customer survey, review results and ensure any actions are captured in customer experience strategy	Customer & Comms Team Leader		100%	Customer survey completed and results reported to June 2023 Board Meeting.

Not achieved – continuing 23-24 Not achieved Completed

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.4.1.2 Develop customer metrics, capture data and regularly monitor analytics to continuously improve our customer experience	Customer & Comms Team Leader		100%	Mechanisms to capture, review, and monitor data was implemented as part of FLOW go-live. Actions for evolving on this action, including metrics and customer journey mapping has been included in the 2023/24 Operational Plan.

3.4.2: Ensure we have the best systems, processes and frameworks that reflect our commitment to our customer centricity

Responsibility Director Corporate Services

Delivery Program Measure

2022-23 Result

Review and implement a revised Customer Service Charter

Revised Customer Service Charter completed.

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.4.2.1 Develop Customer Service charter	Customer & Comms Team Leader		100%	The Customer Service Charter was endorsed by the Board at the April 2023 board meeting.
3.4.2.2 Implement a customer service portal	Customer & Comms Team Leader		0%	The rollout of the customer portal was delayed due to project extensions as outlined in report that was presented to April board meeting. As a result this action has been deferred to the 2023/24 Operation Plan under 3.4.2.1 and will be rolled out in line with the revised project plan.

Not achieved – continuing 23-24

Not achieved

Completed

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3.4.3: Strive to support customers with sustainable pricing models that meet levels of service and both operational and infrastructure requirements

Responsibility	Director Corporate Services
Delivery Program Measure	2022-23 Result
Customer support framework is reviewed and implemented	Financial Hardship Policy reviewed and adopted.

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.4.3.1	Seek opportunities to assist financially vulnerable or at risk customer groups	Customer & Comms Team Leader	✓	100%	Financial Hardship Policy and Leak Detection policies endorsed and application of policies made more accessible with online forms. Ongoing implementation of additional pensioner rebate.
3.4.3.2	Undertake annual pricing review	Manager Finance & Sourcing	✓	100%	Pricing review was conducted as part of 2023/24 Operational Plan development which was endorsed at the Board meeting in June 2023.

3.5: Understand and prepare to serve our customers of the future

3.5.1: Collaborate with constituent councils to attract businesses and encourage supply area growth

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Marketing material to support industry growth is created	During 2023, Riverina Water undertook a review of the industry flyer that describes the role of the four major Water County Councils in NSW. In addition, Riverina Water has partnered with Wagga Wagga City Council to

Not achieved – continuing 23-24	Not achieved	Completed
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	produce a fact sheet promoting the availability of water to the Bomen Special Activation Precinct
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	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.5.1.1	Meet with staff of constituent councils as requested and actively participate in planning activities	CEO	✓	100%	There was increased collaboration between staff from Riverina Water and its four constituent Councils during 2022/23. Discussions mainly centred around the increase in development applications for subdivisions for residential housing across the four Council's. Riverina Water continued its program of installing one water bubbler in each of the four Councils areas. Riverina Water staff attended a number of strategic planning sessions conducted by Wagga Wagga City Council relating to the Northern and Southern Growth Areas.

3.5.2: Monitor emerging trends in customer service technology and business processes

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Attend industry conferences and/or participate in industry groups	Staff from Riverina Water regularly attend industry conferences such as OzWater2023 and the LGNSW Water Management Conference. Council staff have also recently been attending industry meetings also in relation to the Bomen SAP and the emerging circular economy

Not achieved – continuing 23-24 Not achieved Completed

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.5.2.1 Support attendance of staff at industry conference and/or to participate in industry groups	CEO	✓	100%	Staff from Riverina Water attended numerous industry events throughout 2022/23 including; the Murray Darling Association Annual Conference; the Local Government NSW Water Conference; the annual forum conducted by the NSW Water Directorate; OzWater 2023. Staff also worked closely and collaboratively with Water NSW and NSW Health

3.6: Share our knowledge and expertise to make a positive change in our global community

3.6.1: Ongoing support and participation in altruistic and/or knowledge -sharing programs and initiatives

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Participate in programs and initiatives that have impact broader than our local community	Riverina Water supports South Wagga Rotary Club both financially and in-kind in its efforts in Nepal. Riverina Water is also a Gold Member of WaterAid Ltd, a non-for-profit charity that raises funds to assist communities obtain fresh drinking water and water for sanitation purposes.

Not achieved – continuing 23-24 Not achieved Completed

Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.6.1.1 Review and confirm our relationships with third parties in relationship to our provision of overseas aid	CEO	✓	100%	Riverina Water has been a corporate sponsor of Water Aid for four years now. In addition, Riverina Water continued its relationship with South Wagga Rotary Club and their activities in Nepal. Two staff (Virginia Riccardo and Brenton Pitman) travelled to Nepal as volunteers in March 2023 to assist in completing the construction of residential accommodation for nursing students in Sindhuli.

3.6.2: Continue to provide professional input to the Federal Government

Responsibility	CEO
Delivery Program Measure	2022-23 Result
Ongoing engagement	The Board of Riverina Water is very keen to enhance its relationship with customers and organisation in its supply area. It has tasked the CEO with building relationships and partnerships in an effort to improve the profile of Riverina Water

Not achieved – continuing 23-24 Not achieved Completed

	Operational Plan Action	Responsible Officer	Status	Percentage Completed	Commentary
3.6.2.1	Seek opportunities to have "a seat at the table" on both federal and state government matters	CEO	✓	100%	During May 2023 Riverina Water hosted a visit by the NSW Minister for Water and the Member for Wagga. A site inspection was undertaken and a meeting held to discuss industry matters including the impending Inquiry into Regional Water Utilities by the NSW Government. Riverina Water's Director Engineering sits on the Murrumbidgee River Customer Advisory Group

Not achieved – continuing 23-24 Not achieved Completed

R9 Lost Time Injury Statistics July 2022 - June 2023

Organisational Area Chief Executive Officer

Author Joe Mansour, WHS officer

Summary This report presents information on Lost Time Injury statistics for the July/June period of the 2022/2023 financial year.

RECOMMENDATION that Council receive and note the statistics report for Lost Time Injuries for the period July 2022 to June 2023.

Report

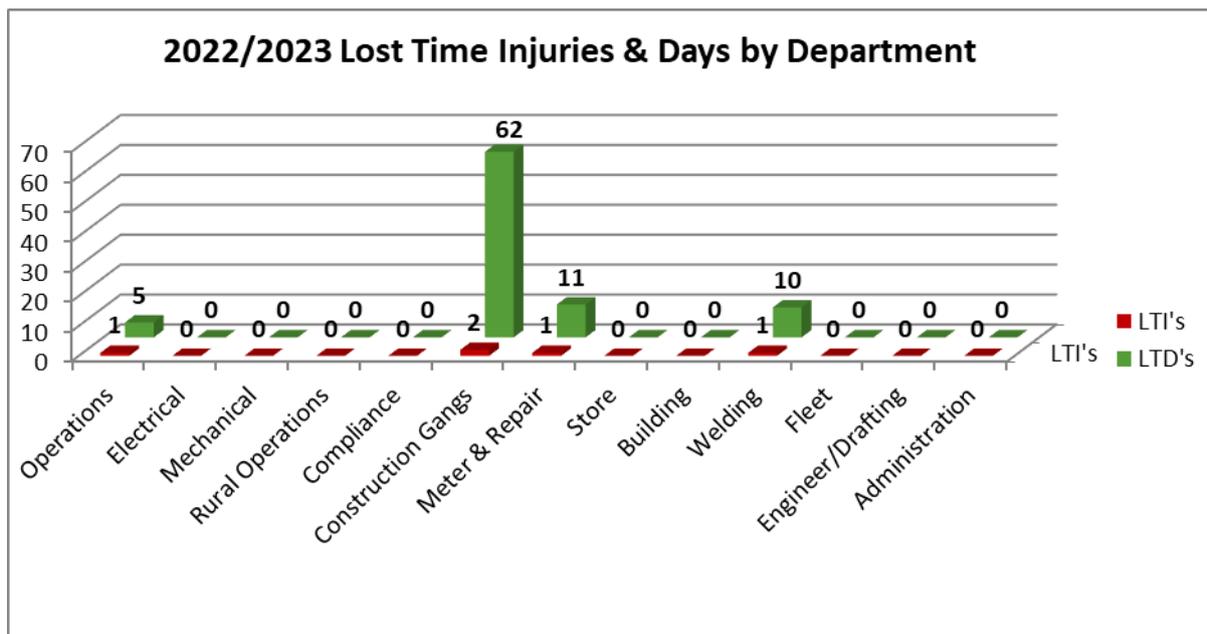
Date of Injury	Claim Status	Return to Work Date	Lost Time Injury (Days off work)	No of Days Lost (Premium impacting)
16/10/2022	OPEN	17/03/2023	44	44
1/03/2023	CLOSED	17/03/2023	11	11
8/03/2023	CLOSED	12/04/2023	18	18
25/05/2023	OPEN	14/06/2023	10	10
15/06/2023	OPEN	7/07/2023	5	5
Total			88	88

Other WHS Statistics for the financial year:

Lost Time Days (LTD's) - **88 days**

No of Current/Open Workers Compensation Claims – **Four claims (one legacy claim, three open claims)**

Total No of Workers Compensation Claims lodged this financial year – **Eight claims (three claims resulted in no lost time)**



Financial Implications

Council works in partnership with its insurer StateCover Mutual to minimise costs associated with each claim so as to minimise the annual premium paid for the workers compensation insurance.

