



Meeting of Riverina Water County Council

The meeting will be held in the Riverina Water Pat Brassil AM Meeting Room, 91 Hammond Ave, Wagga at 10:00am on Thursday 27 February 2025

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

Livestreaming of Meeting

Apologies

Declaration of pecuniary and non-pecuniary interests

Confirmation of Minutes

Minutes of Board Meeting 12 December 2024

Correspondence

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R1 List of Investments

Organisational Area Corporate Services



Author Natasha Harris, Manager Finance & Sourcing

Summary This report details the status of Riverina Water's investment portfolio for the months of December 2024 and January 2025.

RECOMMENDATION that the Board receive and note the report detailing external investments for the months of December 2024 and January 2025.

Report

In accordance with the provisions of Clause 212 of the Local Government (General) Regulation 2021, reported are the details of Riverina Water's external investment portfolio as of December 2024 and January 2025.

- › **R1.1** **December 2024 Investment Report** [↓](#) 
- › **R1.2** **January 2025 Investment Report** [↓](#) 

Strategic Alignment

Our Business

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

Financial Implications

Not applicable.

Workforce 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 31/12/2024

Investment	Inception Date	Term (Days)	Maturity Date	S&P LT Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
Term Deposits								
Bank of Us	12/06/2024	365	12/06/2025	BBB+	5.27	3.557%	\$1,000,000.00	\$1,000,000.00
Bank of Us	18/06/2024	457	18/09/2025	BBB+	5.21	5.336%	\$1,500,000.00	\$1,500,000.00
Bank of Us	26/06/2024	530	8/12/2025	BBB+	5.27	3.557%	\$1,000,000.00	\$1,000,000.00
Bank of Us	26/06/2024	719	15/06/2026	BBB+	5.20	3.557%	\$1,000,000.00	\$1,000,000.00
BankVic	28/05/2024	370	2/06/2025	BBB+	5.29	3.557%	\$1,000,000.00	\$1,000,000.00
BankVic	26/06/2024	376	7/07/2025	BBB+	5.34	3.557%	\$1,000,000.00	\$1,000,000.00
BankVic	26/07/2024	444	13/10/2025	BBB+	5.30	3.557%	\$1,000,000.00	\$1,000,000.00
BankVic	26/07/2024	507	15/12/2025	BBB+	5.30	3.557%	\$1,000,000.00	\$1,000,000.00
ING	24/10/2023	447	13/01/2025	A	5.33	3.557%	\$1,000,000.00	\$1,000,000.00
ING	21/12/2023	417	10/02/2025	A	5.23	3.557%	\$1,000,000.00	\$1,000,000.00
ING	15/01/2024	434	24/03/2025	A	5.22	3.557%	\$1,000,000.00	\$1,000,000.00
ING	16/04/2024	366	17/04/2025	A	5.19	3.557%	\$1,000,000.00	\$1,000,000.00
ING	15/01/2024	463	22/04/2025	A	5.20	3.557%	\$1,000,000.00	\$1,000,000.00
ING	15/01/2024	490	19/05/2025	A	5.18	3.557%	\$1,000,000.00	\$1,000,000.00
ING	25/03/2024	476	14/07/2025	A	5.11	3.557%	\$1,000,000.00	\$1,000,000.00
ING	25/03/2024	504	11/08/2025	A	5.09	3.557%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	474	27/10/2025	A	5.35	3.557%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	579	9/02/2026	A	5.31	3.557%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	642	13/04/2026	A	5.29	3.557%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	761	10/08/2026	A	5.25	3.557%	\$1,000,000.00	\$1,000,000.00
MyState	21/05/2024	366	22/05/2025	A	5.25	3.557%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	30/10/2024	90	28/01/2025	AA-	5.00	5.336%	\$1,500,000.00	\$1,500,000.00
National Australia Bank	26/07/2024	367	28/07/2025	AA-	5.30	3.557%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	10/07/2024	397	11/08/2025	AA-	5.40	3.557%	\$1,000,000.00	\$1,000,000.00
Westpac	30/04/2024	366	1/05/2025	AA-	5.34	3.557%	\$1,000,000.00	\$1,000,000.00
Westpac	7/02/2024	495	16/06/2025	AA-	5.00	3.557%	\$1,000,000.00	\$1,000,000.00
96.04%							\$27,000,000.00	\$27,000,000.00

Cash Deposit Account					
National Australia Bank	AA-	2.65	3.958%	\$1,112,772.23	\$1,112,772.23
			3.96%	\$1,112,772.23	\$1,112,772.23
TOTAL INVESTMENTS			100.00%	\$28,112,772.23	\$28,112,772.23
Cash at Bank	AA-	0.00			\$1,976,649.68
TOTAL FUNDS					\$30,089,421.91

CERTIFICATE

I hereby certify that the investments listed above have been made in accordance with Section 625 of the Local Government Act 1993, clause 212 of the Local Government (General) Regulation 2021 and Council's Investments Policy number POL 4.10.


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

Restricted Funds	Description	Value
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$2,139,796.31
	Plant Replacement	\$1,903,014.05
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$168,250.00
	Water Licences	\$669,385.20
		\$7,880,445.56
Unrestricted Funds		\$22,208,976.35
TOTAL FUNDS		\$30,089,421.91

* 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 \$187,583.45 for the month. The decrease was due to receipts from customers being lower than payments to suppliers and staff in December. This resulted in decreased funds in cash and investments.

Portfolio Performance

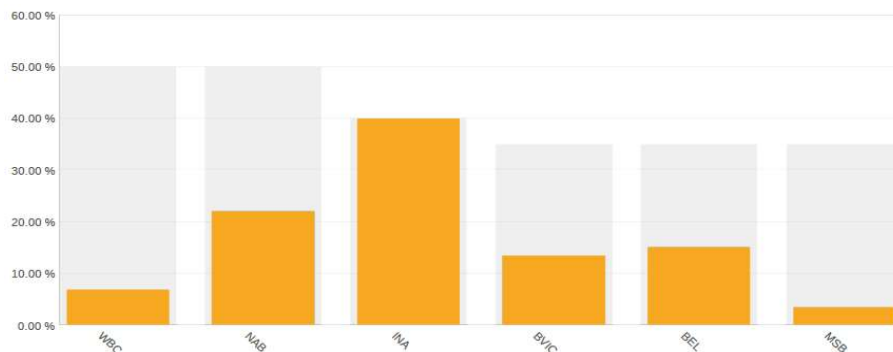
For the month of December, the portfolio (excluding cash) provided a return of +0.45% (actual) or +5.41% p.a. (annualised), outperforming the benchmark Ausbond Bank Bill Index return of +0.38% (actual) or +4.53% p.a. (annualised). The monthly performance has improved over the recent months reflective of the maturity of lower yielding term deposits that are being replaced by higher yielding term deposits, providing greater overall returns to the portfolio.

The portfolio's performance is now ahead of benchmark again over all time periods out to 12 months.

As maturities occur, Council is incrementally increasing the average duration of the investment portfolio to increase revenue, targeting high yielding deposits with tenors between 1 and 2 years. Interest received in the period totalled \$107,665.31, with \$890,229.16 received and accrued for the year to date.

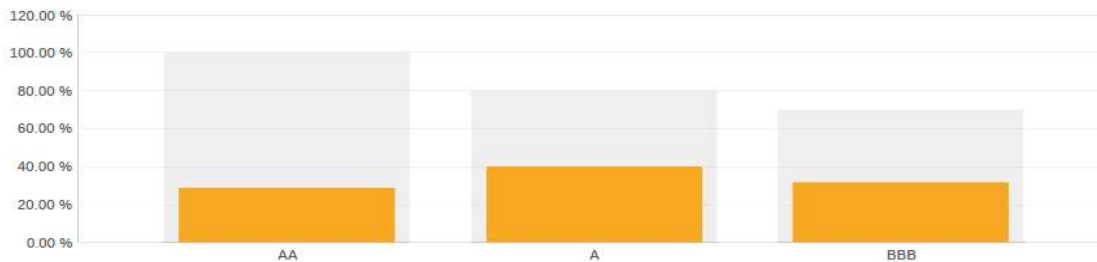
Counterparty Compliance

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



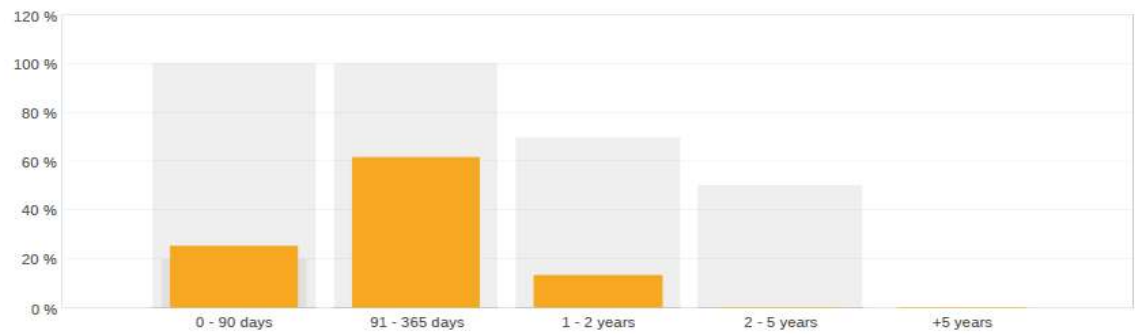
Credit Quality Compliance

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



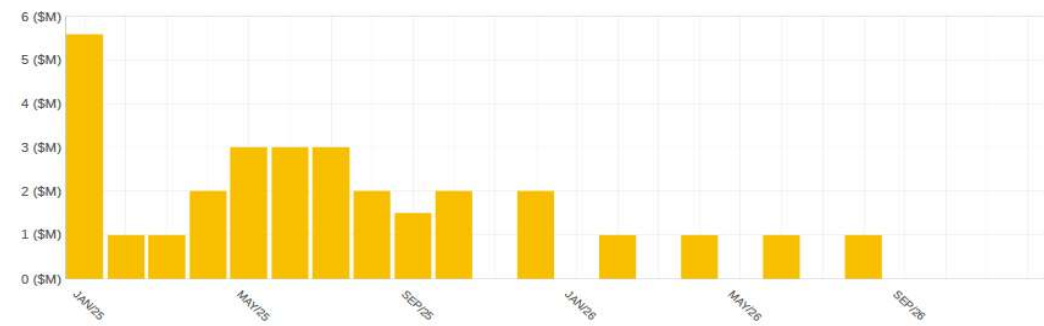
Term to Maturity

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



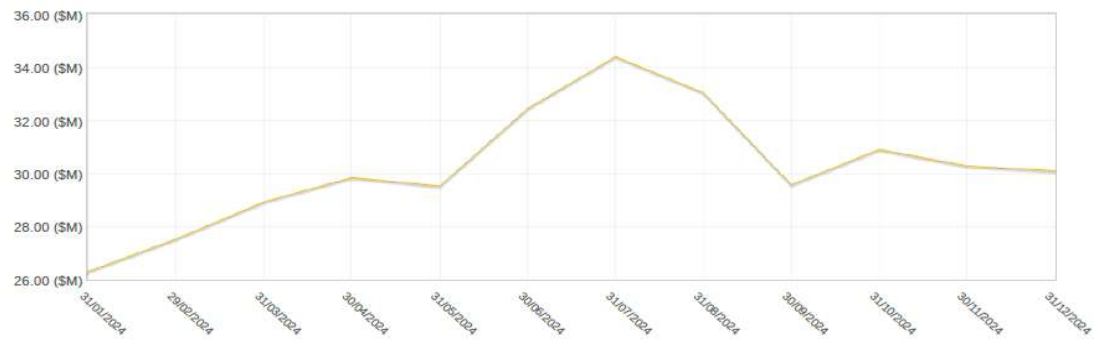
Maturity Cashflow

When investments will mature over time



Historical Portfolio Balances

Indicative of the normal cash cycle of the Council




Monthly Investment Report as at 31/01/2025

Investment	Inception Date	Term (Days)	Maturity Date	S&P LT Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
Term Deposits								
AMP Bank	29/01/2025	365	29/01/2026	BBB+	4.95	3.343%	\$1,000,000.00	\$1,000,000.00
Bank of Us	12/06/2024	365	12/06/2025	BBB+	5.27	3.343%	\$1,000,000.00	\$1,000,000.00
Bank of Us	18/06/2024	457	18/09/2025	BBB+	5.21	5.014%	\$1,500,000.00	\$1,500,000.00
Bank of Us	26/06/2024	530	8/12/2025	BBB+	5.27	3.343%	\$1,000,000.00	\$1,000,000.00
Bank of Us	26/06/2024	719	15/06/2026	BBB+	5.20	3.343%	\$1,000,000.00	\$1,000,000.00
BankVic	28/05/2024	370	2/06/2025	BBB+	5.29	3.343%	\$1,000,000.00	\$1,000,000.00
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ING	21/12/2023	417	10/02/2025	A	5.23	3.343%	\$1,000,000.00	\$1,000,000.00
ING	15/01/2024	434	24/03/2025	A	5.22	3.343%	\$1,000,000.00	\$1,000,000.00
ING	16/04/2024	366	17/04/2025	A	5.19	3.343%	\$1,000,000.00	\$1,000,000.00
ING	15/01/2024	463	22/04/2025	A	5.20	3.343%	\$1,000,000.00	\$1,000,000.00
ING	15/01/2024	490	19/05/2025	A	5.18	3.343%	\$1,000,000.00	\$1,000,000.00
ING	25/03/2024	476	14/07/2025	A	5.11	3.343%	\$1,000,000.00	\$1,000,000.00
ING	25/03/2024	504	11/08/2025	A	5.09	3.343%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	474	27/10/2025	A	5.35	3.343%	\$1,000,000.00	\$1,000,000.00
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National Australia Bank	10/07/2024	397	11/08/2025	AA-	5.40	3.343%	\$1,000,000.00	\$1,000,000.00
Suncorp	9/01/2025	312	17/11/2025	AA-	4.94	3.343%	\$1,000,000.00	\$1,000,000.00
Suncorp	15/01/2025	700	16/12/2026	AA-	4.80	3.343%	\$1,000,000.00	\$1,000,000.00
Westpac	30/04/2024	366	1/05/2025	AA-	5.34	3.343%	\$1,000,000.00	\$1,000,000.00
Westpac	7/02/2024	495	16/06/2025	AA-	5.00	3.343%	\$1,000,000.00	\$1,000,000.00
Westpac	9/01/2025	641	12/10/2026	AA-	4.73	3.343%	\$1,000,000.00	\$1,000,000.00
95.27%							\$28,500,000.00	\$28,500,000.00

Cash Deposit Account					
National Australia Bank	AA-	2.65	4.731%	\$1,415,276.72	\$1,415,276.72
			4.73%	\$1,415,276.72	\$1,415,276.72
TOTAL INVESTMENTS			100.00%	\$29,915,276.72	\$29,915,276.72
Cash at Bank	AA-	0.00			\$780,517.12
TOTAL FUNDS					\$30,695,793.84

CERTIFICATE

I hereby certify that the investments listed above have been made in accordance with Section 625 of the Local Government Act 1993, clause 212 of the Local Government (General) Regulation 2021 and Council's Investments Policy number POL 4.10.



N Harris
MANAGER FINANCE & SOURCING

Application of Investment Funds

Restricted Funds	Description	Value
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$2,139,796.31
	Plant Replacement	\$1,921,029.78
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$168,250.00
	Water Licences	\$669,385.20
		\$7,898,461.29
Unrestricted Funds		\$22,797,332.55
TOTAL FUNDS		\$30,695,793.84

* 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

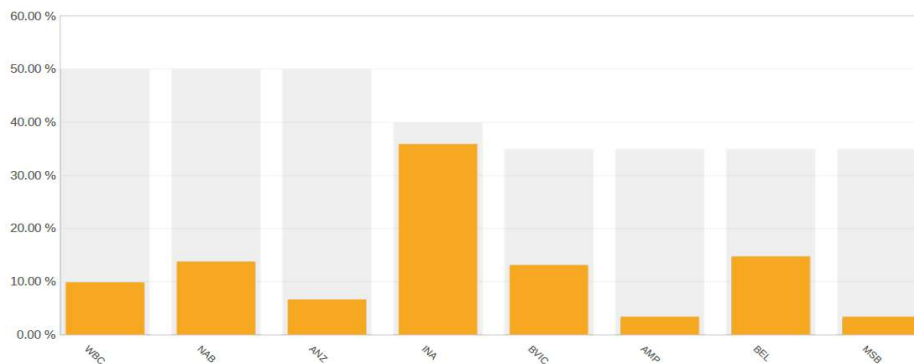
The investment portfolio increased by \$606,371.93 for the month. The increase was due to receipts from customers being higher than payments to suppliers and staff in January. This resulted in decreased funds in cash and investments.

Portfolio Performance

For the month of January, the portfolio (excluding cash) provided a return of +0.45% (actual) or +5.38% p.a. (annualised), outperforming the benchmark Ausbond Bank Bill Index return of +0.38% (actual) or +4.59% p.a. (annualised). The monthly performance has improved over the recent months reflective of the maturity of lower yielding term deposits that are being replaced by higher yielding term deposits, providing greater overall returns to the portfolio. The portfolio's performance is now ahead of benchmark again over all time periods out to 12 months. As maturities occur, Council is incrementally increasing the average duration of the investment portfolio to increase revenue, targeting high yielding deposits with tenors between 1 and 2 years. Interest received in the period totalled \$189,253.27, with \$1,120,883.93 received and accrued for the year to date.

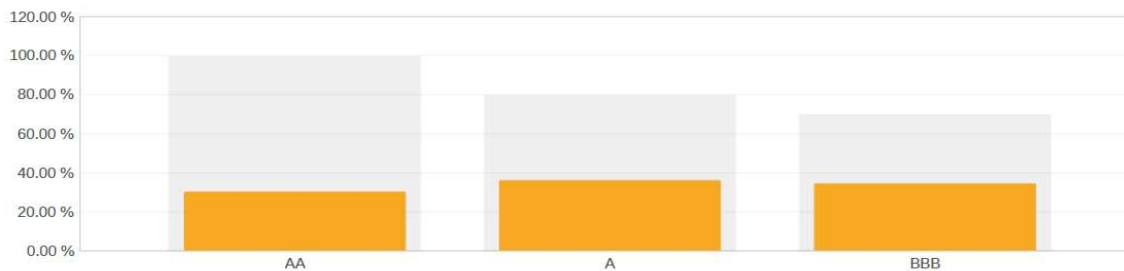
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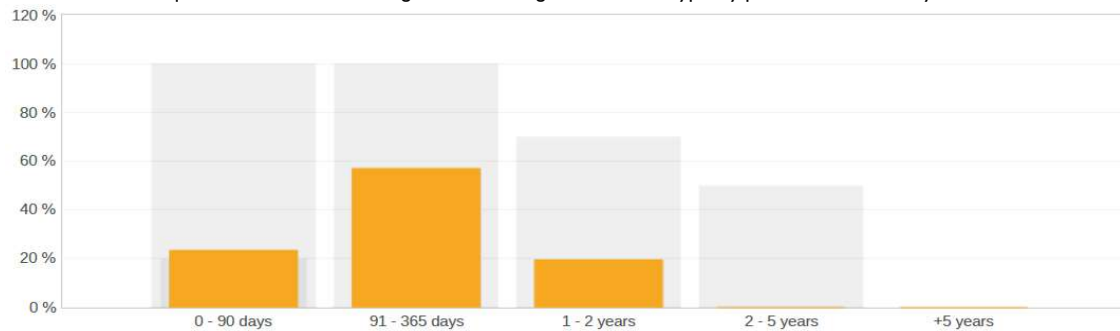
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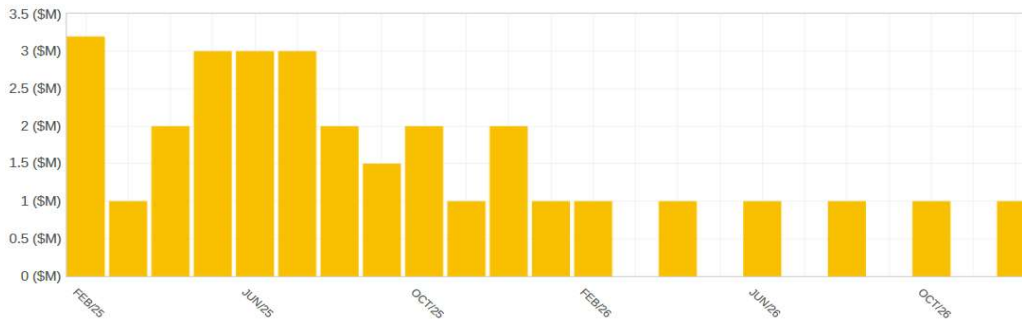
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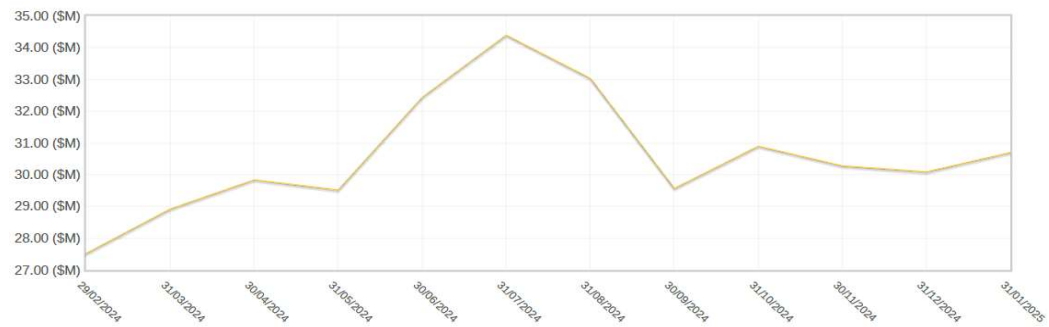
Maturity Cashflow

When investments will mature over time



Historical Portfolio Balances

Indicative of the normal cash cycle of the Council



R2 December 2024 Quarterly Budget Review Statement

Organisational Area Corporate Services

Author Natasha Harris, Manager Finance & Sourcing

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

RECOMMENDATION that the Quarterly Budget Review for the period ended 31 December 2024 be received and adopted.

Report

The Quarterly Review of Riverina Water's budget for the period ending 31 December 2024 is submitted for review by the Board.

Operating Budget

The Operating Result was originally budgeted for a deficit of \$1,611,521. This was revised to a deficit of \$2,781,791 in the September quarterly budget review (inclusive of carryover and revoked budget).

The proposed December quarterly review operational adjustments total a decrease to the deficit of \$1,605,843, the adjustments are outlined in detail on page 4 of the attachment. The revised anticipated Operating Result for 2024/25 is a deficit of \$1,175,948.

Water sales revenue is budgeted using an average water sales model. Year to date water sales revenue is currently tracking 15% above budget equating to \$1,622,324 for which a proposed budget adjustment has been made. Further adjustments based on the extremity of the seasonal conditions will be made in the March quarterly budget review. Any additional unbudgeted revenue will decrease the forecast deficit.

Capital Budget

Also included is a quarterly review for Capital Works projects. The original capital expenditure budget for 2024/25 was \$18,214,503 inclusive of carryovers, revotes, and reprioritisation. This was revised to \$17,485,942 in the September quarterly budget review.

The proposed December quarterly review adjustments, which are outlined on page 6 of the attachment, result in an increase of \$92,528 to bring the proposed capital expenditure for 2024/25 totals \$17,578,470.

› R2.1 December 2024 Quarterly Budget Review [↓](#)

Strategic Alignment

Our Business

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

Financial Implications

The recommendation increases Council's anticipated net cashflow for 2024/25 by \$1,279,000 when incorporated into the revised long term financial plan.

2024/25 Operational Plan Implications

The Quarterly Budget Review is not expected to have any implications for the 2024/25 Operational Plan.

Workforce 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.

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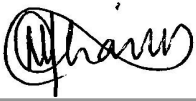
Riverina Water County Council

Quarterly Budget Review Statement
for the period 01/10/24 to 31/12/24

Report by Responsible Accounting Officer

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

It is my opinion that the Quarterly Budget Review Statement for Riverina Water County Council for the quarter ended 31/12/24 indicates that Council's projected financial position at 30/6/25 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

Signed:  _____

Date: 14/02/2025

Mrs Natasha Harris
Responsible Accounting Officer

Riverina Water County Council

Quarterly Budget Review Statement

for the period 01/10/24 to 31/12/24

Income & Expenses Budget Review Statement

Budget review for the quarter ended 31 December 2024

(\$000's)	Original Budget 2024/25	Approved Changes			Revised Budget 2024/25	Variations for this Dec Qtr	Notes	Projected Year End Result	2024/25	2023/24
		Other than by QBRS	Sept QBRS	Dec QBRS					Actual YTD figures	Actual YTD figures
Income										
Rates and Annual Charges	5,961	-	55		6,016	(55)	7	5,961	2,984	2,913
User Charges and Fees	24,768	-	(128)		24,640	1,640	1,7	26,280	10,377	9,625
Interest and Investment Revenues	1,330	-	40		1,370	590	4	1,960	931	566
Other Revenues	345	-	70		415	102	2,7	517	553	222
Grants & Contributions - Operating	15	-	25		40	(5)	3,7	35	31	6
Grants & Contributions - Capital	2,025	-	(25)		2,000			2,000	(17)	1,598
Total Income from Continuing Operations	34,444	-	37	-	34,481	2,272		36,753	14,859	14,930
Expenses										
Employee Costs	12,623	-	(2,172)		10,451	581	5	11,032	7,530	5,467
Borrowing Costs	99	-			99			99	49	50
Materials & Contracts	11,572	479	2,926		14,977	85	6	15,062	5,383	4,669
Depreciation	9,470	-			9,470			9,470	4,735	4,513
Other Expenses	266	-			266			266	57	72
Total Expenses from Continuing Operations	34,030	479	754	-	35,263	666		35,929	17,754	14,771
Net Operating Result from Continuing Operations	414	(479)	(717)	-	(782)	1,606		824	(2,895)	159
Net Operating Result from All Operations	414	(479)	(717)	-	(782)	1,606		824	(2,895)	159
Net Operating Result before Capital Items	(1,611)	(479)	(692)	-	(2,782)	1,606		(1,176)	(2,878)	(1,439)

Income & Expenses Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes Details

1	<p>User Charges and Fees:</p> <ul style="list-style-type: none"> - \$526,897 - Commercial Usage Charge - increase in water sales forecast. - \$1,095,426 - Residential Usage Charge - increase in water sales forecast.
2	<p>Other Revenues:</p> <ul style="list-style-type: none"> - \$7,500 - Rent (other) - Transport for NSW to lease our Koorringal Road land for the Marshalls Creek Bridge widening project. - \$42,169 - Workers Compensation Rebate - 2024/2025 Safety and Wellbeing Incentive from StateCover Mutual.
3	<p>Grants & Contributions - Operating:</p> <ul style="list-style-type: none"> - \$9,900 - Local Government Procurement Grant.
4	<p>Interest Received:</p> <ul style="list-style-type: none"> - \$590,000 - Interest on Investments - forecast interest revenue will exceed current budget due to higher interest rates being obtained than budgeted, and increased portfolio balance.
5	<p>Employee Costs:</p> <ul style="list-style-type: none"> - \$665,000 - Overtime - not included in 24/25 original operational budget development. Actual costs exceeding average forecasts due to higher than anticipated overtime for maintenance and repairs, in addition to planned overtime for the Boree Creek to Morundah pipeline capital project. - (\$84,000) - Employee Oncosts Credit - Increase to allow for capitalisation of planned overtime for Boree Creek to Morundah pipeline capital project.
6	<p>Materials & Contracts:</p> <ul style="list-style-type: none"> - \$32,571 - Software Licenses & Subscriptions - Secure Contacts App software on Staff Phones, Automatic Meter Reading annual licence and additional Aurion monthly support package. - \$20,000 - Internal Audit - Contracted internal auditor fees higher than originally budgeted. - \$12,519 - Rates - increase in unimproved land values resulting in increased rates. - \$16,800 - Water Charges - account for increase in charges. - \$3,160 - Course, Registration & Facilitator Costs - Confined Space training at Wagga Depot, funded from 2024/2025 StateCover Mutual Safety and Wellbeing Incentive.
7	<p>Budget reclassifications resulting from LTFP rollover - (net Nil):</p> <ul style="list-style-type: none"> - \$55,000 - Rates & Annual Charges - (\$52,000) - Other Revenues - (\$18,000) - User Charges and Fees - \$15,000 - Grants & Contributions - Operating

Riverina Water County Council

Quarterly Budget Review Statement

for the period 01/10/24 to 31/12/24

Capital Budget Review Statement

Budget review for the quarter ended 31 December 2024

(\$000's)	Original Budget 2024/25	Approved Changes				Revised Budget 2024/25	Variations for this Dec Qtr	Notes	Projected Year End Result	2024/25	2023/24
		Carry Forwards	2022/23 Revotes	Other than QBRS	Sept QBRS					Dec QBRS	Actual YTD figures
Capital Expenditure											
Land & Buildings	1,448	106	171	(1,268)	105	562		1	562	186	767
Plant & Equipment	2,948	1,003	374	(411)	(125)	3,789	(42)	2	3,747	623	648
Intangibles	453	-	-	(453)	-	-			-	-	1,160
Water Infrastructure	11,071	937	2,917	(1,081)	(708)	13,136	135	3	13,271	3,293	3,132
Loan Repayments (Principal)	-	-	-	-	-	-	-		-	45	77
Total Capital Expenditure	15,920	2,046	3,462	(3,213)	(728)	17,487	93		17,580	4,146	5,784
Capital Funding											
Rates & Other Untied Funding	15,920	2,046	3,462	(3,213)	(728)	17,487	93		17,580	4,146	5,784
Total Capital Funding	15,920	2,046	3,462	(3,213)	(728)	17,487	93		17,580	4,146	5,784
Net Capital Funding - Surplus/(Deficit)	-	-	-	-	-	-	-		-	-	-

Capital Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes Details

1 **Land & Buildings:**
N/A

2 **Plant & Equipment:**
- \$16,490 - Computer Equipment - New microphone system for Pat Brassil meeting room.
- (\$69,000) - Plant Tools & Equipment - Carryover budget reversal for Trencher due to cost being accrued to prior financial year.
- \$10,538 - Replacement of CISCO Meraki Telemetry Routers - materials and labour costs higher than expected.

3 **Water Infrastructure:**
- (\$20,000) - Pump & Motor Maintenance / Replacements - budget reallocation for new project 'East Bomen Pump Station Pump Replacement'.
- \$20,000 - East Bomen Pump Station Pump Replacement - existing budget captured from 'Pump & Motor Maintenance / Replacements'.
- \$134,500 - Main Low Level Reservoir 2x11ML Investigation & Design - payment of owed rent to Wagga Wagga High School. Due to unforeseen project delays/extensions and difficulties communicating with the Department of Education, these payments were not made previously.