Risk Considerations

Work Health and Safety	
Avoid	Riverina Water will avoid taking any risks that could result in accident, injury or illness to our staff, councillors, contractors, visitors or members of the public.

R10 Local Government NSW Annual Conference

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary The Local Government NSW Annual Conference is being held at Rosehill Gardens Racecourse from Sunday 12 November to Tuesday 14 November 2023 and this report recommends the appointment of the Chairperson as Council's voting delegate at the conference.

RECOMMENDATION that Council:

- a) Approve the attendance of the Chairperson and the CEO at the 2023 LGNSW Annual Conference to be held in the Rosehill Gardens Racecourse from 12-14 November 2023
- b) elect Councillor Tim Koschel as Council's voting at the Conference
- c) Nominations be called for other Board Members to attend.

Report

The Local Government NSW (LGNSW) Annual Conference will be held at Rosehill Gardens Racecourse from Sunday 12 November to Tuesday 14 November 2023. The Conference includes the debate and resolution of motions setting the LGNSW advocacy agenda for the ensuing twelve month period.

Motions for the Conference will close on Friday 15 September 2023. Any motion to the conference would need to be discussed and endorsed at this meeting of the Board.

The 2022 Conference was held in the Hunter Vallet in late October 2022, and Council was represented at that Conference via the attendance of the CEO (observers). The Chairperson, Cr Koschel was a late withdrawal due to a death in his family.

Provided in this [link](#) is the 2023 LGNSW Annual Conference Program.

As is past practice, Council will invite councillors and senior staff from the four constituent Councils to a dinner on the night that the conference dinner is not held. Whilst yet to be confirmed, Councillors McKinnon, Bourke and Quinn are likely to be at the conference given their leadership roles with their respective Council's which ensures good representation for Riverina Water at the conference.

Reservations for accommodation for up to four representatives to attend have been made. In accordance with the rules of the Association, Council can nominate one voting delegate to the conference.

The Business Paper for the Conference, including motions, will be forwarded to members at least one week prior to the Conference.

Financial Implications

The costs of being represented at the conference will be funded from the travelling expenses budget for 2023/24 and are expected to be \$2000 per attendee

Risk Considerations

Reputation	
Averse	Riverina Water is averse to taking risks that may adversely impact its reputation.

R11 Murray Darling Association 2023 Annual Conference

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary The Murray Darling Association 2023 National Conference & AGM is being held in Murray Bridge on 25-28 September 2023.

RECOMMENDATION that

- a) Riverina Water be represented at the Murray Darling Association 2023 National Conference and AGM.
- b) Nominations be called for a Board Member to attend as a voting delegate.
- c) A member of staff as a Riverina Water representative.

Report

The Murray Darling Association (MDA) has advised that the 2023 National Conference and AGM will be held in Murray Bridge on 25-28 September 2023, hosted by Rural City of Murray Bridge.

Riverina Water is a member of Region 9 of the MDA and has traditionally attended the National conference to represent Riverina Water's interests.

The Program has been finalised and is attached to this report.

The conference is of benefit to Riverina Water as a way of keeping abreast of the challenges and initiatives in the management of our source water, which comes entirely from the MDA catchment.

Motions from the different regions are also put to the AGM regarding governance and advocacy issues, which Riverina Water has a voting right.

Cr Driscoll is Riverina Water's delegate to the Region 9 MDA Committee. Unfortunately Cr Driscoll and the Director Engineering are both unable to attend this year's conference. This report seeks nominations from Board Members who may be interested in attending.

› **R11.1** **MDA Program 2023** [↓](#) 

Financial Implications

Attendance at the annual MDA National Conference is allowed for in the current Operational Plan.

Risk Considerations

Corporate Governance And Compliance	
Avoid	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.

2023 National Conference



PROUDLY SUPPORTED BY
2023 MURRA



Summary of Events

25 September 2023

TIME	PERSPECTIVE	LOCATION
4:00pm - 6:00pm	Early Registration	Murray Bridge Rowing Club, Sturt Reserve Rd , Murray Bridge, SA.
6:00pm - 7:30pm	Civic Reception	Be welcomed and network at the historic Murray Bridge Rowing Club. Situated on the banks of the beautiful and historic Murray River, escape the hustle and bustle of Murray Bridge and enjoy the ambience of one of South Australia's oldest and most successful rowing clubs.

26 September 2023

TIME	PERSPECTIVE	LOCATION
8:00am - 5:00pm	Study Tour	Departing from the Murray Bridge Town Hall, circumnavigate the Lower Lakes and across the Barrages.

27 September 2023

TIME	PERSPECTIVE	LOCATION
8:00am - 9:00am	Registrations Open	Murray Bridge Town Hall, 17 Bridge St, Murray Bridge SA 5253
9:00am - 9:25am	Welcome to Country	
	Event MC	Mark Lamb, CEO Murray Darling Association
	Welcome to Murray Bridge	Rural City of Murray Bridge
	Welcome to Conference	Cr David Thurley, National President Murray Darling Association
9:35am - 5:00pm	Conference Speakers Day 1	Panel Sessions addressing: <ul style="list-style-type: none"> State Water Ministers, State of the River, Flood Impacts, Water Security, Water Resource Management, Irrigators, River Users
6:30pm - 9:30pm	Gala Dinner	Celebrate and socialise at the magnificent Bridgeport Hotel overlooking the famous Murray River. The Bridgeport is a perfect location for visitors and locals to eat, drink, play & stay.

Summary of Events

28 September 2023

TIME	PERSPECTIVE	LOCATION
9:00am	Opening Address	Mark Lamb, CEO Murray Darling Association
9:10am - 3:00pm	Conference Speakers Day 2	Speakers include Panel Sessions addressing: <ul style="list-style-type: none"> • MDBA CEO, Irrigators, and River Users, NRAR, and • PLATINUM Sponsor PSTR Group. • Explore themes such as Water updates, Science and Technology, Impacts of the floods.
3:00pm - 5:00pm	MDA Annual General Meeting	Mark Lamb, CEO Murray Darling Association Delegates will consider a range of motion to set the agenda of the Murray Darling Association for the years ahead.

This is your Opportunity

Murray Bridge is a thriving regional centre on the banks of the Murray River and an attractive destination in the Murraylands of South Australia.

A Region filled with natural beauty and unique experiences makes the Rural City of Murray Bridge a destination of choice for travelers, adventurers and those who just want to spend lazy days by the river. The MDA's 79th National Conference & AGM is your opportunity to be part of the solution – to join the conversation, to inform future policy, and to engage with the innovators, scientists, educators, and leaders of our time.

Join us in Murray Bridge, where local, technical, and political leaders will come together to tackle the big issues of the Basin and forge a future for councils, catchments, and communities.

Early Bird tickets Available until 31 July 2023



PROUDLY SUPPORTED BY
2023 MDCST



R12 Council Meeting Schedule 2024

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary This report proposes dates and locations for meetings of the Board of Riverina Water County Council during 2024

RECOMMENDATION that Council endorse the schedule of Council meeting dates for 2024 as follows:

- Thursday 22 February
- Thursday 18 April in Federation Council area
- Thursday 27 June
- Thursday 22 August
- Thursday 24 October
- Thursday 13 December

Report

Council's Code of Meeting Practice provides that Council shall meet at least six times each year, on a bi-monthly basis. Council meeting dates have traditionally been held on the fourth Thursday of February, April, June, August, October and December each calendar year and commence at 10:00am.

In accordance with the above schedule, the requisite dates for 2024 are:

- Thursday 22 February
- Thursday 18 April in Federation Council area (one week earlier due to Anzac Day falling on Thursday 25 April)
- Thursday 27 June
- Thursday 22 August
- Thursday 24 October
- Thursday 26 December

The October meeting is usually also subject of a report to Council suggesting a change of date that is normally in response to the timing of the LGNSW Annual Conference.