Riverina Water County Council

Quarterly Budget Review Statement

for the period 01/10/24 to 31/12/24

Cash & Investments Budget Review Statement

Budget review for the quarter ended 31 December 2024

(\$000's)	Original Budget 2024/25	Approved Changes				Revised Budget 2024/25	Variations for this Dec Qtr	Notes	Projected Year End Result	Actual YTD figures
		Carry Forwards	Other than by QBRS	Sept QBRS	Dec QBRS					
Externally Restricted ⁽¹⁾										
Loan Funds - LIRS	-	-	-	-	-	-	-	-	-	
Total Externally Restricted	-	-	-	-	-	-	-	-	-	
(1) Funds that must be spent for a specific purpose										
Internally Restricted ⁽²⁾										
Employee Leave Entitlements *	2,140	-	-	-	-	2,140	-	2,140	2,140	
Plant Replacement	1,667	-	-	-	-	1,667	-	1,667	1,903	
Water Treatment Plant	228	-	-	(60)	-	168	-	168	228	
Revenue from Water Licences	669	-	-	-	-	669	-	669	669	
Sales Fluctuation	3,000	-	-	-	-	3,000	-	3,000	3,000	
Total Internally Restricted	7,704	-	-	(60)	-	7,644	-	7,644	7,940	
(2) Funds that Council has earmarked for a specific purpose										
Unrestricted (ie. available after the above Restrictions)	18,693	(2,575)	(249)	(78)	-	15,791	1,279	1	17,070	22,149
Total Cash & Investments	26,397	(2,575)	(249)	(138)	-	23,435	1,279		24,714	30,089

* ELE Reserve is currently funded at 50%

Cash & Investments Budget Review Statement

Investments

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

Cash

The Cash at Bank figure included in the Cash & Investment Statement totals \$30,089,422

This Cash at Bank amount has been reconciled to Council's physical Bank Statements.
The date of completion of this bank reconciliation is 31/12/24.

Reconciliation Status

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

\$ 000's

Cash at Bank (as per bank statements)		1,977
Investments on Hand		28,113
less: Unpresented Cheques	(Timing Difference)	-
add: Undeposited Funds	(Timing Difference)	-

Reconciled Cash at Bank & Investments		30,089
--	--	---------------

Balance as per Review Statement:		30,089
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Difference:		0
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Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes Details

1	Internally Restricted Cash: N/A
2	Unrestricted Cash: - \$1,279,000 - increase in unrestricted cash due to revised OPEX and CAPEX requirements separately detailed.

Riverina Water County Council

Quarterly Budget Review Statement
for the period 01/10/24 to 31/12/24

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

Budget review for the quarter ended 31 December 2024

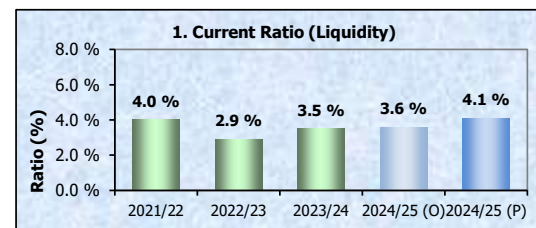
(\$000's)	Current Projection		Original Budget 24/25	Actuals Prior Periods	
	Amounts	Indicator		23/24	22/23
	24/25	24/25			

NSW Local Government Industry Key Performance Indicators (OLG):

1. Current Ratio (Liquidity)

Current Assets	34,748					
Current Liabilities	8,511	4.1 %	3.6 %	3.5 %	2.9 %	

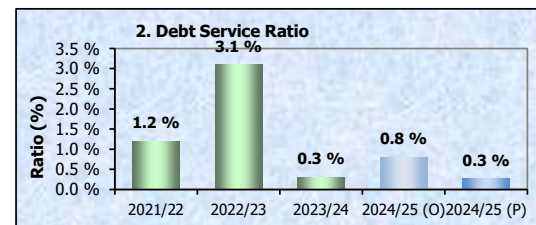
This measures Council's ability to pay existing liabilities in the next 12 months. (target >1.5)



2. Debt Service Ratio

Debt Service Cost	99					
Income from Continuing Operations	36,753	0.3 %	0.8 %	0.3 %	3.1 %	

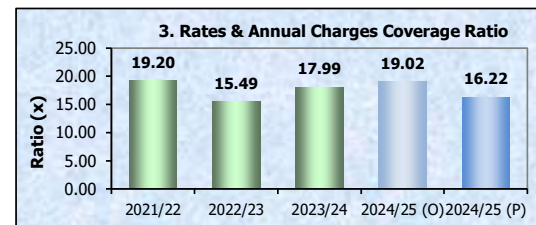
This measures Council's ability to meet interest repayments and therefore service debt. (target 0% to 5%)



3. Rates & Annual Charges Coverage Ratio

Rates & Annual Charges	5,961					
Income from Continuing Operations	36,753	16.22	19.02	17.99	15.49	

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



Riverina Water County Council

Quarterly Budget Review Statement
for the period 01/10/24 to 31/12/24

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

Budget review for the quarter ended 31 December 2024

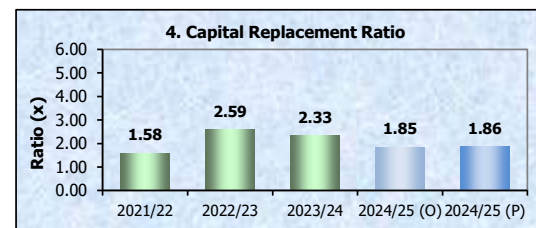
(\$000's)	Current Projection		Original Budget 24/25	Actuals Prior Periods	
	Amounts	Indicator		23/24	22/23
	24/25	24/25			

NSW Local Government Industry Key Performance Indicators (OLG):

4. Capital Replacement Ratio

Infrastructure, Property, Plant & Equipment	17,580	1.86	1.85	2.33	2.59
Depreciation	9,470				

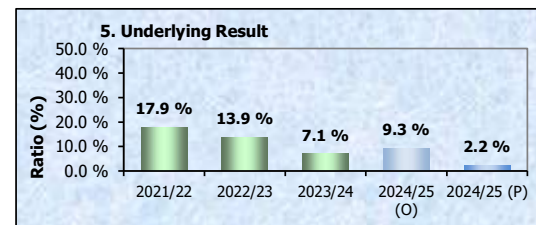
Comparison of the rate of spending on IPP&E with consumption of assets. This is a long-term indicator, as capital expenditure can be deferred in the short term if insufficient funds are available from operations and borrowing is not an option. (target > 1.5)



5. Underlying Result

Net Result	824	2.2%	9.3%	7.1%	13.9%
Total Revenue	36,753				

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



Consultancy & Legal Expenses Budget Review Statement

Consultancy & Legal Expenses Overview

Expense	YTD Expenditure (Actual Dollars)	Budgeted (Y/N)
Consultancies	93,823	Y
Legal Fees	8,003	Y

Definition of a consultant:

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

Comments

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

Details

N/A

**Riverina Water County Council
Balance Sheet**

	Projected 2024/25 \$
ASSETS	
Current Assets	
Cash & Cash Equivalents	24,713,940
Receivables	5,229,743
Inventories	4,807,792
Total Current Assets	34,751,475
Non-Current Assets	
Infrastructure, Property, Plant & Equipment	390,555,468
Intangible Assets	8,918,000
Total Non-Current Assets	399,473,468
TOTAL ASSETS	434,224,943
LIABILITIES	
Current Liabilities	
Payables	4,076,835
Borrowings	154,943
Provisions	4,279,000
Total Current Liabilities	8,510,778
Non-Current Liabilities	
Borrowings	1,550,114
Total Non-Current Liabilities	1,550,114
TOTAL LIABILITIES	10,060,891
Net Assets	424,164,052
EQUITY	
Retained Earnings	165,207,052
Revaluation Reserves	258,957,000
Other Reserves	-
Council Equity Interest	424,164,052
Minority Equity Interest	-
Total Equity	424,164,052

R3 Enriching Communities Program: Federation Council

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary This report recommends the allocation of the remaining \$12,000 in funding from the recent grants program to a nominated Federation Council initiative.

RECOMMENDATION that Council endorse the remaining Enriching Communities Grants funding allocation for Federation Council be awarded to the project set out in the body of the report.

Report

A total of \$20,000 in funding was available for Federation Council in the 2024/25 Enriching Communities Grants Program. Only one eligible application was received for \$8000.

Following consultation with Federation Council, at the December 2024 Board meeting it was resolved to:

- a) Approve the successful applications for the 2023/24 Enriching Communities program as detailed in the report totalling \$88,000
- b) That the unexpended funding allocation for Federation Council be provided to an eligible project

The project must be via one of the Council's eligible Section 355 Committees and must fit within the 2024/25 grant guidelines, including existing completion and acquittal dates.

Federation Council has nominated the following project for funding:

Urana Progress Association (Section 355 Committee)

Project: Replace the old, antiquated toilet block at Urana Courthouse for the benefit of museum volunteers and visitors. Funding will go towards the cost of removing the old toilet block and installing the new one.

Total cost: \$13,750

Grant funding to be awarded: \$12,000

If endorsed, this funding allocation will mean the 2024/25 program is now fully expended. As per the previous resolution, the committee will be bound by the existing grant guidelines and timeframes to complete and acquit the project.

Strategic Alignment

Our Community

Actively support and participate in our community

Financial Implications

A budget provision for the grant funding has already been made available through the 2024/25 operational budget.

Workforce Implications

Not applicable.

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.

R4 Reconciliation Action Plan Working Group - Terms of Reference

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary The working group for Riverina Water's Reconciliation Action Plan is required to have Terms of Reference to set out its meetings and processes.

RECOMMENDATION that Council endorse the Terms of Reference for the Reconciliation Action Plan Working Group

Report

Riverina Water adopted its Reflect Reconciliation Action Plan (RAP) July 2024-December 2025 at the August 2024 Board meeting.

One of the actions is to establish and maintain an effective RAP Working Group, part of which is drafting Terms of Reference. As part of the RAP, the group is required to meet quarterly.

The RAP is attached for further information. The working group membership currently includes:

- › CEO Andrew Crakanthorp, RAP Champion
- › Chairperson Cr Tim Koschel
- › Cr Jenny McKinnon
- › Director Corporate Services Emily Tonacia
- › Customer and Communications Team Leader Josh Lang
- › Communications and Engagement Officer Mikala Todd
- › Trades Assistant Lyle Burgess
- › People and Culture Business Partner Susan Weston
- › Water Quality Supervisor Fiona Smith
- › Welding Supervisor Colin Fisher
- › Consultative member Bernard Higgins, representing Mawang Gaway

As per the draft Terms of Reference, the group oversees the implementation of the RAP, develops and new plans and provides advice and recommendations in the RAP's scope to the Board and senior management.

The working group is next meeting in early March, with the Terms of Reference to be in effect. Part of the agenda for this meeting will be continuing preparations for the RAP launch event to be held on 27 March 2025, as per recent correspondence to the Board.

- › **R4.1** **Draft RWG Terms of Reference** [↓](#) 
- › **R4.2** **Reflect Reconciliation Action Plan** [↓](#) 

Strategic Alignment

Our Community

Continue to develop positive relationships with our First Nations community

Financial Implications

Not applicable.

Workforce 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.

Reconciliation Action Plan Working Group – Terms of Reference

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

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

1. Background and Context

Riverina Water is committed to implementing the inaugural Reflect Reconciliation Action Plan (RAP). The plan was developed to allow Riverina Water to better connect with Aboriginal and Torres Strait Islander peoples, to create a greater level of cultural awareness and understanding within our organisation, and to identify the real changes that can contribute to greater opportunities and outcomes with First Nations peoples, particularly the Wiradyuri people whose lands we operate on.

The formal process of developing the RAP was commenced in 2023 when Riverina Water staff consulted with local Aboriginal groups. The Reflect Reconciliation Action Plan July 2024 – December 2025 was conditionally approved by Reconciliation Australia in July 2024 and endorsed by the Riverina Water Board that same month. The Reconciliation Action Plan Working Group (RWG) will govern the coordination and delivery of the agreed RAP actions and report regularly to the Board via the RWG chair.

2. Working Group Objectives

The RAP Working Group will facilitate Riverina Water to lay the foundations for reconciliation and prepare for future RAPs and reconciliation initiatives. To achieve this objective the RAP Working Group must be committed to:

- Scoping and reflecting on how Riverina Water can contribute to reconciliation.
- Build an understanding of the Aboriginal and Torres Strait Islander stakeholders and sphere of influence that live and operate within the Riverina Water supply area.
- Collaborate with Aboriginal and Torres Strait Islander peoples and relevant stakeholders with the aim of improving relationships through respectful communication, consultation, and information sharing.
- Assist Riverina Water identify and remove barriers to appropriate and equitable access of Riverina Water services, facilities and programs for Aboriginal and Torres Strait Islander peoples within the Riverina Water supply area.

- Provide feedback and advice to Riverina Water on its policies, plans, events and service provision for the Aboriginal and Torres Strait Islander peoples within the Riverina Water supply area.
- Monitor progress and provide feedback on the implementation of current and future RAPs.
- Provide input into the review and evaluation of the Riverina Water RAP, including assisting the development of future plans.

3. Roles and Function of Working Group

- To provide the Board of Riverina Water and senior management with advice and recommendations on reconciliation and implementation of the RAP
- Oversee the implementation of the documented RAP actions
- Report RAP progress regularly to Reconciliation Australia
- Report RAP progress internally at a Board meeting every 6 months
- Report RAP progress to relevant First Nations stakeholders
- Develop a new RAP when the period of the current RAP is due to expire

4. Role and responsibilities of Working Group members

RWG members are expected to:

- Make themselves available as required to attend and participate in meetings.
- Contribute the time needed to review and understand information provided to it, and to seek clarification in the instance information is not understood.
- Apply good analytical skills, objectivity and judgement.
- Act in the best interests of First Nations and Aboriginal Communities.
- Act in the best interests of Riverina Water.
- Listen and learn from the life experiences of Aboriginal and Torres Strait Islanders.
- Have the personal courage for self-reflection, raise and deal with tough issues, and express opinions.
- Maintain effective working relationships with the board and management.
- Have strong leadership qualities (chair).
- Lead effective committee meetings (chair).

5. Code of Conduct

Committee members are required to comply with Riverina Water's Code of Conduct, provided to members by Riverina Water.

6. Conflict of Interest

- Committee members and observers must declare any pecuniary or non-pecuniary conflicts of interest they may have in a matter being considered at the meeting at the start of each meeting or as soon as they become aware of the conflict of interest. Where a committee member or observer declares a pecuniary or a significant non-pecuniary conflict of interest,

they must remove themselves from committee deliberations on the issue. Details of conflicts of interest declared at meetings must be appropriately recorded in meeting minutes.

7. Composition of Working Group

The RWG shall be comprised of between six to ten members, aiming for diverse representation, with relevant interests or experiences, including:

- Minimum of one Aboriginal and Torres Strait Islander People Representative.
- Riverina Water CEO (and/or appointed Senior Management representatives).
- A representative from each of Riverina Water's internal departments (Corporate, Projects, Works and Water Quality).
- Minimum of one representative from the Riverina Water board.
- Minimum of one external group member.

8. Chair

- The Chair of the RWG Meetings is to be the Riverina Water CEO and RAP 'Champion' named in the RAP.
- Guide the meeting according to the agenda and time available.
- Assist members to abide by the roles and responsibilities of the RAP Working Group, including the code of conduct.