The scheduled meeting for December 2024 falls on 26 December. This report proposes that the December Council meeting be held on Wednesday 12 December, followed by lunch at a venue to be arranged.

It is worth noting that local government elections will be held on Saturday 14 September 2024 and that in keeping with past practice an initial, extraordinary meeting of the Board is likely to

be arranged prior to the ordinary meeting proposed in the recommendation to be held on 24 October.

The incoming Board may well seek to consider and vary any agreed meeting schedule and this can be done in accordance with the provisions of the Local Government Act and Riverina Water's Code of Meeting Practice.

Financial Implications

There are no financial implications associated with setting the dates for the Council meetings in 2023. The costs of convening the meetings are funded via budget allocations in the 2023/24 Operational Plan.

Risk Considerations

Corporate Governance And Compliance	
Avoid	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.

R13 Contractual Conditions of Senior Staff

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary This report provides an annual update on the contractual conditions of the senior staff employed by Council.

RECOMMENDATION that the report on the contractual conditions of senior staff be received and noted.

Report

In accordance with Section 339 of the Local Government Act, the Chief Executive Officer is required to report annually to Council on the contractual conditions of senior staff.

During the year 2022/2023 Council has continued to employ staff in three existing senior staff positions being the Chief Executive Officer, Mr Andrew Crakanthorp and the Director Corporate Services Ms Emily Tonacia. In July 2023, Mr Troy van Berkel was appointed Director Engineering on a five-year performance-based contract.

The Chief Executive Officer entered a five-year contract with Council which commenced on 10 January 2018. Riverina Water resolved to offer a further five-year contract to Mr Crakanthorp at its meeting in April 2022. That contract commenced in January 2023. Mr Crakanthorp's performance continues to be assessed annually by the Board of Riverina Water in accordance with the provisions of the contract.

Ms Tonacia's contract has also been assessed annually (by the Chief Executive Officer) in accordance with the provisions of the contract.

Mr van Berkel's contract will be assessed in late July 2024 by the CEO, also in accordance with the provisions of the contract.

The Director Engineering, Director Corporate Services and the Chief Executive Officer are all employed under the Current Standard Contract for Senior Staff, issued by the Office of Local Government.

Financial Implications

There are no immediate financial implications associated with this report to the Board. All three senior staff are employed on contracts, the cost of which is included in the annual Operational Plan of Council.

Risk Considerations

Human Resources/People Management	
Accept	Riverina Water will accept risks in developing its human resources program/s to ensure attraction of the most suitable applicants for positions and retention and development of staff.

R14 Riverina Water Open Day - Saturday 14 October 2023

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary This report outlines a planned "Riverina Water Community Open Day Event" to celebrate the 25th anniversary of the commencement of Riverina Water and open the new water treatment plant to the public.

RECOMMENDATION that Council note and receive the report and approve the "Riverina Water Open Day" to be held on Saturday 14 October 2023.

Report

At the request of Chairperson Councillor Tim Koschel, staff have been working on plans for an event to celebrate Riverina Water's 25th anniversary which occurred in June 2022. Due to the ongoing impacts of COVID19 at that time, the scheduled celebration was put on ice until recently.

An internal staff committee has been working on the concept and this report provides information regarding the event.

It is proposed that an event be held on Saturday 14 October 2023 to celebrate the opening of the new water treatment plant in 2022 and the belated 25th anniversary of Riverina Water with the community.

The planned event would take place during National Water Week which occurs during the third week of October annually. The event also provides an opportunity to fundraise for the national charity, Water Aid. Water Night is also during the same week in October. The event further provides a platform to recognise all staff who are currently and have previously worked for Riverina Water.

Current planning includes requesting interested members of the public to pre-register their interest in attending and to book into a tour time. Staff would run tours of the treatment plant every 15 minutes between 10am -12pm.

It is proposed to arrange for a Wagga Wagga Rotary Club to cook a sausage sizzle throughout the event and potentially look to have a coffee van available.

Staff would be engaged (pre-arranged overtime) to conduct the tours (four to six staff) as well as Water Treatment Plant Operators (one to two staff) to be in the control room to provide an overview the process of producing water. A further three to five staff would be arranged to serve as point people to assist with parking and additional questions on the event.

Actions that would need to be completed as part of the event planning include:

- Traffic/parking management plans
- Setting up of registration sites and tour booking site
- Fact sheets on the water treatment plant
- Arranging for catering/coffee
- Goodie bags – water bottle, information on Riverina Water, shower timers.
- Advertising plans – newspapers, socials, radio

Financial Implications

The cost of the event is estimated at \$5,000 to \$8,000 including a donation to the Rotary Club, payment of overtime to staff, providing Goodie Bags and engaging an event organiser to assist staff prepare for the event. Council can accommodate the cost of the event from its “Community Engagement Budget of \$209,000.

Risk Considerations

Reputation	
Averse	Riverina Water is averse to taking risks that may adversely impact its reputation.

R15 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 Riverina Water be received.

Report

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

› **R15.1 Council Resolution Sheet** [↓](#) 

Financial Implications

Nil

Risk Considerations

Corporate Governance And Compliance	
Avoid	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.

OUTSTANDING ACTIONS REPORT

Printed: Friday, 11 August 2023
11:09:21 AM

Meeting	Date	Officer	Title	Target
Board Meeting 27/04/2022	27/04/2022	Vidler, Greg	Lease of Part of Lot 1 DP742224 to Mawsons	11/05/2022
Resolution				

22/079	RESOLVED:			
	On the Motion of Councillors T Quinn and MH Henderson			
	That Council:			
	<ul style="list-style-type: none"> a) Delegate authority to the CEO to progress a request to lease approximately 5900m² of Lot 1 DP 742224, Forge St, Wagga Wagga; and b) Receive a further report for approval to enter a lease with proposed terms 			
				CARRIED

Notes For Action

14 Jun 2022 3:46pm Vincent, Melissa

Discussions with the potential lessee are continuing

14 Feb 2023 11:18am Vincent, Melissa

Discussions with the potential lessee are continuing albeit more slowly than expected

13 Apr 2023 3:10pm Reichelt, Wendy

Surveys have been completed and the draft lease has been prepared with appropriate terms and responsibilities. It is expected that a report regarding the proposed lease will be presented to the June meeting of the Board.

08 Jun 2023 3:14pm Vincent, Melissa

Surveys have been completed and the draft lease has been prepared with appropriate terms and responsibilities. It is expected that a report regarding the proposed lease will be presented to the August meeting of the Board. A valuation is being undertaken on a shared cost basis with Mawsons.

Meeting	Date	Officer	Title	Target
Board Meeting 24/08/2022	24/08/2022	Crakanthorp, Andrew	Proposed Riverina Water Reconciliation Action Plan	7/09/2022
Resolution				

22/131	RESOLVED:			
	On the Motion of Councillors D Hayes and J McKinnon			
	That Council develop a draft Reconciliation Action Plan for Council's further consideration.			
	Cr Quinn requested that his vote against the motion be recorded.			
				CARRIED

Notes For Action

20 Oct 2022 8:36am Vincent, Melissa

The application process has commenced including the payment of the application fee of \$1650

14 Feb 2023 11:19am Vincent, Melissa

This application fee was paid in late 2022 and an internal working group is being created to commence the process as mandated by Reconciliation Australia

08 Jun 2023 3:15pm Vincent, Melissa

This application fee was paid in late 2022 and an internal working group is being created to commence the process as mandated by Reconciliation Australia.