9. Administrative support

The Chair will delegate one of the RWG members or Riverina Water staff member for administrative support, this member will be responsible for:

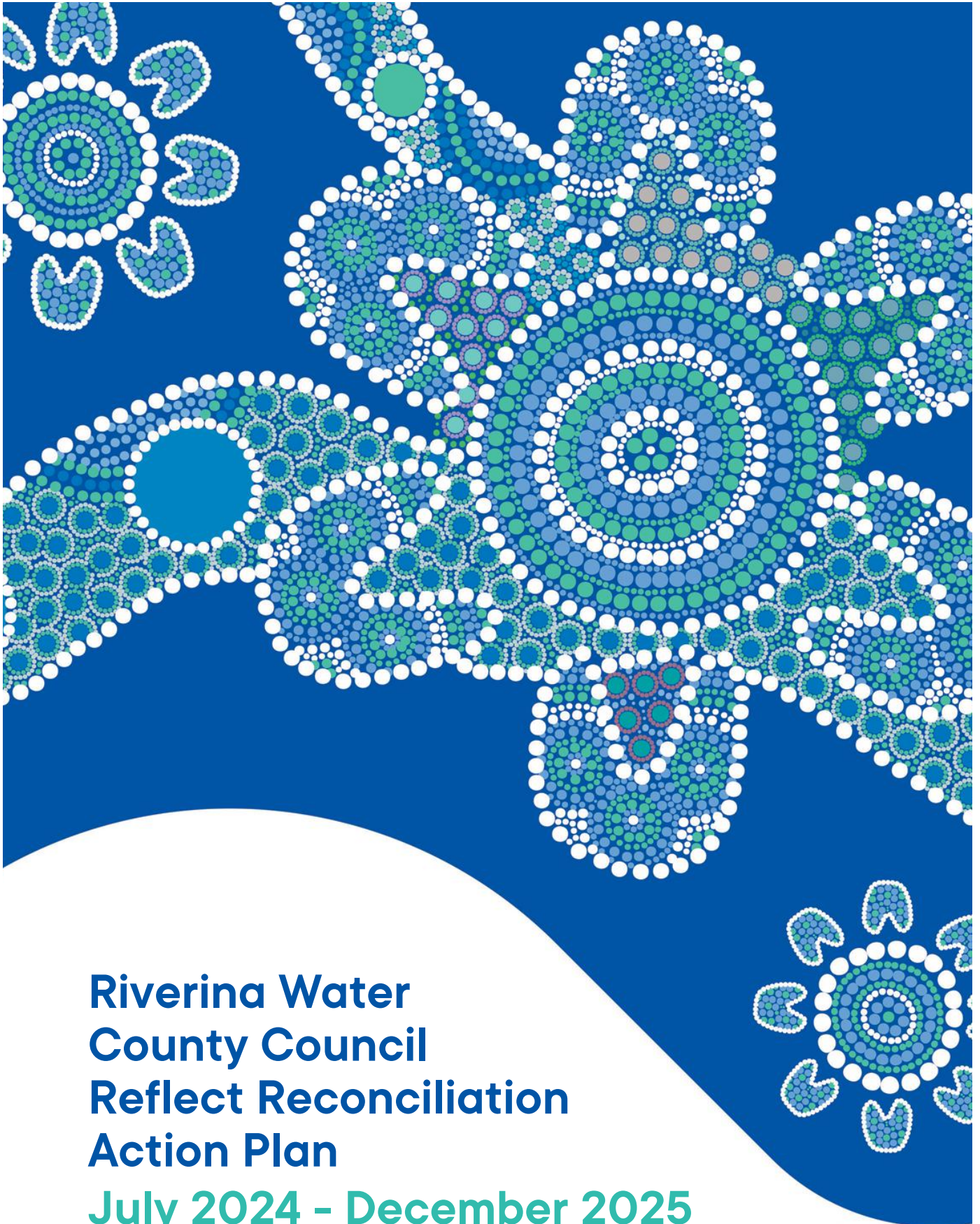
- Creating meeting agendas.
- Compile meeting minutes.
- Circulate agendas to RAP Working Group members.
- Organise upcoming meeting venues.

10. Meeting Frequency

- The RWG is to meet quarterly.

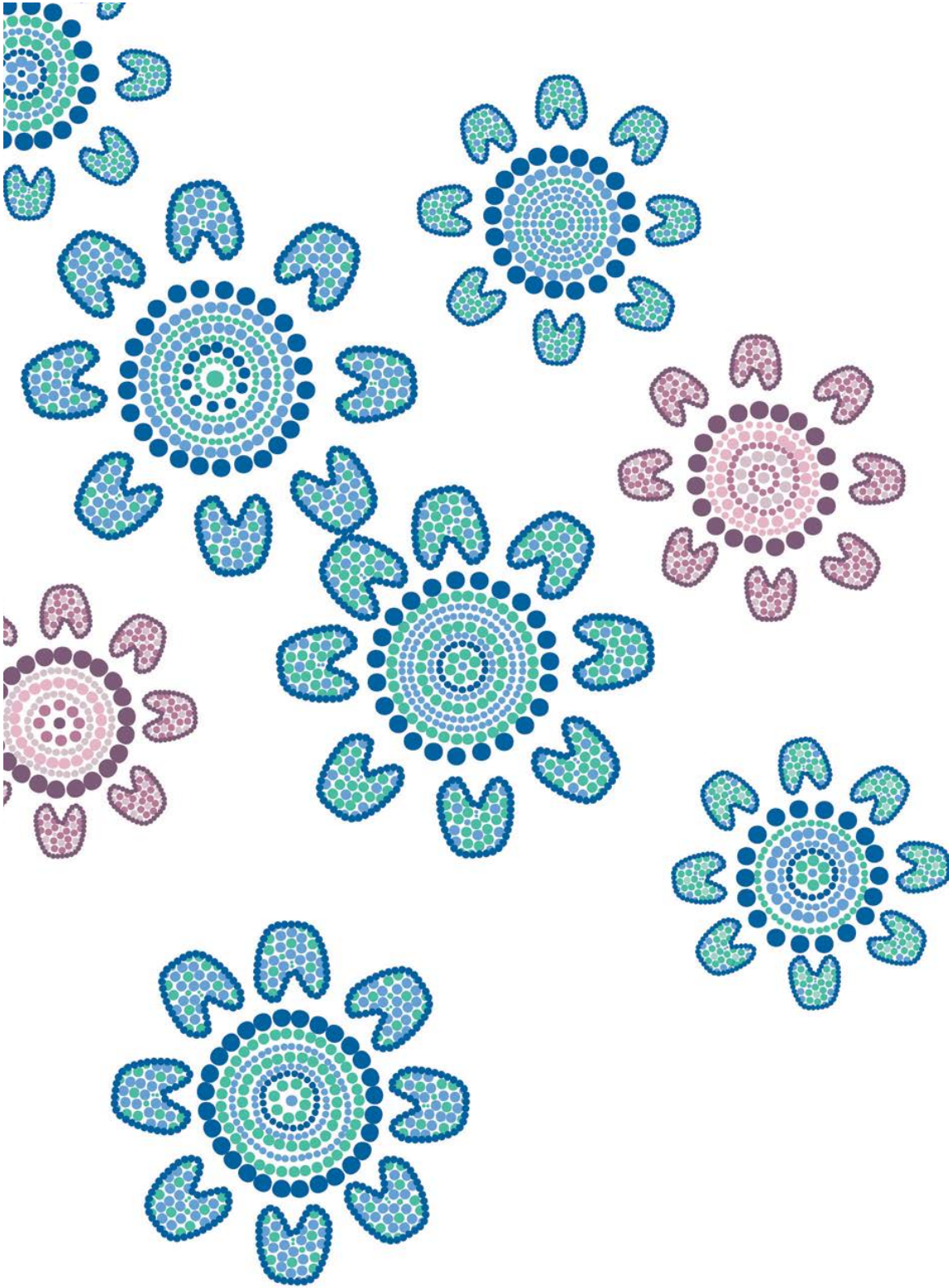
11. Review

- These terms of reference must be reviewed annually by the committee and once each board term by the Board. Any substantive changes are to be approved by the Board.



**Riverina Water
County Council
Reflect Reconciliation
Action Plan
July 2024 - December 2025**





Our RAP Artist and Artwork

I have a deep connection with the land of Wiradyuri country and I am passionate about this area. My art reflects my ties to the area and communities within from the regional cities of Griffith to Wagga to the vast landscape that spans from the mountains in the east, to the wide plains of the west of this beautiful Wiradyuri Country.

I was born in Narrandera NSW, on Wiradyuri country, into a family of 10 children. We lived with my mum and dad at the bottom of the Sandhills in Narrandera, at a place known affectionately as "Down The Lane".

I have dabbled in art for over 30 years, in an informal way completing works with my brother. I started creating artworks as an outlet to help me in dealing with my son's mental illness, which led to my formal art career commencing back in early 2016. My artistic expression of my lived experiences and the land which I call home are what I portray in my works, using traditional dot painting and concepts to create works that also have a contemporary feel.

I created the piece *Living Water* for Riverina Water, and it tells the story of fresh clean water being delivered to Wagga and the surrounding towns and villages.

The platypus represents the clean water in Marshalls Creek, which can be attributed to the filtering provided by Riverina Water, making the creek a sustainable and friendly environment for the platypus to thrive.

The goanna represents Wiradyuri country on which the clean water is distributed. I have also included other Wiradyuri symbols to represent Aboriginal culture. All over this Wiradyuri territory surrounding Wagga Wagga, indicated in blue and green, representing the meeting places or campsites, which are the places where the water is flowing to the communities.

Owen Lyons

owenlyonsart.com

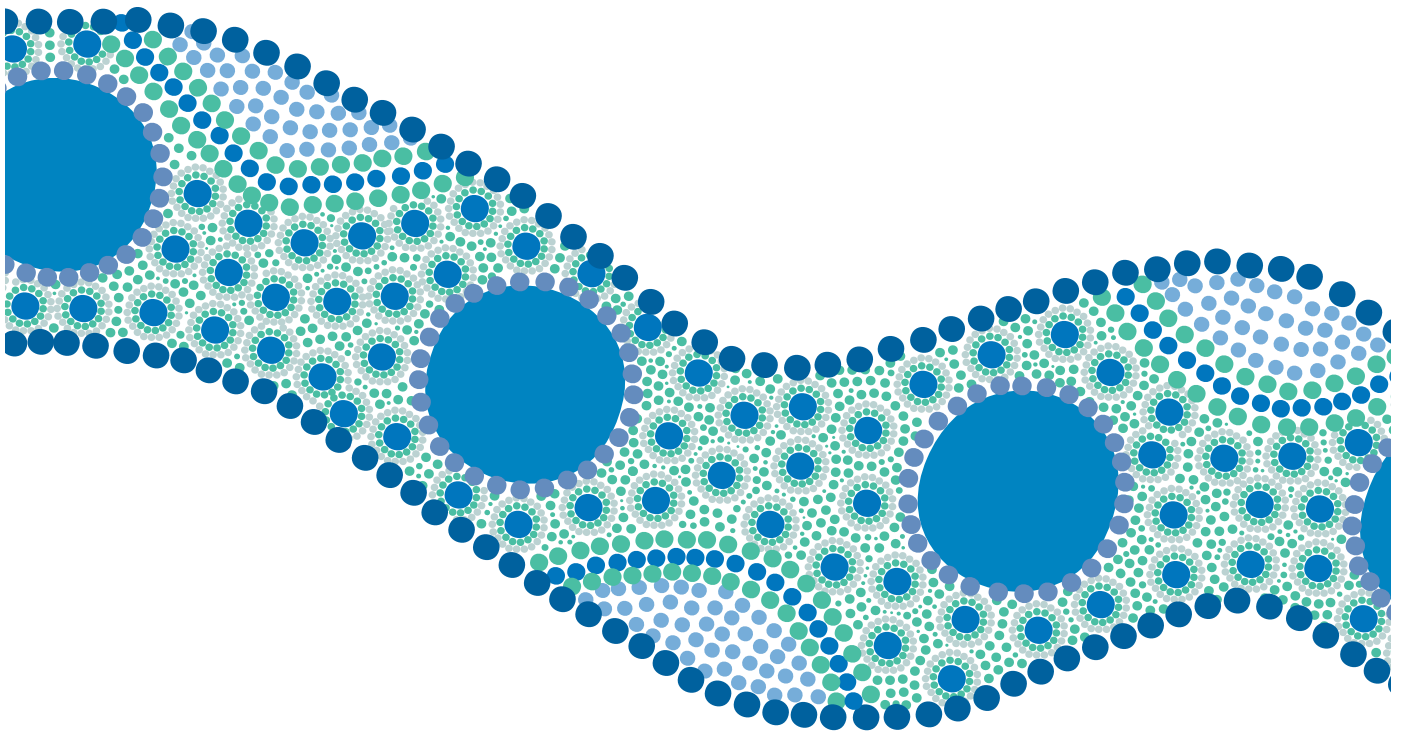
enquiries@owenlyonsart.com



Acknowledgment of Country

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

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

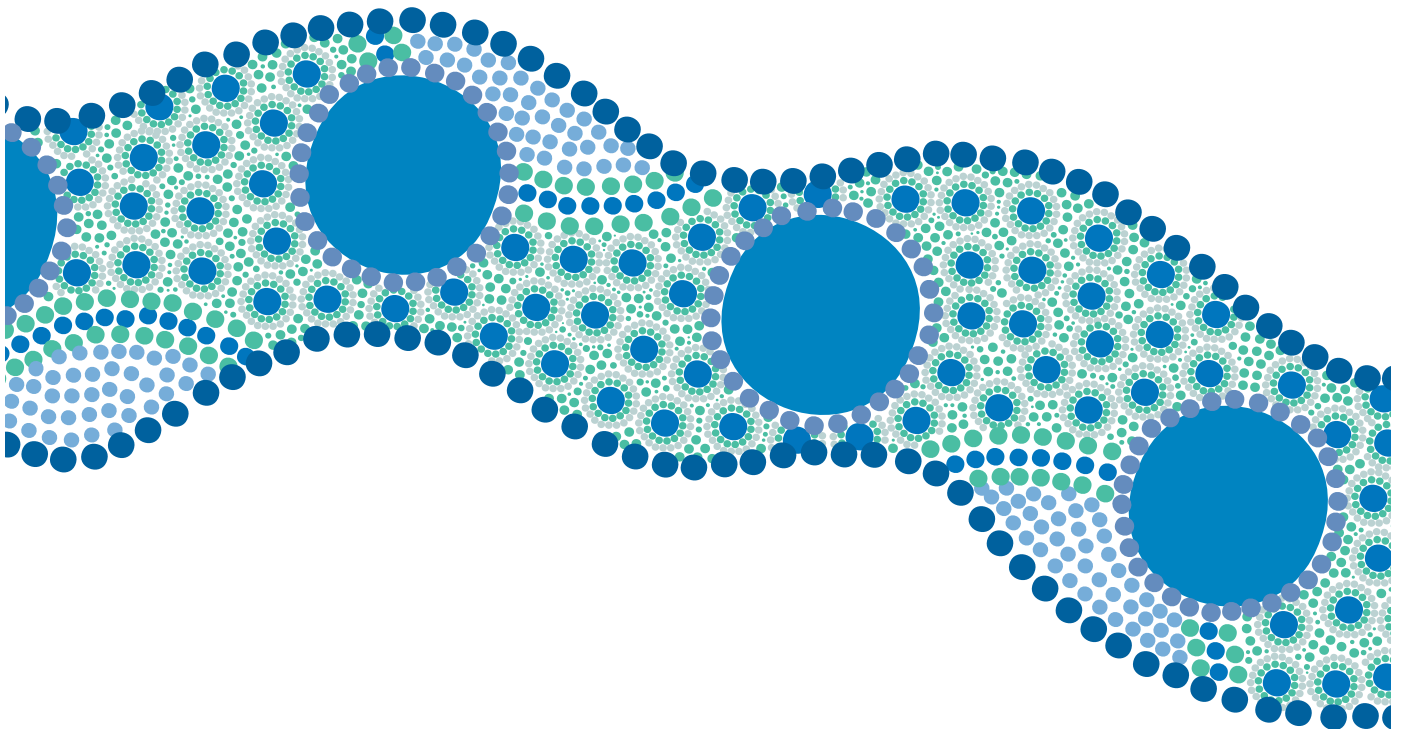


In this plan we have used **Wiradyuri** spelled with the 'dy' to be in keeping with the spelling and sounds used by Uncle Stan Grant Snr in his Wiradjuri Dictionary. We also acknowledge that as an oral language translated into English both spellings are correct and acceptable.