11 Aug 2023 11:06am Vincent, Melissa

An internal working group has commenced the detailed planning for the development of the RAP

OUTSTANDING ACTIONS REPORT

Printed: Friday, 11 August 2023
11:09:21 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				

<p>22/183 RESOLVED: On the Motion of Councillors D Meyer OAM and T Quinn</p> <p>That Council:</p> <ul style="list-style-type: none"> (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. <p style="text-align: right;">CARRIED</p>

<p>Notes For Action</p> <p>07 Dec 2022 9:50am Vincent, Melissa The acquisition process continues as planned.</p> <p>14 Feb 2023 11:20am Vincent, Melissa The acquisition process continues again more slowly than expected. Council's solicitor has carriage of the process</p> <p>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.</p>

Meeting	Date	Officer	Title	Target
Board Meeting 14/12/2022	14/12/2022	Spannagle, Bede	Update on UGL Cost to Complete Claim	28/12/2022
Resolution				

<p>22/216 RESOLVED: On the Motion of Councillors G Driscoll and T Quinn</p> <p>That the Board:</p> <p>Authorise the CEO to commence legal action in relation to recovery of the Costs to Complete claim against UGL Engineering Pty Ltd for outstanding work undertaken in relation to the Wagga Wagga Water Treatment Plant contract.</p> <p style="text-align: right;">CARRIED</p>
--

<p>Notes For Action</p> <p>14 Feb 2023 11:23am Vincent, Melissa The Cost to Complete claim will be lodged with UGL during the week of 13 February 2023</p> <p>13 Apr 2023 3:13pm Reichelt, Wendy The Cost to Complete was lodged on March 7. UGL have acknowledged receipt and requested 28 days to respond, which Riverina Water agreed to. A verbal update will be provided at the April meeting of the Board.</p>

OUTSTANDING ACTIONS REPORT

Printed: Friday, 11 August 2023
11:09:21 AM

Meeting	Date	Officer	Title	Target
Board Meeting 23/02/2023	23/02/2023	Vidler, Greg	Raw Water Pump Contract W291	9/03/2023
Resolution				

23/026 **RESOLVED:**
On the Motion of Councillors D Meyer OAM and M Henderson

That the Board:

- a) Award contract W291 to Ingeteam Australia Pty Ltd (Indar).
- b) Delegate authority to the Chief Executive Officer to sign the contract with Ingeteam Australia Pty Ltd (Indar) for the supply of three (3) Submersible Motor Type Turbine Pumps (pump sets) for the Raw Water Pumping System at the Wagga Wagga Water Treatment Plant (WTP) as outlined in the body of this report and not exceeding \$650,000 ex GST.
- c) Authorise the affixing of Riverina Water's Common Seal to all relevant documents as required.

CARRIED

Notes For Action

13 Apr 2023 3:15pm Reichelt, Wendy

Contract signed and pumps are expected to arrive in 38 weeks.

11 Aug 2023 11:07am Vincent, Melissa

The pumps are expected to arrive in late November or early December

Meeting	Date	Officer	Title	Target
Board Meeting 27/04/2023	27/04/2023	Crakanthorp, Andrew	Invitation to re-join REROC	11/05/2023
Resolution				

23/048 **RESOLVED:**
On the Motion of Councillors D Hayes and M Henderson

That Council

- a) Receive and note the report.
- b) Defer consideration of the request to the June meeting of Riverina Water to allow sufficient time to:
 - i. Learn of the NSW Government's policy on Joint Organisations.
 - ii. Learn of the response provided by Wagga Wagga City Council
 - iii. Consider the transition plan for the incoming CEO of REROC and RivJO

CARRIED

Notes For Action

09 Aug 2023 3:36pm Vincent, Melissa

a report on this matter was included in the June Business Paper

Meeting	Date	Officer	Title	Target
Board Meeting 27/04/2023	27/04/2023	Tonacia, Emily	Enterprise Resource Planning Contract Update	11/05/2023
Resolution				

23/056 **RESOLVED:**
On the Motion of Councillors G Davies and D Hayes

That the Board:

- a) Authorise the Chief Executive Officer (CEO) to further negotiate and approve a change request with Infor Global Solutions (ANZ) Pty Ltd (ABN 25 003 538 314) for the supply and delivery of an Enterprise Resource Planning Solution as outlined in the body of this report and not exceeding a variation of \$600,000 (excluding GST);
- b) Endorse the proposed budget expenditure totalling \$1,158,060 as outlined in the body of the report; and
- c) Authorise the CEO or their delegate to extend the SaaS contract for a further five (5) by twelve (12) month periods for the reasons outlined in this report.

CARRIED

Notes For Action

09 Aug 2023 3:38pm Vincent, Melissa

The change request was signed and in effect by 30 June 2023

R16 Works Report covering June 2023

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 30 June 2023.

RECOMMENDATION that the Works Report covering June 2023 be received and noted.

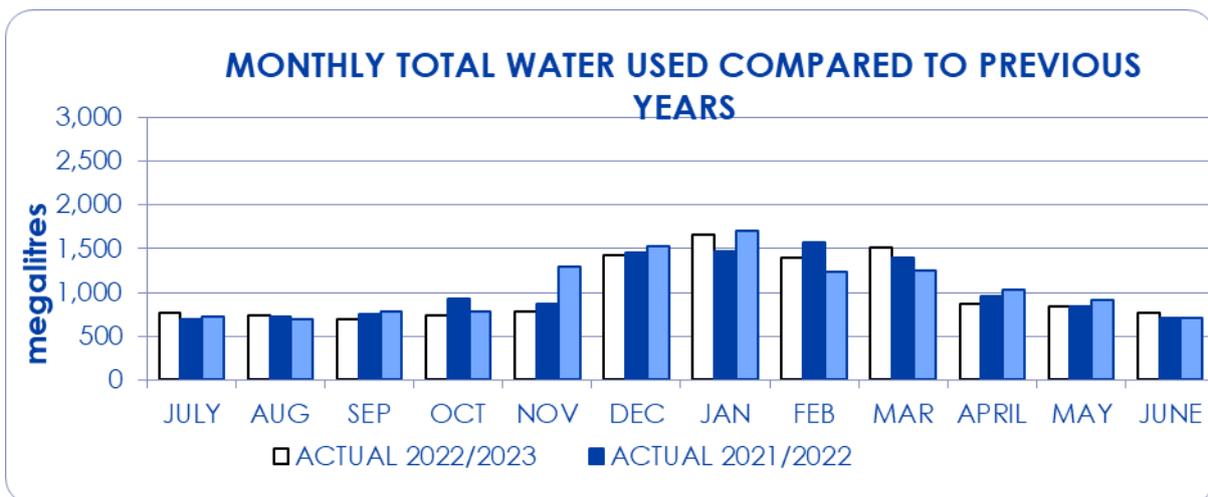
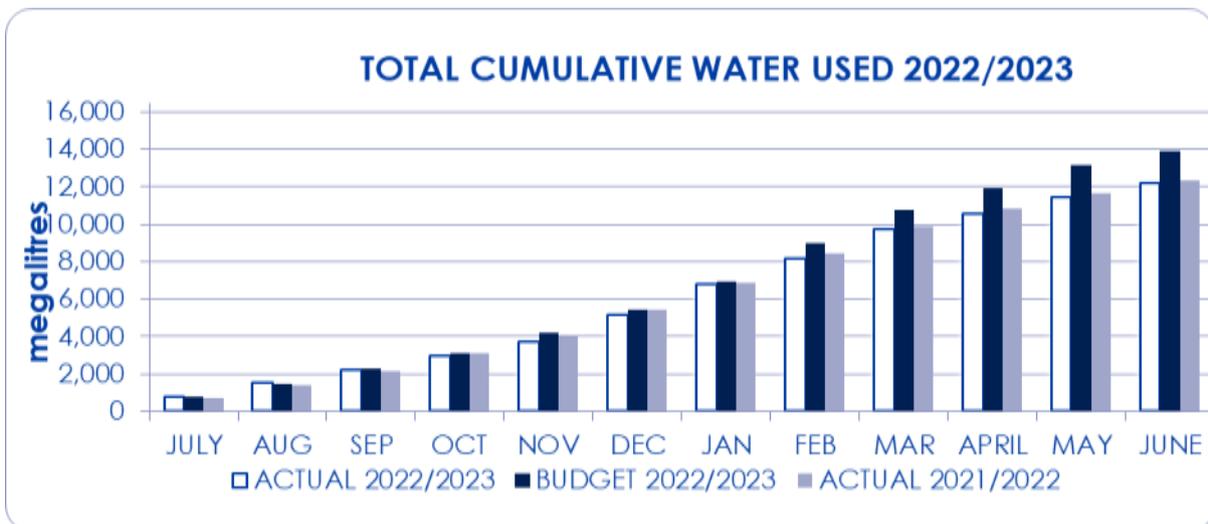
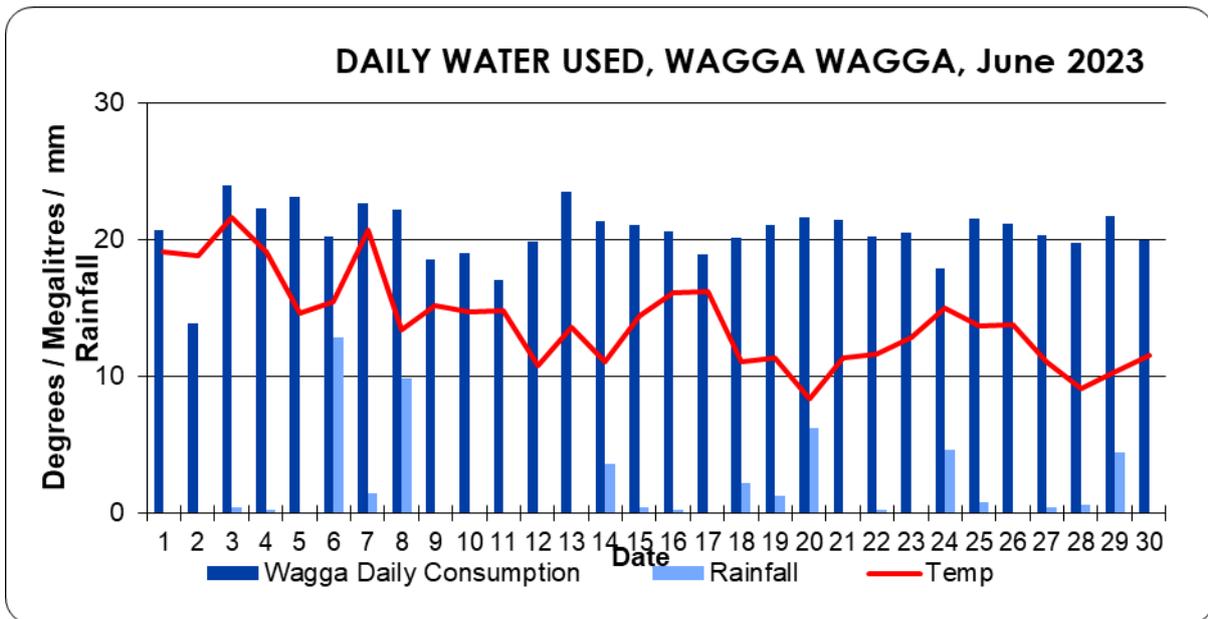
Report

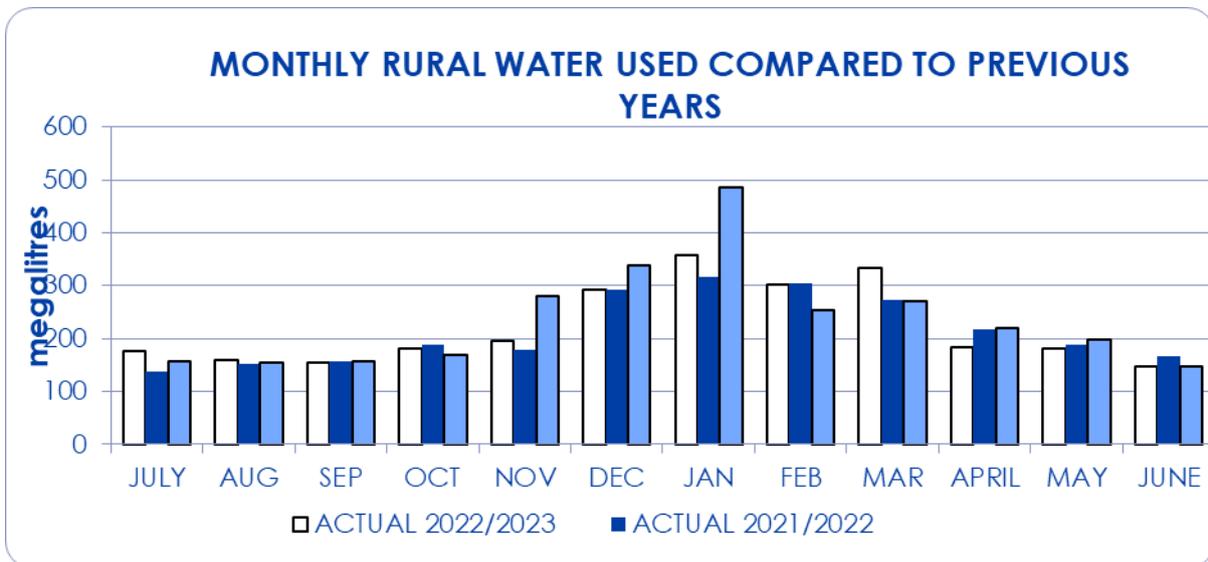
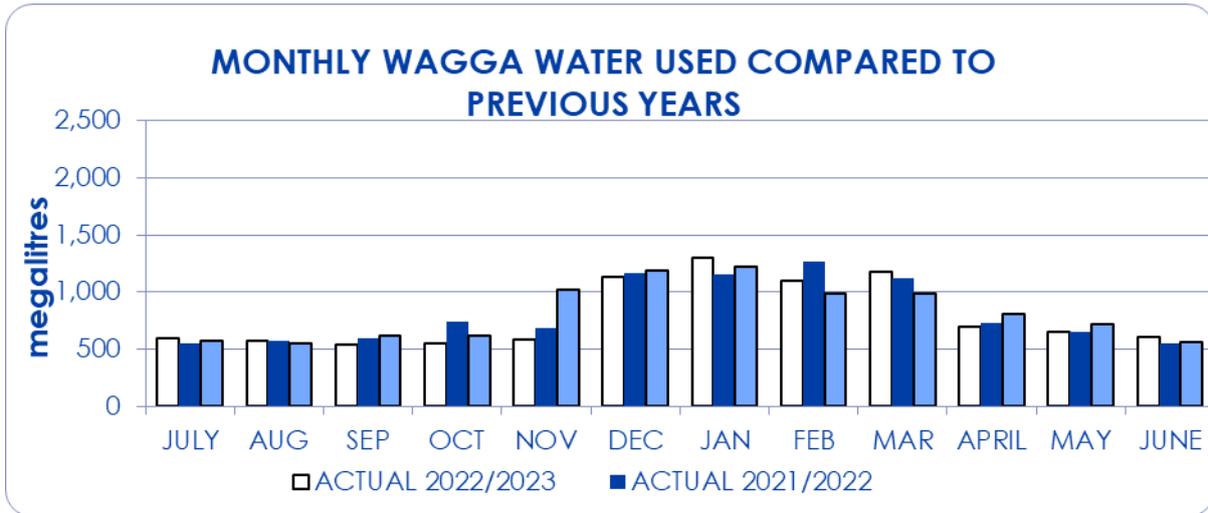
This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 30 June 2023.

Water Sourced and Used

	2021	2022	2023
Rainfall	75.4	43.8	49.4
Wet days	13	19	17
Water Sourced June 2023 (MI)			
North Wagga bores	153.63	172.12	181.09
West Wagga bores	186.73	76.57	95.64
East Wagga bores	320.74	120.53	462.53
Murrumbidgee River	15.60	300.88	0
Sub Total	676.70	670.10	739.26
Bulgary bores	24.29	24.48	0.00
Urana source	0.00	0.00	0.00
Ralvona bores	15.66	19.93	13.71
Walla Walla bores	0.00	0.00	0.00
Goldenfields Water Supply System	1.63	2.40	1.89
Sub Total	41.08	46.81	15.60
Woomargama	0.69	0.84	1.22
Humula	0.44	0.52	0.24
Tarcutta	2.95	3.03	2.87
Oura	1.54	2.00	1.49
Walbundrie / Rand	1.96	2.45	3.26

	2021	2022	2023
Morundah	0.46	0.47	0.88
Collingullie	4.25	2.96	3.71
Sub Total	12.29	12.27	13.67
Totals	730.07	729.18	768.53
Water used June 2023 (MI)			
East Bomen	20.79	21.89	27.08
Estella	51.15	64.30	80.85
North Wagga	68.40	59.70	53.79
Wagga Wagga – low level	85.50	102.31	108.69
Wagga Wagga – high level	292.60	252.95	291.97
Wagga Wagga – Bellevue level	39.66	46.58	48.96
Sub Total	558.10	547.73	611.34
Ladysmith system	3.23	3.08	3.60
Brucedale scheme	12.89	24.92	15.50
Currawarna scheme	7.80	3.72	8.47
Rural Southern trunk main system	62.59	77.54	67.56
Rural Western trunk main system	32.79	24.48	25.74
Sub Total	119.30	133.74	120.87
Holbrook	15.03	20.01	13.60
Woomargama	0.69	0.84	1.22
Humula	0.44	0.52	0.24
Tarcutta	2.85	2.86	2.74
Oura	1.54	2.00	1.49
Walbundrie / Rand	1.96	2.45	3.26
Morundah	0.41	0.45	0.86
Collingullie	4.03	3.01	3.60
Sub Total	26.95	32.14	26.99
Totals	704.35	713.61	759.20





New Service Connections, Repairs, Meters, Locations and Complaints

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Wagga Wagga	20	2	7	21	14	3				51	6	
Wagga Wagga	1	1	2	12	3	2				9	1	
Forest Hill				1								
Bomen		1										
Estella				1								