Grant, S. & Rudder, J. (2010). A new Wiradjuri dictionary. O'Connor, A.C.T.: Restoration House.

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A Message from Reconciliation Australia

Reconciliation Australia welcomes Riverina Water Country Council to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Riverina Water Country Council joins a network of more than 3,000 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program’s potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program’s strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables CEO Statement Riverina Water Country Council to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia’s reconciliation journey.

Congratulations Riverina Water Country Council, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.



Karen Mundine
Chief Executive Officer
Reconciliation Australia

Image: Joseph Mayers

A Message from our Chairperson and Chief Executive Officer

On behalf of Riverina Water, we are pleased to present our inaugural Reconciliation Action Plan (RAP). We pay our respects to the Wiradyuri people, Traditional Custodians of the lands we operate in and express our true appreciation for care provided for these lands and waters over countless generations. It is now important for us to acknowledge the truths of the past, to listen to local Aboriginal and Torres Strait Islander communities, and to walk the path towards a better future for everyone.

We are on an ongoing journey toward embedding cultural reflection and action within our organisation. We are proud that Riverina Water is ready to take the next step forward by developing and delivering our first Reconciliation Action Plan; building on initiatives and changes already made within our organisation.

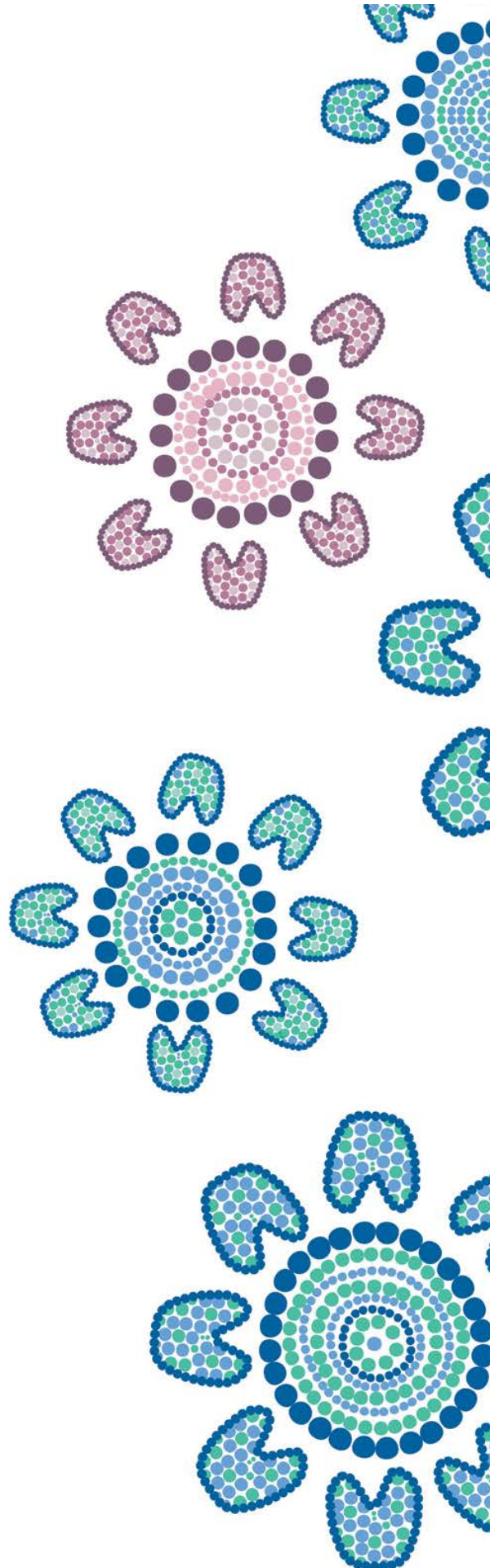
Our Reconciliation Action Plan working group is dedicated to creating a deeper understanding within our organisation and building stronger relationships with local Aboriginal and Torres Strait Islander people. We believe that Riverina Water can and will reflect the diversity of the community we operate in. This may not always be an easy journey, but we are committed to making real changes that have a tangible impact in our community.



Councillor Tim Koschel
Chairperson



Andrew Crakanthorp
Chief Executive Officer



Our business

Riverina Water was formed in 1997 as a County Council, specifically for the purpose of water supply and operates under the provisions of the Local Government Act 1993. Our history extends back to 1938 when the Southern Riverina County Council was incorporated to make reticulated water available to towns and villages in the shires of Lockhart, Urana, Holbrook, Kyeamba, Mitchell and part of Culcairn Shire.

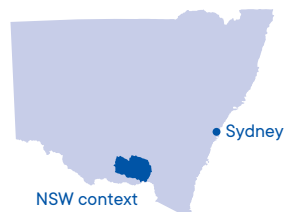
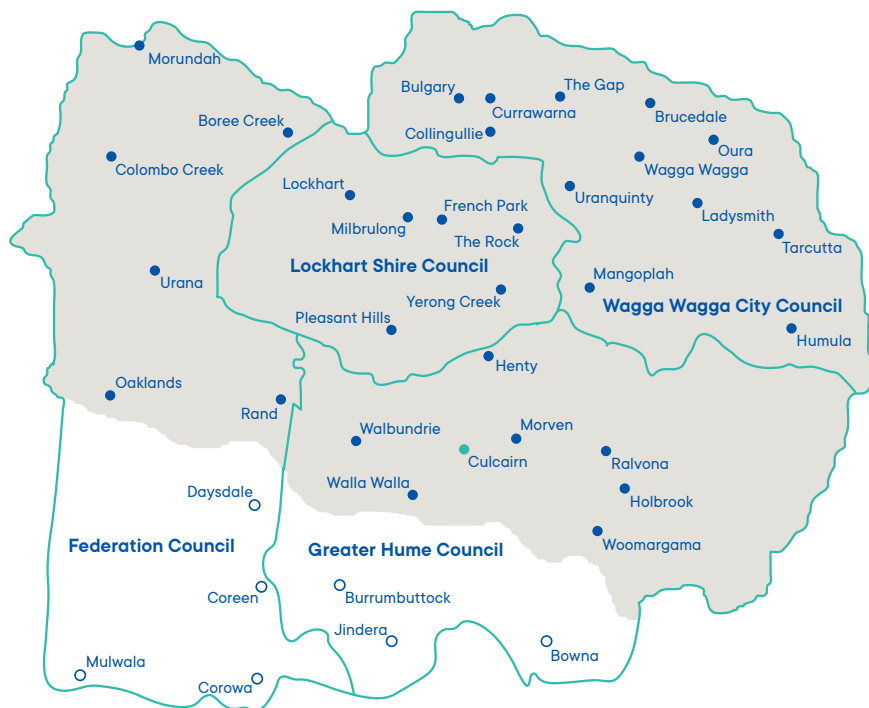
We now supply water to an area of approximately 15,400 square kilometres and contains a population of more than 77,000 people, in the local government areas of Wagga Wagga, Lockhart, Federation and Greater Hume.

Our supply area is entirely within Wiradyuri Country, with our headquarters based at 91 Hammond Avenue, Wagga Wagga, along with our rural depot located at The Rock.

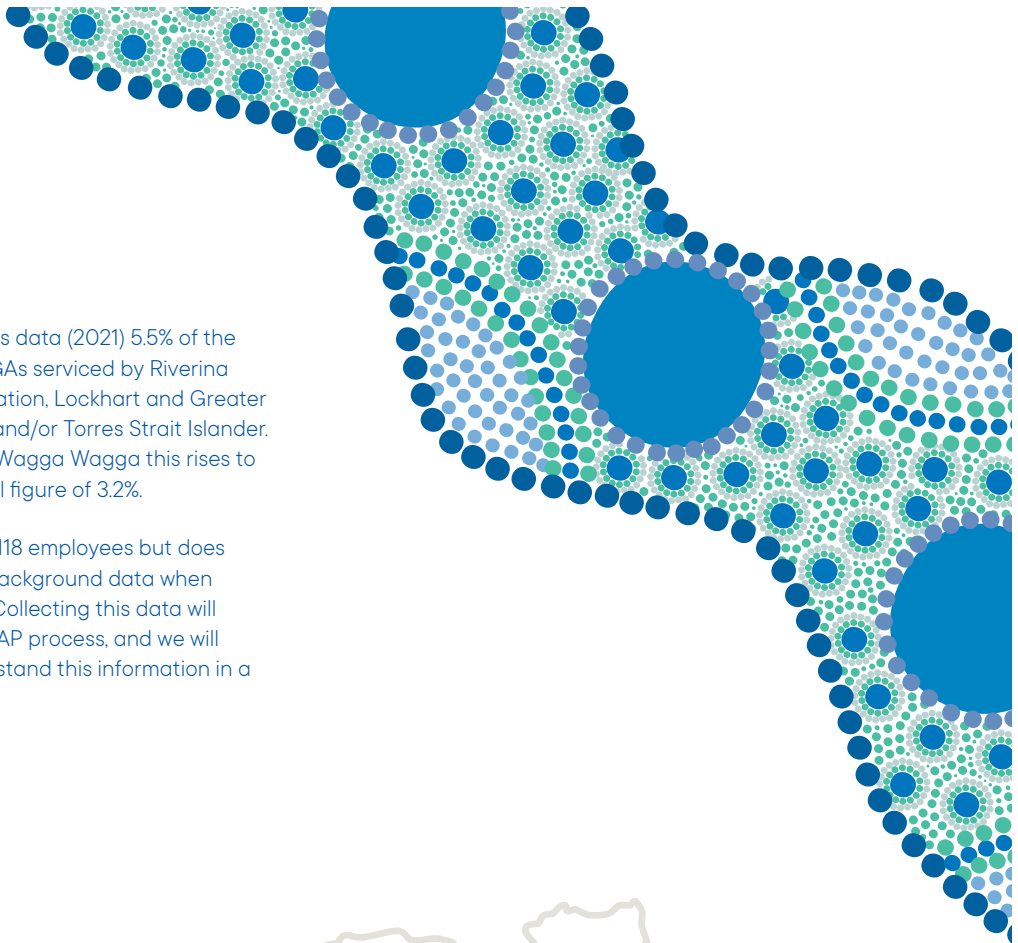
In 2022-2023, Riverina Water had more than 33,000 connections. Water is sourced from groundwater bores and the Murrumbidgee River, Marambidya Bila.

Water is the backbone of the Southern Riverina region. It's an essential resource which underpins everything we do from drinking, cooking and cleaning through to recreation, heating, cooling and the running of business, industry and agriculture. Water helps our communities grow and thrive.

Riverina Water Supply Area



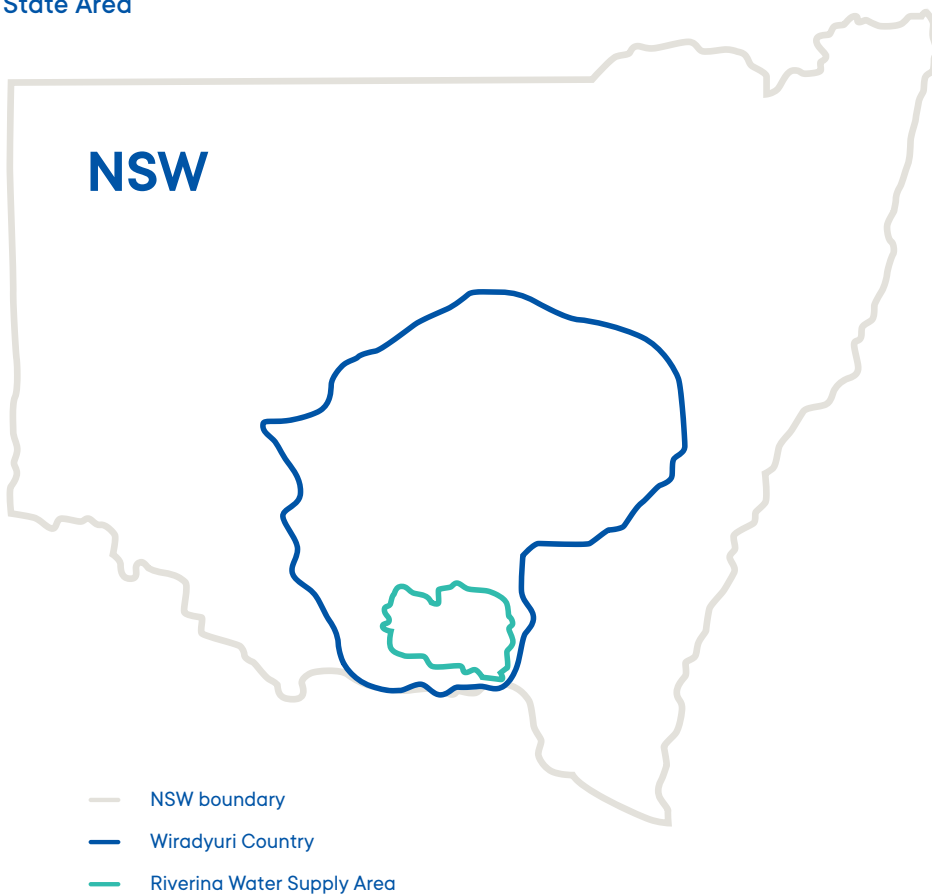
- Water supplied to these areas
- Local government boundary
- Towns in supplied area
- Water is not supplied to Culcairn
- Towns outside supplied area



According to the latest census data (2021) 5.5% of the population across the four LGAs serviced by Riverina Water (Wagga Wagga, Federation, Lockhart and Greater Hume) identify as Aboriginal and/or Torres Strait Islander. In the most populous LGA of Wagga Wagga this rises to 6.6%, over double the national figure of 3.2%.

Riverina Water currently has 118 employees but does not formally collect cultural background data when onboarding new employees. Collecting this data will be discussed as part of our RAP process, and we will also discuss options to understand this information in a culturally safe way.

State Area



Our Vision, Mission and Values

Our Vision

is to provide passionate and professional leadership in the water industry.

Our Mission

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

Our Values

are Respect, Connection, Safety and Cooperation.



Our strategic priorities

Our people

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



Our business

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



Our community

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



Our whole-of-organisation focus areas are:

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

Our Reconciliation Action Plan

Riverina Water is undertaking the Reflect Reconciliation Action Plan (RAP) process to better connect with Aboriginal and Torres Strait Islander peoples, to create a greater level of cultural awareness and understanding within our organisation, and to identify the real changes we can implement to contribute to greater opportunities and outcomes with First Nations peoples, particularly the Wiradyuri people whose lands we operate on.

As a water provider we recognise the importance of our role in looking after a precious natural resource and believe that we can play a supportive part in caring for country. By implementing this plan, we hope to gain a better understanding of the cultural importance of water in our region, to build connections and to further facilitate water education in this area.



Our journey to date



- › **In February 2022** local Wiradyuri man Mark Saddler took a group of senior staff at Riverina Water on a cultural tour around its sites and the region, providing them with insights into the history and cultural importance of the area.



- › **From February 2023** Aboriginal and Torres Strait Islander cultural awareness online training was rolled out to all current Riverina Water staff. This training was then also made a mandatory part of all new staff members' induction process.