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Koorringal	1				2	1				8		
Turvey Park			1		1					3		
Lake Albert	2			1	1					8		
Ashmont				2	1					7	2	
Tolland	2		1	2						4		
Mt Austin				1	1					2	1	
Bourkelands					1					2		
Tatton	4											
Glenfield			3		3					6	1	
Lloyd	3									1		
Springvale	1			1						1		
Boorooma					1							
Gobbagombalin	6										1	
Brucedale				1						1	1	
Currawarna						1				1		
Tarcutta										1		
Lockhart	1				1						1	
Pleasant Hills	1											
The Rock	1		1		4							
Holbrook			8	1								
Walbundrie			1							1		
Walla Walla				1						1	1	
Urana				1		1					1	
TOTAL	23	2	17	25	19	5	0	0	0	56	10	

Water System Repairs

Wagga Wagga							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
1/6/2023	Wagga Wagga	450 AC	Pipe failure – round split	Yes		0	5
2/6/2023	Lake Albert	100 AC	Pipe failure – round split	Yes		0	5
7/9/2023	Ashmont	100 AC	Pipe failure – round split	Yes		0	5
9/6/2023	Wagga Wagga	150 CI	Pipe failure – round split	Yes		0	2
20/6/2023	Wagga Wagga	100 CI	Pipe failure – round split	No		12	8

Rural							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
7/6/2023	Woomargama	80 PVC	T/band broken/leaking	No		0	8
16/6/2023	The Rock	40 PE	Leaking collar or joint	No		1	8
21/6/2023	Ladysmith	50 PVC	Pipe failure – long split	No		10	5
21/6/2023	Lockhart	100 AC	Pipe failure – ground movement	Yes		0	8
21/6/2023	Morundah	100 AC	Pipe failure – ground movement	Yes		0	24
23/6/2023	Holbrook	100 AC	Pipe failure – ground movement	No		20	76
29/6/2023	The Rock	63 PE	Pipe failure – ground movement	Yes		0	14

Water Quality Complaints

Date	Town	Request details	Action Taken
2/6/23	Wagga	Advised of dirty water	Flushed service all clear now
2/6/23	Turvey Park	Dirty water from taps	Flushed service all clear now

2/6/23	Wagga	Dirty water	Flushed service it was clear. Maintenance tried to call but no answer
6/6/23	Wagga	Water discoloured and brown	Water has cleared up, rang Moya and there is no problem now.
3/6/23	Glenfield Park	Dirty water	Flushed down to specs
3/6/23	Glenfield Park	Dirty water	Flushed main down to spec
3/6/23	Ashmont	Dirty water	Flushed service down to specs
9/6/23	The Rock	Brown/dirty water throughout house	Flushed main/meter. Chi 0.98 Turb 3.2. Told consumer to flush all taps
9/6/23	Wagga	Brown water through one side of hotel	Flushed main and service
14/6/23	Glenfield Park	Dirty water	Old gal on their side. They will call plumber
10/6/23	Mt Austin	Dirty water	Flushed main
14/6/23	The Rock	Caller advised brown water coming through all taps	Flushed water mains & tested for turbidity at customers meter
16/6/23	Bourkelands	Strong chlorine smell last night, wondering reason for this.	Tested at meter, Free Cl ₂ 1.52, Total Cl ₂ 1.64, no odour at tap. Meets ADWG. Spoke to customer.
19/6/23	The Rock	Customer complaining of dirty discoloured water over a period of time, also strong chemical/chlorine smell.	Free Cl ₂ 1.4, Turbidity 8.3, pH 7.7, Apparent colour 50, True colour 11. Rural gangs flushed street dead ends until below 5 NTU
22/6/23	Boorooma	Water unclear from midday to 3:30pm turbid light yellow colour	Flushed service all clear now
27/6/23	Lockhart	Dirty water at admin building	Flushed service. Chlorine 1.33 & turbidity 2.48
28/6/23	Kooringal	Dirty muddy water toilet and taps.	Dirty water was from cut in. Flushed mains until clear. Turb 1.4 NTU Free Cl ₂ 1.68 mg/L
29/6/23	Kooringal	Dirty water	Spoke to owner, problem is old gal on their side.
30/6/23	Lake Albert	Dirty water after fire service flushed the street	Flushed hydrants until clear

New water mains laid

Location	63	100		150		200		300	450
	PE	OPVC	DICL	OPVC	DICL	OPVC	DICL	OPVC	DICL
Harris Road stage 4		80							
Lloyd West 10			22	22					

Replacement of Existing Mains

Location	50	63	100		150	150	200	300		375
	PE	OPVC	DICL	OPVC	DICL	OPVC	OPVC	OPVC	DICL	DICL
Old Narrandra Rd				1916						
Koorungal Road					354					

Other Construction

Location or Project	Work done
Holbrook	Replace 9 Services
235 Lake Albert Rd	100mm Fire service

Major Repairs / Overhauls

Facility	Work done
Ralvona Treatment Plant	Move Suction & Delivery Lines
Wagga Water Treatment Plant	Drained and Cleaned Lamela 1 & 2
Wagga Water Treatment Plant	Drained and Cleaned Sludge Thickener Tank
Wagga Water Treatment Plant	Filtered Water valves serviced
Oura Pump Station	HL Pumps replaced and upgraded
Woomargama	Bore pump replaced and upgraded
West Wagga WTP	Raw Water Turbidity Unit installed

Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	33
Estella Farrer Road	38
Forest Hill Elizabeth Avenue	8
Glenfield Red Hill Road	83
Henty Olympic Way	3
Holbrook Millswood Road	17
Lake Albert Plumpton Road	15
Lockhart Napier Road	34

Pleasant Hills Manson Street	3
The Rock	22
Urana Federation Way	12
Walla Walla Short St	1
Yerong Creek Finlayson Street	4

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
464	0	Wagga Motors	Cab Chassis	Isuzu D-max	\$38,643.01
466	0	Geissler Motors	Passenger Vehicle	Mitsubishi Pajero Sport	\$47,599.09

Financial Implications

Nil

Risk Considerations

Service Delivery	
Avoid	Riverina Water will avoid taking on any risks which may compromise water quality.

R17 Works Report covering July 2023

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 31 July 2023.

RECOMMENDATION that the Works Report covering July 2023 be received and noted.

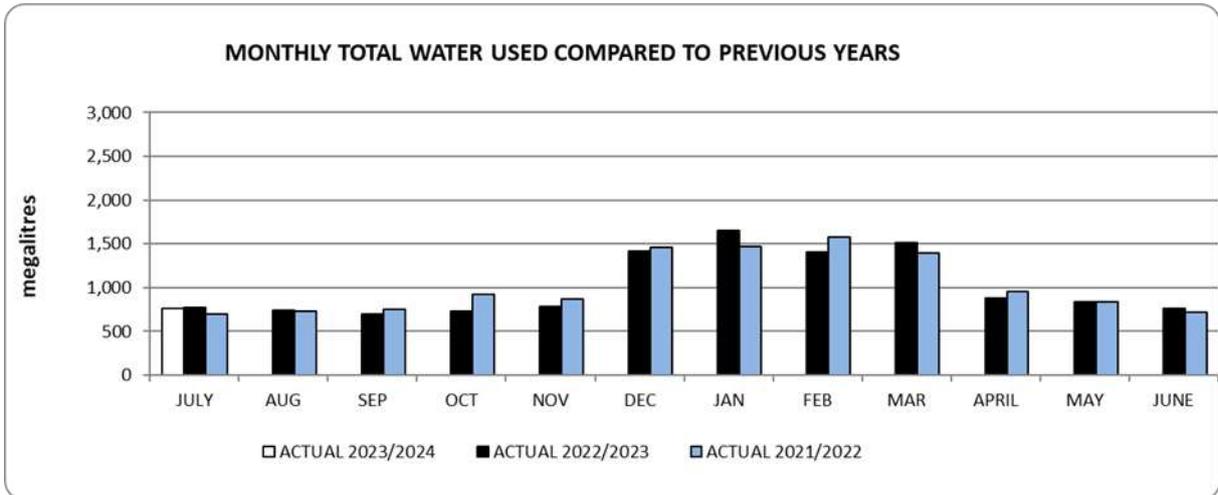
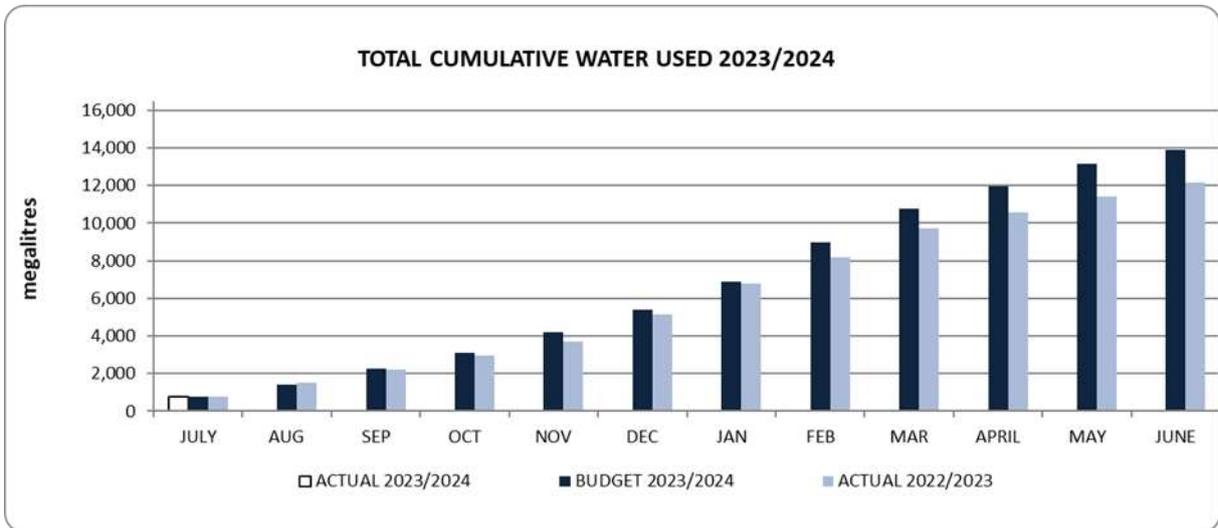
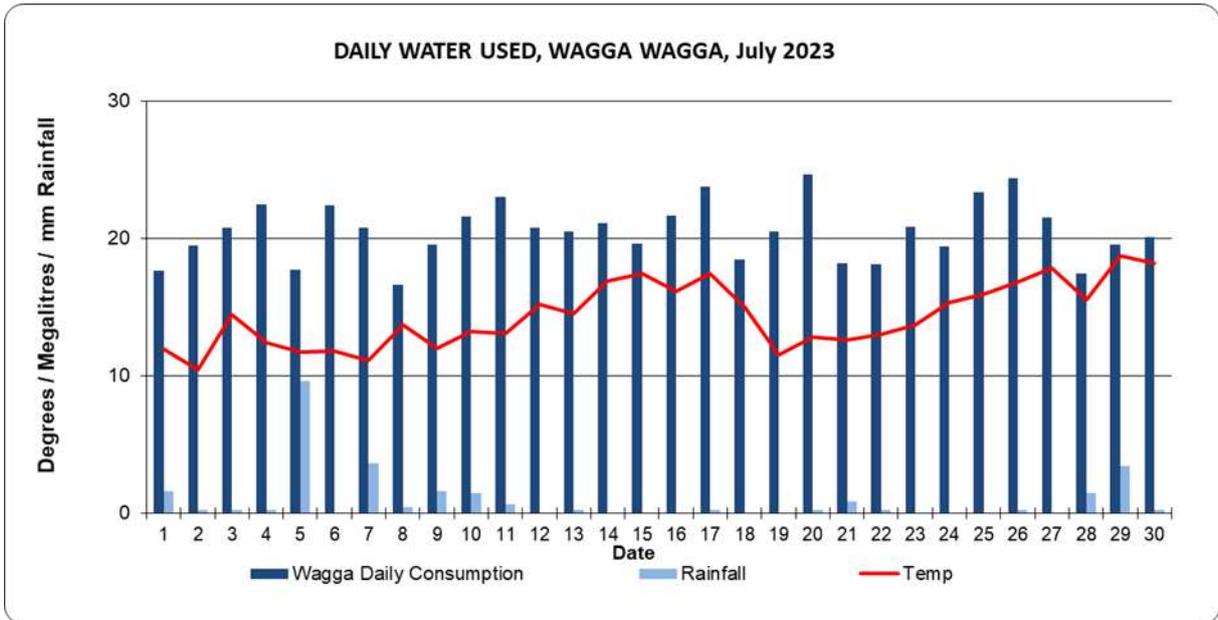
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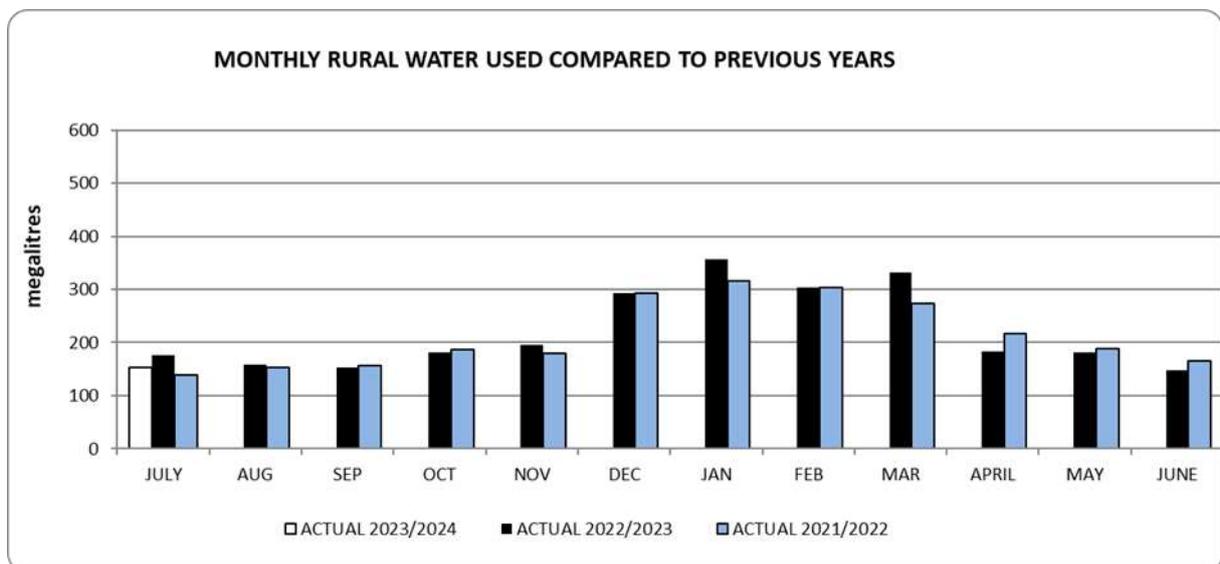
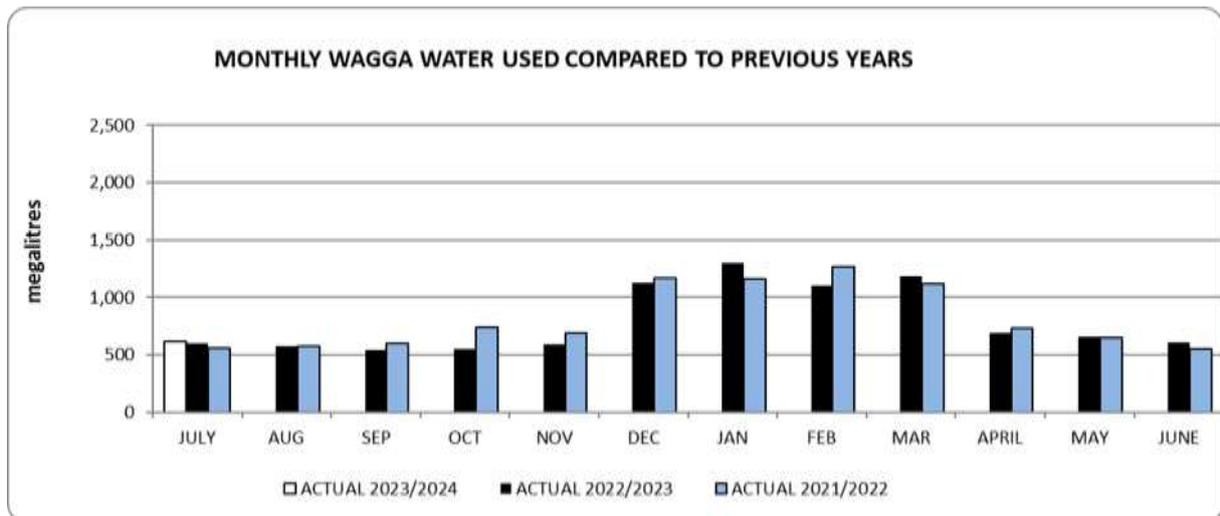
This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 31 July 2023.