- › **In 2023** Riverina Water commissioned a large-scale artwork by acclaimed Wiradyuri artist Owen Lyons (pictured running an art workshop at Forest Hill PS in 2022). The artwork *Living Water* shows the Murrumbidgee River and Wagga Wagga along with Marshalls Creek, which runs adjacent to Riverina Water's main offices and water treatment plant. The smaller meeting places or campsites represent the many communities and towns across Riverina Water's supply area, while symbols and animals such as the goanna and platypus represent Wiradyuri Country. Owen Lyons' work was commissioned for display and for branding, and now features as the key artwork in our Reconciliation Action Plan (RAP). The artwork proudly hangs in the foyer of Riverina Water's public meeting room, where Board members from across the supply area gather to make decisions.



- › **In December 2023** our CEO Andrew Crakanthorp and members of the Customer and Communications team met with two local Aboriginal groups in Wagga – Mawang Gaway, and the Wagga Local Lands Council. These meetings were a way to start an initial dialogue with community, to inform them right from the start that we were beginning our RAP process, and to take on board their thoughts and ideas. We have reached out to other local Aboriginal groups and meetings with them will also be part of our Reflect RAP process.

- › **In January 2024** Riverina Water made a donation towards a public concert of Aboriginal performance organised by Mawang Gaway. The event details were circulated to staff and RAP working group members as an opportunity to engage with local Aboriginal artists.



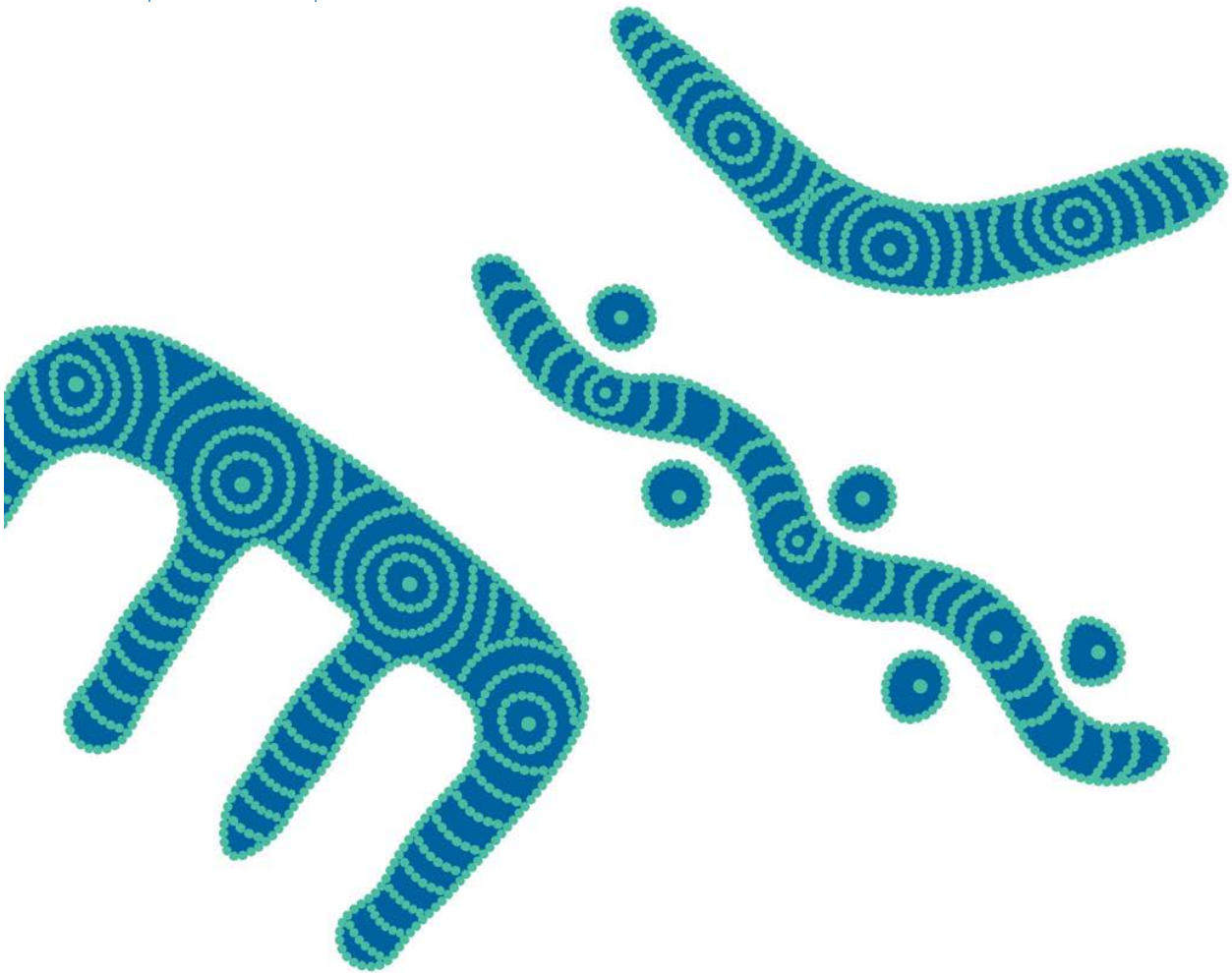
- › **In February 2024** Riverina Water finalised a working group of staff members committed to the process of developing this RAP, and they met for an initial introductory session. The RAP working group comprises people from across different areas of the organisation; one of the members is a Riverina Water employee who identifies as Aboriginal. The Riverina Water CEO Andrew Crakanthorp is the RAP Champion and is keen to take on responsibility for leading the implementation of the RAP.

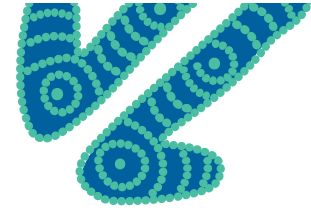


- › **In July 2024** Riverina Water gave financial support to the 3X3 Deadly Basketball Gala in Wagga Wagga, a part of NAIDOC week activities. Members of the working group were in attendance for the event on 15 July.

Our RAP working group

- › **Andrew Crakanthorp**
Chief Executive Officer
RAP Champion
- › **Clr Tim Koschel**
Board Chairperson
- › **Clr Jennifer McKinnon**
Board Member
- › **Justin Wunsch**
People and Culture Business Partner
- › **Josh Lang**
Customer and Communications Team Leader
- › **Derek Motion**
Communications and Engagement Officer
- › **Fiona Smith**
Water Quality Supervisor
Operations area representative
- › **Colin Fisher**
Welding Supervisor
Projects area representative
- › **Lyle Burgess**
Painter/Building Assistant
Aboriginal staff member
- › **Bernard Higgins**
Consultative member, Mawang Gaway
Wagga Aboriginal Elder Reference Group





Action Plan

Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	› Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	December 2024	Customer and Communications Team Leader
	› Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	December 2024	Customer and Communications Team Leader
2. Build relationships through celebrating National Reconciliation Week (NRW).	› Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	March 2025	Customer and Communications Team Leader
	› RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2025	CEO
	› Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2025	CEO
3. Promote reconciliation through our sphere of influence.	› Communicate our commitment to reconciliation to all staff.	September 2024	CEO
	› Identify external stakeholders that our organisation can engage with on our reconciliation journey.	December 2024	CEO
	› Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	December 2024	CEO
4. Promote positive race relations through anti-discrimination strategies.	› Continue to research and promote practice and policies in areas of race relations and anti-discrimination.	September 2025	People and Culture Business Partner
	› Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	September 2025	People and Culture Business Partner

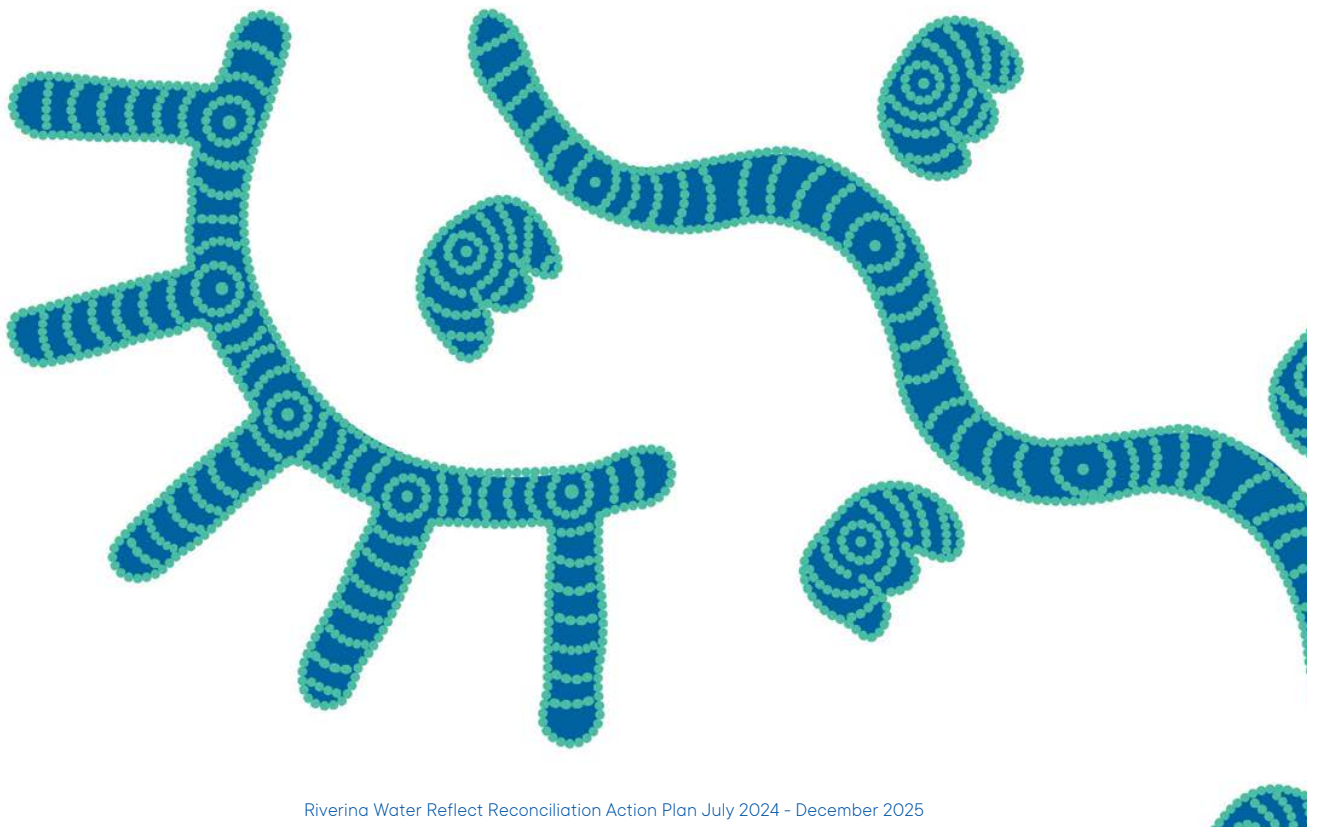
Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	› Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	September 2025	People and Culture Business Partner
	› Conduct a review of cultural learning needs within our organisation.	September 2025	People and Culture Business Partner
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	› Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area, and how we can recognise this.	June 2025	CEO
	› Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	September 2025	CEO, Director Corporate Services, Director Engineering
	› Review existing policies or procedures relevant to Acknowledgement of Country and Welcome to Country Protocols.	April 2025	Customer and Communications Team Leader
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	› Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2025	Customer and Communications Team Leader
	› Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2025	Customer and Communications Team Leader
	› RAP Working Group to participate in an external NAIDOC Week event.	July 2025	CEO, RAP working group, Chair



Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	› Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation, including opportunities for traineeships and scholarships.	September 2025	People and Culture Business Partner
	› Explore opportunities to offer Aboriginal and Torres Strait Islander targeted traineeships and award scholarships for professional development.	September 2025	People and Culture Business Partner
	› Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September 2025	People and Culture Business Partner
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	› Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	September 2025	Manager Finance
	› Investigate Supply Nation membership.	September 2025	Manager Finance



Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	› Form a RWG to govern RAP implementation.	August 2024	CEO
	› Draft a Terms of Reference for the RWG.	December 2024	CEO
	› Establish Aboriginal and Torres Strait Islander representation on the RWG.	August 2024	CEO
11. Provide appropriate support for effective implementation of RAP commitments.	› Define resource needs for RAP implementation.	June 2025	CEO
	› Engage senior leaders in the delivery of RAP commitments.	December 2024	CEO
	› Appoint a senior leader to champion our RAP internally.	August 2024	CEO
	› Define appropriate systems and capability to track, measure and report on RAP commitments.	December 2024	CEO
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	› Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June 2025	Customer and Communications Team Leader
	› Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Survey.	1 August 2024 and 2025	Customer and Communications Team Leader
	› Complete and submit the annual RAP Impact Measurement Survey to Reconciliation Australia.	30 September 2024 and 2025	CEO
13. Continue our reconciliation journey by developing our next RAP.	› Register via Reconciliation Australia's website to begin developing our next RAP.	September 2025	Customer and Communications Team Leader



Queries and Contact

Please direct all enquiries about our RAP to:
Communications and Engagement Officer
Phone: 02 6922 0607
Email: community@rwcc.nsw.gov.au

R5 Donations and Sponsorships 2024-25 progress report - February

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

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

RECOMMENDATION that the Board receive and note the report.

Report

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

As part of the Donations and Sponsorships Policy, this is reported to the Board as required on a per-meeting basis. As at 13 February 2025, \$69,477 has been awarded to 24 recipients during the current financial year.

There is an amount of \$35,523 remaining in the donations and sponsorships budget for 2024/25, not including any long-standing partnerships or expected applications, to be assessed on their merit.

Recipient	Description	Type	LGA	Amount
Henty Show Society	Annual show	Sponsorship	Greater Hume	\$3,000
Mawang Gaway	Murun-dhu (I Live, I Breathe) Community Event	Sponsorship	Wagga	\$5,000
Holbrook Business and Community Development Group	Festival by the Sub	Sponsorship	Greater Hume	\$5,000
Kensington Productions	Movie production	Sponsorship	Wagga	\$5,000
The Rock Triathlon	Annual triathlon	Donation	Lockhart	\$500
SoACT	Riverina Water TenxTen PlayFest	Sponsorship	Wagga	\$2,200

Koorringal Rotary Club	Annual Science and Engineering Challenge	Sponsorship	Wagga	\$3,500
Previously reported				
Urana Campdraft	Annual event	Donation	Federation	\$1,000
Henty Bowling Club	Invitation triples	Donation	Greater Hume	\$300
Spirit of the Land Lockhart	2024 Festival	Donation	Lockhart	\$2,500
Ronald McDonald House	20 nights' accommodation for families of patients	Donation	Wagga	\$3,500
Riverina Football Trust	Afghan women's soccer team visit to Wagga	Sponsorship	Wagga	\$2,750
Country Hope	Charity golf day	Donation	Wagga	\$2,500
Wollundry Rotary	Gears and Beers Festival	Sponsorship	Wagga	\$2,500
Basketball NSW	NAIDOC Deadly 3x3 Basketball Gala Day	Donation	Wagga	\$2,727.27
Fishing for Kyan	Annual event	Donation	Wagga	\$1,000
Southern Sports Academy	Indigenous Talent Program - Talent ID Day	Sponsorship	Wagga	\$3,000
Committee for Wagga	Business Breakfast	Sponsorship	Wagga	\$4,545.45
St Vincent de Paul	Winter sleepout appeal	Donation	Wagga	\$2,500
Riverina Conservatorium of Music	Christmas with the Con	Donation	Wagga	\$2,272.73
Specialist Medical Resources Foundation	Carols by Candlelight	Donation	Wagga	\$2,272.73
City of Wagga Wagga	Fusion festival – water bar	Sponsorship	Wagga	\$1,818.18

WaterAid membership	Silver 2024/25 membership	Sponsorship	Wagga	\$10,090.91
			Total	\$69,477

Strategic Alignment

Our Community

Actively support and participate in our community

Financial Implications

The donations and sponsorships are funded annually within the 24/25 Operational Plan.

Workforce Implications

Not applicable.

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.

R6 Board member access to information and premises Policy 1.9

Organisational Area Corporate Services

Author Wendy Reichelt, Governance & Corporate Planning Officer

Summary This report presents the revised *Board member access to information and premises Policy 1.9* for review and adoption.

RECOMMENDATION that Council adopt the revised *Board member access to information and premises Policy 1.9*.

Report

There are a small number of public policies that are required to be reviewed and adopted within the first twelve months of a new Board. The *Board member access to information and premises policy 1.9* is one of these and is presented to the Board for review and adoption.

The original policy was based on a model policy provided by the Office of Local Government. This policy was last placed on public exhibition prior to its adoption in February 2022. Minor changes have been made to the attached draft. As this policy does not involve the payment of expenses or provision of facilities for Board members, and there have been no material changes, there is deemed to be no requirement to place the reviewed policy (version 4) on public exhibition.

Board members are therefore requested to review and endorse the adoption of the attached revised policy. The provision of the policy for this report will be taken as evidence of awareness of the policy by the Board members present at the meeting.

› **R6.1 Board member access to information and premises policy** [↓](#) 

Strategic Alignment

Our Business

Improve strategic planning and accountability

Financial Implications

Not applicable.

Workforce 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.



Board member access to information and premises

Purpose

This policy establishes the protocols to be followed so that access by Riverina Water board members to information held by Riverina Water and staff is facilitated through appropriate channels.

It also provides information regarding board members' access to Riverina Water offices.

Policy Statement

Riverina Water is committed to cooperation and collaboration between staff and board members and makes a clear distinction between enquiries of a civic and of a personal nature.

It is recognised that board members must have access to information in order to ensure the smooth functioning of Riverina Water.

Scope

This policy applies to all board members of Riverina Water, and to all staff working on behalf of Riverina Water in any capacity.

Definitions

Board member	Councillor who represents their member council on the Riverina Water board
Documents	Files and correspondence; public registers; development and other applications
GIPA	<i>Government Information (Public Access) Act 2009</i>
Open access information	Information that is to be proactively released to the public. Includes policy documents, disclosure logs, register of government contracts

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Public Contact staff	Staff who directly have dealings with members of the public and customers – most often customer service staff and field staff undertaking maintenance or construction of assets
Public Officer	Officer nominated by the CEO to deal with requests from the public concerning Riverina Water's affairs including assistance to gain access to public documents of Riverina Water

1 Access to Information

1.1 Board member open access to information

Section 6(1) of the *Government Information (Public Access) Act 2009* (GIPA) provides that Riverina Water must make government information that is open access information publicly available. Open access information is made available through Riverina Water's website or it may be viewed by appointment during office hours. Appointments can be made through the office of the Chief Executive Officer (CEO).

The Public Officer is responsible for ensuring that members of the public and board members can gain access to the documents that are deemed open access.

1.2 Right of access to information

The CEO must provide board members with information sufficient to enable them to carry out their civic functions.

A board member may request the CEO to provide them with access to a document or other record of Riverina Water relating to a matter which is, or is to be, or has been, under consideration of the Board. Board members are entitled to access all files, records or other documents where that document is identified as open access under GIPA or to a matter currently before the Board.

Information provided to a particular board member in the performance of their civic duties must also be available to any other board member who requests it.

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Board members who have a personal (as distinct from civic) interest in a document of Riverina Water has the same rights as any other person. Board members can request access to other documents of Riverina Water by making an application under GIPA.

1.3 Refusal of access to documents

Where the Public Officer determines to refuse access to a document sought by a board member, they must act reasonably in reaching their decisions, and they must consider whether or not the document is required by the board member to perform their civic duty. The Public Officer must then give the option of applying for the documents under GIPA. If access is still refused, the Public Officer must state the reasons for the decision as specified under the provisions of GIPA.

Board members will not be provided with access to staff records.

1.4 Responsibility/Accountability

Board members must not release information about a third party except in accordance with the provision of the *Privacy and Personal Information Protection Act 1998* (PPIPA). Information on personal information and access can be obtained in the Riverina Water Privacy Management Plan, and the Public Officer can also provide advice.

In regard to information obtained in their capacity as a board member, board members must:

- Only access Riverina Water information needed for council business
- Not use Riverina Water information for private purposes
- Not seek or obtain, either directly or indirectly, any financial benefit or other improper advantage for themselves, or any other person or body, from information to which they have by virtue of their office or position with Riverina Water, and
- Only release Riverina Water information in accordance with established policies and procedures and in compliance with relevant legislation

1.5 Use and security of confidential information

Board members must maintain integrity and security of confidential documents or information in their possession, or for which they are responsible.

In addition to their general obligations relating to the use of Riverina Water information, board members must:

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- Protect confidential information
- Only use confidential information for the purpose it is intended to be used
- Not use confidential information gained through their official position for the purpose of securing a private benefit for themselves or any other person
- Not use confidential information with the intention to cause harm or detriment to Riverina Water or any person or body; and
- Not disclose any information discussed during confidential sessions of a Board meeting

1.6 Right of Review

If a board member is concerned about a refusal to provide information, they should firstly raise the matter with the CEO (or the Chairperson if it was the CEO who refused to provide the information) and refer to the *Code of Conduct Policy 1.01*.

For refusal of access under GIPA, a board member may ask for an internal review, or an external review by the NSW Information Commissioner. For more information, please contact the NSW Privacy Commission.

2 Interaction between board members and staff

2.1 During board and committee meetings

Board members at board and committee meetings can ask questions of other board members by going through the Chairperson, ask questions of Riverina Water staff by going through the Chairperson and then the CEO, and bring forward Notices of Motions, Questions on Notice and matters of urgency where relevant notice has been provided and procedure followed (see *Code of Meeting Practice Policy 1.02*).

As defined by the *Code of Meeting Practice*, board members may put a question through the Chairperson to the CEO at a board meeting, to ask a member of staff to clarify a matter that is before the Board.

2.2 Access to staff outside Board meetings

The CEO is responsible to the Board for the performance of all staff and day to day management of Riverina Water. Therefore, it is appropriate that all requests for information and approaches to staff on matters not generally available to the public, and which are



outside the forum of board and committee meetings, be directed to the CEO or to person(s) nominated by the CEO.

Persons nominated by the CEO include the Director Engineering and the Director Corporate Services. Only the CEO and Directors can provide advice to board members and any other officer nominated by the CEO and/or Directors, from time to time.

Requests for actions, services or maintenance may be made by contacting the Riverina Water administration office. Staff should ensure that all requests form part of Riverina Water records for as long as required.

When a detailed report is required, a Notice of Motion should be lodged with the Board and the CEO must include the Notice of Motion in the Business Paper for the next meeting of the Board.

If a board member is concerned about any refusal to provide information, the matter should be raised with the CEO. If the board member is still dissatisfied, they should request the information by way of a Question on Notice to the Board.

Board members who have lodged a Development Application or connection request must not discuss their application with members of staff unless the relevant Manager, Director or CEO is present. All enquiries must be directed through the CEO or Director. Discussions must be documented.

Board members (including the Chairperson) should not approach members of staff directly for information or advice, other than public contact staff or the Executive Assistant to the CEO, and then only for routine administrative matters.

The Chairperson may communicate with staff in the course of fulfilling their responsibilities as Chairperson, and the CEO is responsible for keeping the Chairperson informed of all matters relevant to those responsibilities.

Staff members are not to approach board members directly other than for routine administrative matters. Any other contact with board members must be arranged through the CEO or their delegate.

Staff members are not to lobby board members on policy issues.

Board members must not attempt to direct or influence staff as to the performance of their work.

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Board members must not request staff to undertake work of a personal nature for them or any other person.

3 Access to Riverina Water offices

As a board member of Riverina Water, board members are entitled to have unimpeded access to all public areas and the Pat Brassil AM Meeting Room.

Board members who are not in pursuit of their civic duties only have the same rights of access to Riverina Water buildings and premises as any other member of the public.

Board members may not enter staff only areas unless with the permission of the CEO or Directors.

Interactions between board members and staff are required to be respectful and courteous and in line with the *Code of Conduct Policy 1.01*.

Policy Implementation

This policy will be reviewed once every board term and is included in board member induction. Managers are to ensure their staff are aware of this policy and to discuss any matters arising from this policy if, and when, they occur.

Non-Compliance

Board members and staff are responsible for ensuring that any breaches of this policy are reported to the CEO.

Where the breach relates to the conduct of a board member, the CEO is responsible for immediately reporting the matter to the Chairperson. Where the breach related to the conduct of the Chairperson, the CEO is responsible for reporting this matter to the Board.

Where the breach relates to the conduct of staff, the CEO is responsible for taking appropriate disciplinary action if the breach is proven.



Policy number	1.09
Responsible area	Governance
Approved by	Riverina Water Board
Approval date	
Legislation or related strategy	Local Government Act 1993 Local Government Regulations 2021
Documents associated with this policy	<i>Code of Conduct Policy 1.01</i> <i>Code of Meeting Practice Policy 1.02</i> Good Conduct and Administrative Practice Guidelines for Councils (NSW Ombudsman) <i>The Government Information (Public Access) Act 2009 (NSW) - GIPA</i> <i>Privacy and Personal Information Protection Act 1998 – PPIPA</i> <i>State Records Act 1996</i>
Policy history	Vers 3 – 23 Feb 2022 (Res 22/017) Vers 2 – Oct 2016 (Res 16/188) Vers 1 – Oct 2014 (Res 14/130) Original adopted 24 Oct 2012 (Res 12/148)
Review schedule	Every 4 years. Next review Nov 2028

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

END OF POLICY STATEMENT

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R7 Board member expenses and facilities Policy 1.10

Organisational Area Corporate Services

Author	Wendy Reichelt, Governance & Corporate Planning Officer
Summary	This report presents the Board member expenses and facilities Policy 1.10 for review and adoption.

RECOMMENDATION that Council review and adopt the *Board member expenses and facilities Policy 1.10* as attached to this report.

Report

There are a small number of public policies that are required to be reviewed and adopted within the first twelve months of a new Board. The *Board member expenses and facilities Policy 1.10* is one of these and is presented to the Board for review and adoption.

The policy is based on a model policy provided by the Office of Local Government. There are minor changes from the adopted policy version (such as changes from council to Riverina Water) but nothing of materiality.

Under the Local Government Act 1993, sec 253:

- (1) a council must give public notice of its intention to adopt or amend a policy for the payment of expenses or provision of facilities, allowing at least 28 days for the making of public submissions
- (2) Before adopting or amending the policy, the council must consider any submissions made within the time allowed for submissions and make any appropriate changes to the draft policy or amendment
- (3) Despite subsections (1) and (2), a council need not give public notice of a proposed amendment to its policy for the payment of expenses or provision of facilities if the council is of the opinion that the proposed amendment is not substantial.

Given that the policy was last placed on public exhibition prior to its adoption in April 2022, and that any changes made on this version (14) are minor in nature, it is deemed unnecessary to place the policy on public exhibition prior to its adoption.

Therefore, Board members are requested to review and adopt the attached policy. The reading of the policy for this report will be taken as evidence of awareness of the policy by the Board members present at the meeting.

› **R7.1 Board member expenses and facilities policy - Feb 2025 review**  

Strategic Alignment

Our Community

Improve strategic planning and accountability

Financial Implications

Provision of Board member expenses and facilities are considered in the annual budget.

Workforce 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.



Board member expenses and facilities policy

Purpose

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

Scope

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

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

Definitions

Term	Definition
Accompanying person	Means a spouse, partner or other person who has a close personal relationship with, or provides carer support to, a board member
Appropriate refreshments	Means food and beverages, provided by Riverina Water to support board members undertaking official business
Act	Means the <i>Local Government Act 1993</i> (NSW)
Board	The appointed governing body of Riverina Water – the Board
Board member	A councillor from a Riverina Water constituent council that has been appointed to the Board of Riverina Water who is not suspended - includes the chairperson
CEO	Means the Chief Executive Officer of Riverina Water and includes their delegate or authorised representative
clause	Unless stated otherwise, a reference to a clause is a reference to a clause of this policy
Code of Conduct	Means the <i>Code of Conduct Policy 1.01</i>



Council	Riverina Water County Council, also referred to in this policy as Riverina Water
DCS	Means the Director Corporate Services of Riverina Water and includes their delegate or authorised representative
incidental personal use	Means use that is infrequent and brief and use that does not breach this policy or the <i>Code of Conduct</i>
long distance intrastate travel	Means travel to other parts of NSW of more than three hours duration by private vehicle
official business	Means functions that the chairperson or board members are required or invited to attend to fulfil their legislated role and responsibilities for Riverina Water or result in a direct benefit for Riverina Water and/or for the Riverina Water service area, and includes: <ul style="list-style-type: none"> • meetings of the board and committees of the whole • meetings of committees facilitated by Riverina Water • official functions hosted or sponsored by Riverina Water • meetings, functions, workshops and other events to which attendance by a board member has been requested or approved by the board
professional development	Means a seminar, conference, training course or other development opportunity relevant to the role of a board member or the chairperson
Regulation	Means the Local Government (General) Regulation 2021 (NSW)
year	Means the financial year, that is the 12-month period commencing on 1 July each year



1.0 Payment of Expenses – General Provisions

1.1 General expenses

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

1.2 Allowances and expenses

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

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

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

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

1.3 Reimbursement and reconciliation of expenses

Actual expenses incurred by board members in carrying out civic duty are only reimbursed upon the production of appropriate receipts, tax invoices and other documentation.

Expenses and costs incurred must be in accordance with the requirements of this policy and any fringe benefit guidelines.



2.0 Payment of Expenses – Specific expenses

2.1 General travel arrangements and expenses

All travel by board members should be undertaken using the most direct route and the most practicable and economical mode of transport.

2.1.1 If required, a Riverina Water vehicle will be made available for the use of board members for official business. Where this is not possible, an allowance will be paid for use of private vehicles.

2.1.2 Allowances for the use of a private vehicle will be reimbursed by kilometre at the rate contained in the Local Government (State) Award.

2.1.3 Board members will be reimbursed for travel expenses incurred while undertaking official business or professional development or attending approved conferences and seminars. This includes reimbursement:

- for public transport fares
- for the use of a private vehicle or hire car
- for parking costs for board and other meetings
- for tolls
- by Cabcharge card or equivalent
- for documented ride-share programs, such as Uber, where tax invoices can be issued.

2.1.4 Board members seeking to be reimbursed for use of a private vehicle must keep a logbook recording the date, distance and purpose of travel being claimed. Copies of the relevant logbook are to be provided if requested to support travel claims.

2.2 Travel expenses not paid by Riverina Water

2.2.1 The driver of the vehicle is personally responsible for all traffic or parking fines incurred while travelling in private or Riverina Water-owned vehicles and should abide by Riverina Water's *Safe Driving Policy*.

2.2.2 Riverina Water will not pay any traffic or parking fines or administrative charges for road toll accounts.

2.3 Overseas travel expenses

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



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

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

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

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

2.4 Interstate or long-distance intrastate travel

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

2.5 Air Travel

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

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

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

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

2.6 Accommodation and meals

2.6.1 In circumstances where it would introduce undue risk for a board member to travel to or from official business in the late evening or early morning, reimbursement of costs for accommodation and meals on the night before or after the official business may be approved by the CEO. This includes where a meeting finishes later than 9.00pm or starts earlier



than 7.00am and the board member lives more than 50 kilometres from the meeting location.