Water Sourced and Used

	2021	2022	2023
Rainfall	72.0	17.2	26.2
Wet days	23	11	19
Water Sourced July 2023 (MI)			
North Wagga bores	152.15	173.20	194.06
West Wagga bores	186.90	83.47	97.84
East Wagga bores	324.92	106.58	450.02
Murrumbidgee River	0.00	370.57	0.00
Sub Total	663.97	733.82	741.92
Bulgary bores	22.57	23.11	0.00
Urana source	0.00	0.00	0.00
Ralvona bores	14.01	20.50	15.06
Walla Walla bores	0.00	0.00	0.00
Goldenfields Water Supply System	0.67	1.39	1.83
Sub Total	37.25	45.00	16.89
Woomargama	0.85	1.05	1.22
Humula	0.13	0.53	0.31
Tarcutta	2.32	3.45	4.12
Oura	1.56	2.01	1.69
Walbundrie / Rand	1.94	3.01	3.11

	2021	2022	2023
Morundah	0.60	0.42	0.57
Collingullie	4.55	3.56	4.09
Sub Total	11.95	14.03	15.11
Totals	713.17	792.85	773.92
Water used July 2023 (MI)			
East Bomen	16.79	22.56	17.18
Estella	48.65	68.56	77.11
North Wagga	72.34	59.82	82.31
Wagga Wagga – low level	84.10	107.47	101.49
Wagga Wagga – high level	289.30	296.89	291.62
Wagga Wagga – Bellevue level	43.30	41.39	42.39
Sub Total	554.48	596.69	612.10
Ladysmith system	2.58	7.89	2.70
Brucedale scheme	10.95	21.37	13.32
Currawarna scheme	8.95	5.13	8.73
Rural Southern trunk main system	63.27	81.89	66.90
Rural Western trunk main system	27.37	25.77	31.72
Sub Total	113.12	142.05	123.37
Holbrook	13.99	20.59	15.04
Woomargama	0.85	1.05	1.22
Humula	0.13	0.53	0.31
Tarcutta	2.44	3.13	3.84
Oura	1.56	2.01	1.69
Walbundrie / Rand	1.94	3.01	3.11
Morundah	0.38	0.38	0.54
Collingullie	4.33	3.06	3.89
Sub Total	25.62	33.76	29.64
Totals	693.22	772.50	765.11





New Service Connections, Repairs, Meters, Locations and Complaints

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Wagga Wagga	20	3	3	23	10	5				49	2	
Wagga Wagga	2	1	1	6	2	4				6	1	
Forest Hill	3		1							4		
Estella					1							

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Koorringal		1		4						5	1	
Turvey Park	1				2					6		
Lake Albert			1	1						2		
Ashmont				6						7		
Tolland				1						4		
Mt Austin					2	1				2		
Bourkelands				1						3		
Tatton	7			1						2		
Glenfield					2					5		
Lloyd	4									1		
Springvale				1						1		
East Wagga		1		1	1							
Boorooma	1											
Gobbagombalin	2			1						1		
Brucedale				1								
Currawarna				2								
Euberta						1						
San Isidore				2								
Collingullie			1	1								
The Rock	1			1						1		
Uranquinty	1			1						1		
Yerong Creek				1								
Henty		1								2		
Holbrook			9								2	

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Morven						2						
Walla Walla				1								
Rand				1								
Urana	1									1	1	
TOTAL	23	4	13	34	10	8	0	0	0	54	5	

Water System Repairs

Wagga Wagga							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
7/7/2023	Wagga Wagga	100 AC	Accidental damage	No		4	5
10/7/2023	Koorinal	100 AC	Pipe failure – round split	Yes		0	2
27/7/2023	Turvey Park	100 AC	Pipe failure – long split	No		20	8

Rural							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
1/7/2023	Walla Walla	100 DICL	Pipe failure – ground movement	Yes		0	0
7/7/2023	Bidgeemia	63 PE	Pipe failure – ground movement	Yes		0	12
9/7/2023	Euberta	63 PE	Pipe failure – long split	Yes		0	3
10/7/2023	Bidgeemia	63 PE	Leaking Collar or Joint	No		5	0

11/7/2023	The Rock	150 AC	Pipe failure – round split	Yes		0	0
11/7/2023	Morven	100 AC	Pipe failure (not specified)	No		0	0
17/7/2023	Collingullie	100 WPVC	Pipe failure – long split	Yes		0	0
17/7/2023	Collingullie	100 WPVC	Pipe failure – round split	Yes		0	0
21/7/2023	The Gap	32 PVC	Leaking collar or joint	No		3	3
21/7/2023	Lockhart	100 AC	Pipe failure – ground movement	Yes		0	8
24/7/2023	Urana	200 WPVC	Pipe failure – ground movement	Yes			34
24/7/2023	Bidgeemia	63 PE	Pipe failure – ground movement	Yes		0	9
26/7/2023	The Rock	300 BPVC	Leaking collar or joint	No		0	8

Water Quality Complaints

Date	Town	Request details	Action Taken
6/7/23	East Wagga	Brown dirty water.	Flushed main and service all clear.
12/7/23	Estella	Dirty water throughout house.	Flushed service - all clear and customer happy.
12/7/23	Glenfield Park	Customer complained of a strong smell of chlorine in the water in her house.	Appearance OK, no odour, pH 7.4, Turbidity 0.6, Free Cl2 1.1, Total Cl2 1.3. Supply water meets ADWG.
27/7/23	Turvey Park	Dirty water	Flushed service and rang customer to let her know it was all clear now.
27/7/23	Mt Austin	Brown/reddish water out of all taps in the house.	Problem is old gal pipe on customers side.
27/7/23	Turvey Park	Brown water coming out of all taps in the house.	Problem was old gal pipe causing discolouration.
27/7/23	Mt Austin	Discoloured water in house. Wanted to check before plumber called.	Flushed service all clear now, showed the owners.
25/7/23	Wagga	Dirty water.	Flushed main in Goonigul Ave until clear.

23/7/23	Wagga	Dirty water.	Flushed service and main until clear.
25/7/23	Glenfield Park	Very dirty water.	Flushed mains until clear.

New water mains laid

Location	63	100		150		200		300	450
	PE	OPVC	DICL	OPVC	DICL	OPVC	DICL	OPVC	DICL
Connorton St Uranquinty		66							
Kingsford Smith Dr		228							
Estella Heights Stage 10								300	

Replacement of Existing Mains

Location	50	63	100		150	150	200	300		375
	PE	OPVC	DICL	OPVC	DICL	OPVC	OPVC	OPVC	DICL	DICL
Old Narrandra Rd				45						
Cobdens Lane				1716						
Hampden Ave				648						

Other Construction

Location or Project	Work done
11-15 Lake Albert Rd	100mm Fire Service
235 Lake Albert Rd	100mm Fire Service
Ralvona Treatment Plant	Alterations to pipework
Holbrook	10 services renewed

Major Repairs / Overhauls

Facility	Work done
The Gap Pump Station	Pump Refurbishment
Pleasant Hills Pump Station	Pump Station Upgrade
Oura WTP	High Lift Pump Replacement

Bulgary WTP	Pump Replacement
West Wagga WTP	Raw Water Turbidity Analyser Installation
Woomargama WTP	Pump upgrade to replace mono pumps
North Wagga WTP	High lift pump overall

Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	28
Estella Farrer Road	62
Forest Hill Elizabeth Avenue	4
Glenfield Red Hill Road	53
Henty Olympic Way	6
Holbrook Millswood Road	15
Lake Albert Plumpton Road	17
Lockhart Napier Road	80
Pleasant Hills Manson Street	5
The Rock	16
Urana Federation Way	1
Walla Walla Short St	7
Yerong Creek Finlayson Street	23

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					

Financial Implications

Nil

Risk Considerations

Service Delivery	
Avoid	Riverina Water will avoid taking on any risks which may compromise water quality.

CONF-1 Lease of Part of Lot 1 DP742224 to Mawsons Pty Ltd

Organisational Area Engineering

Author Greg Vidler, Manager Projects

Summary This report provides a recommendation that the Board enter a lease of Riverina Water owned land in *Folio Identifier* 1/742224.

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:

(c) information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business

CONF-2 W309 - Supply and Delivery of 42km PVC-O Pressure Pipe Tender

Organisational Area Engineering

Author Greg Vidler, Manager Projects and Catherine Smith, Procurement Coordinator

Summary This report provides a recommendation that the Board decline to accept any of the tenders for the Supply and Delivery of 42km PVC-O Pressure Pipe tender and to enter negotiations with any persons (whether or not the person was a tenderer).

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 Chief Executive Officer Annual Performance Review for the period ending 30 June 2023

Author Councillor Tim Koschel

Summary This report outlines the results of the Chief Executive Officer's Annual Review of performance conducted by the Council's Performance Review Panel on 8 August 2023. It should be read in conjunction with the Performance Agreement attached to this report.

This report is **CONFIDENTIAL** in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following:

(a) personnel matters concerning particular individuals (other than councillors)