2.6.2 Costs for accommodation and meals while board members are undertaking prior-approved travel or professional development outside the Riverina Water area will be reimbursed.

2.6.3 The daily limits for accommodation and meal expenses within Australia are to be consistent with those set out in *Part B Monetary Rates of the NSW Crown Employees (Public Service Conditions of Employment) Award 2022*, as adjusted annually.

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

2.7 Refreshments for council-related meetings

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

2.7.2 As an indicative guide for the standard of refreshments to be provided at council related meetings, the CEO must be mindful of *Part B Monetary Rates of the NSW Crown Employees (Public Service Conditions of Employment) Award 2022*, as adjusted annually.

2.8 Professional development

2.8.1 Funding will be set aside annually in Riverina Water's budget to facilitate professional development of board members through programs, training, education courses and membership of professional bodies as required.

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

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

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

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

2.9 Conferences and seminars

2.9.1 Board members may be required to represent Riverina Water from time to time at seminars and conferences. Decisions regarding attendance at conferences and seminars will be made at board meetings.

2.9.2 All travel, accommodation and seminar/conference fees, as well as incidental expenses, will be met by Riverina Water. Arrangements are normally made through the CEO's office.

2.9.3 Riverina Water will also meet the reasonable cost of meals when they are not included in the conference fees. Receipts of purchases are required for reimbursement.

2.9.4 If meals are included in the conference, claims for meals at other venues will not be paid.

2.10 Spouse and partner expenses

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

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

2.11 Attendance at dinners and other non-council functions

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

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

2.12 Information and communications technology (ICT) expenses

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

2.13 Carer expenses

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

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

2.14 Home office expenses

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

3.0 Insurances

3.1 Board members' insurance

3.1.1 In accordance with Section 382 of the *Local Government Act*, Riverina Water is insured for public liability and professional indemnity claims. Members of the Board are insured on this Policy as well as the Councillors & Officers insurance policy.

3.1.2 Insurance protection is only provided if a claim arises out of or in connection with the board member's performance of his or her duties, or exercise of his or her functions as a board member. All insurances are subject to any limitations or conditions set out in the policies of insurance. If a claim arises under the Councillors and Officers policy, it must be notified to Riverina Water's insurer within the policy period. If it is not, the insurer is able to deny liability.

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

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

4.0 Legal assistance

4.1 Board members' legal assistance

4.1.1 Riverina Water may, if requested, and after seeking advice from its insurers, indemnify or reimburse the reasonable legal expenses of:

4.1.1.1 a board member defending an action arising from the performance in good faith of a function under the Local Government Act provided that the outcome of the legal proceedings is favourable to the board member.

4.1.1.2 a board member defending an action in defamation, provided the statements complained of were made in good faith in the course of exercising a function under the Act and the outcome of the legal proceedings is favourable to the board member.

4.1.1.2 a board member for proceedings before an appropriate investigative or review body, provided the subject of the proceedings arises from the performance in good faith of a function under the Act and the matter has proceeded past any initial assessment phase to a formal investigation or review and the investigative or review body makes a finding substantially favourable to the board member.

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

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

4.1.4 Riverina Water will not meet the legal costs:

4.1.4.1 of a board member seeking advice in respect of making a possible defamation case against a party, or in seeking a non-litigious remedy for possible defamation



4.1.4.2 for legal proceedings that do not involve a board member performing their role as a member of the board.

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

5.0 Provision of facilities

5.1 General Provision of Facilities

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

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

5.2 Accessible facilities

5.2.1 Riverina Water encourages wide participation and interest in membership of the board. It will seek to ensure Riverina Water premises and associated facilities are accessible, including provision for sight or hearing- impaired board members and those with other special requirements.

5.2.2 Transportation provisions outlined in this policy will also assist board members who may be unable to drive a vehicle.

5.2.3 In addition to the provisions above, the CEO may authorise the provision of reasonable additional facilities and expenses to allow a board member with special requirements to perform their official duties.

5.3 Stationery

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

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5.4 Provision of ICT Equipment and support

Board members will be issued with an iPad for official use, and IT support will be provided to assist board members with IT matters as required to conduct their official Riverina Water duties.

5.5 Return or retention of ICT equipment

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

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

5.5.3 The prices for all equipment purchased by board members under Clause 5.5.2 will be recorded in Riverina Water's annual report.

5.6 Administrative support

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

5.7 Sustenance/Meals

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

6.0 Administrative processes

6.1 Approval, payment and reimbursement arrangements

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

6.1.2 Approval for incurring expenses, or for the reimbursement of such expenses, should be obtained before the expense is incurred. For exceptions, refer to 6.1.3

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

- local travel relating to the conduct of official business



- carer costs

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

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

6.2 Direct payment

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

6.3 Reimbursement

6.3.1 All claims for reimbursement of expenses incurred must be supported by appropriate receipts and/or tax invoices and be submitted to the CEO or DCS. The supporting documentation should be dated and show details of the nature of the transaction if possible.

6.3.2 Expenses claimed but not supported with receipts will not be paid, unless authorised by the CEO.

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

6.4 Reimbursement to Riverina Water

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

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



6.5 Disputes

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

Policy Implementation and reporting

This policy will be reviewed by all board members through attachment to a report, published on Riverina Water's website and internally on the intranet.

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

Non Compliance

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



Policy number	1.10
Responsible area	CEO - Governance
Approved by	
Approval date	
Legislation or related strategy	<p><i>Local Government Act 1993, sections 252 and 253</i></p> <p><i>Local Government (General) Regulation 2021, clauses 217 and 403</i></p> <p>Guidelines for the payment of expenses and the provision of facilities for Mayors and Councillors in NSW 2009</p> <p><i>Code of Conduct Policy 1.01</i></p>
Documents associated with this policy	<p>Local Government Circular 09-36 Guidelines for Payment of Expenses and Facilities</p> <p>Local Government Circular 05-08 legal assistance for Councillors and Council Employees.</p>
Policy history	<p>Original publication date: August 1997</p> <p>Reviewed annually from 2005 – 2016</p> <p>October 2016 – Res 16/189</p> <p>Last review date Vers 14 27 April 2022 – Res 22/045</p>
Review schedule	First 12 months of new Board

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

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END OF POLICY STATEMENT

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R8 Yr 3 Operational Plan Progress Report 1 - Delivery Program 2022-2025

Organisational Area Corporate Services

Author Wendy Reichelt, Governance & Corporate Planning Officer

Summary This report presents the progress made in the first six months of the 2024-25 Operational Plan, which is Year 3 of the 2022-2025 Delivery Program.

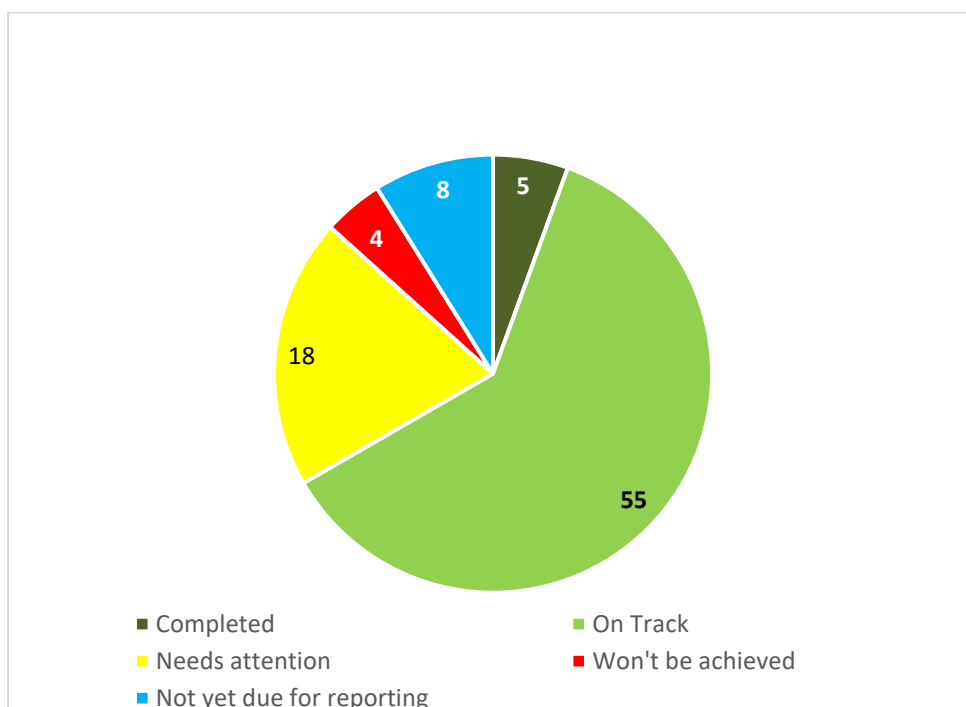
RECOMMENDATION that Council note the progress report from 1 July 2024 to 31 December 2024 for the 2024-25 Operational Plan which is Year 3 of the Delivery Program.

Report

The 2024-25 Operational Plan sets out actions for Year 3 of the Delivery Program 2022-2025.

Attached is the six-monthly report for the 2024-25 Operational Plan, demonstrating how Riverina Water is progressing on achieving the objectives set out in Yr 3 of the Delivery Program and contributing to the strategic outcomes contained within the Business Activity Strategic Plan (BASP).

A snapshot of Qtrs. 1 & 2 (July – Dec 2024) progress and activity is shown below.



Our People

1 July – 31 Dec 2024

Staff training	As well as individual training as identified in SARP 1 and ongoing support and training on new asset, GIS, finance and payroll processes and systems, group training was provided as follows: Confined spaces refresher – 21 staff Railway corridor training – 10 staff Asbestos removal training – 12 staff Chain of Responsibility training – 75 staff First Aid refresher – 35 staff Cyber security training – all staff
Recruitment	New starters – 11 Internal progression - 7
WHS	WHS Committee meetings x 3 Workers Compensation claims lodged = 2 1 notifiable incident to SafeWork (30/06/24) with subsequent improvement notice issued Aug '24. Immediate required actions completed – work underway in overarching training requirement. (for more detailed WHS information refer to separate Board reports)

Our Business

1 July – 31 Dec 2024

Capital works	Refer to separate budget report and six-month performance report
Financial snapshot	Refer to separate budget report
Risks & opportunities	Fraud & Corruption control review internal audit completed with an assessed maturity of sound. 15 opportunities for improvement. Self-audit for enterprise risk management conducted. Overall rating 83% (better than state average). 7x risk management induction sessions for new starters. 6xteam workshops; hosted regional risk meeting x 1. ERM Policy and framework reviewed. PFAS identified in water source – levels well under current Aus Drinking Guidelines. Mitigating actions being undertaken. Longer- term planning underway. (for more detailed information on risk and opportunities refer to six-month performance report)
Tenders & contracts over \$100K	Supply and delivery bedding sand = \$407,000 Remediation sludge thickening tank = \$1,470,919 Supply sludge tank mixer = \$219,000 Microgrid control system design = \$140,482

	(for more detailed information on tenders & contracts refer to separate Board reports)
Water supply	New connections (203) Meter repairs and issues (1,265) System repairs (166) Mains laid and replaced - 25,240m Fleet disposals (6) Fleet acquisition (6) Water filling station visits (4,817) (for more detailed information on water supply refer to separate monthly engineering reports)
Water Quality	Dirty water complaints (139) Taste/Odour complaints (16) (for more detailed information on water quality refer to separate monthly engineering reports)

Our Community

1 Jul – 31 Dec 2024

Community engagement	Public exhibition of the Reconciliation Action Plan (RAP).
Financial relief and support	Undetected leak rebates provided (35) – total value \$26,252 (for more detailed information on financial relief and support refer to separate Board report/s)
Grants and donations	Donations & sponsorships – 16 recipients; total value \$45,257 Enriching Communities Program – total value \$88,000 (for more information on grants and donations refer to separate Board report/s)

Attached is the progress report as updated by action owners and reviewed by management.

› **R8.1 Six monthly Progress Report 2024-25 Operational Plan** [↓](#) 

Strategic Alignment

Our Business

Improve strategic planning and accountability

Financial Implications

Actions identified in the Delivery Program/Operational Plan (DPOP) have been accounted for in the annual budget. Refer to separate budget report.

Workforce Implications

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

Risk Considerations

Corporate Governance And Compliance	
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/Operational Plan Progress Report

1 July 2024 – 30 Dec 2024

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

Action Code	Action	Performance Measure	Progress	Comments
1.1.1.1	Implement actions and outcomes from first year of Workforce Plan	All action items for the financial year have been completed		Actions delivered include a leadership development program, industry and career expo attendance, appointment of 4 new apprenticeships/ traineeships, development of a change management framework, and considerable technological upskilling with the implementation of FLOW.
1.1.1.2	Equip staff with relevant annual training plan.	Planned training delivered		Staff training is being delivered as per individual staff training plans.

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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Action Code	Action	Performance Measure	Progress	Comments
1.1.1.3	Undertake review of hourly working week arrangements	Review is completed and a decision is reached to inform the Award Negotiation	✓	As has been reported earlier, work on this project concluded in November 2024, with no change proposed to the existing working hours. The matter has been raised for further discussion as part of the negotiation of the 2025 Enterprise Award


1.1.2: Continue to develop leadership skills across our organisation

Action Code	Action	Performance Measure	Progress	Comments
1.1.2.1	Continue to embed the Capability Framework across the organisation.	Leadership capability framework is rolled out.	●	This project will not be delivered in the current financial year due to a number of factors. The implementation of the capability framework will be considered more broadly with the OCR project and Leadership Development Program.


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

Action Code	Action	Performance Measure	Progress	Comments
1.1.3.1	Undertake all necessary recruitment in order to meet operational requirements	100% advertised positions are filled	●	Occurring as required.

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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Action Code	Action	Performance Measure	Progress	Comments
1.1.3.2	Review staff induction booklet and onboarding and offboarding procedures	Onboarding and offboarding processes and documentation are up to date and effective New starters survey shows 85% satisfaction rate with induction		This action has not been prioritised due to lack of resourcing in P&C and conflicting priorities. P&C Business Partner has commenced work on these processes and it is expected to be delivered in the current FY.

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

Action Code	Action	Performance Measure	Progress	Comments
1.1.4.1	Undertake award negotiation including harmonisation of award hours.			The first meeting to negotiate the upcoming 2025 Riverina Water Enterprise Award takes place on 5 February with two further meetings scheduled after that. A report is expected to be presented to the April meeting of the Board on the outcome of the negotiations.


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

Action Code	Action	Performance Measure	Progress	Comments
1.2.1.1	Implement EEO plan and policy	Implementation plan successfully actioned		EEO policy is adopted and next scheduled review is 09/2026. A review of the existing EEO plan is scheduled to be reviewed in the 2025 FY.



Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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1.2.2: Embed our organisational values into people practices and culture to support a quality employee experience

Action Code	Action	Performance Measure	Progress	Comments
1.2.2.1	Continue to embed corporate values and associated behaviours as per the action plan			Lower priority actions have not been achieved due to lack of resourcing in People & Culture team. Review and realignment of Cultural Action Plan is currently in progress given time that has passed with the intention of recommencing the rollout of action plan. Majority of actions are ongoing and will progress into subsequent years.


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


Action Code	Action	Performance Measure	Progress	Comments
1.3.1.1	Continue to improve internal communication to foster collaboration and connection across the organisation	Internal communications strategy implemented		Initiatives such as staff profiles ongoing, collaborating with business units to improve approach to internal communications methods and content
1.3.1.2	Undertake staff survey and develop actions plan from results	Survey completed and reported to Manex		Currently out to market to engage third party to facilitate the survey. Anticipated to be completed prior to the end of June.

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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1.3.2: Prepare our people to embrace change based on the organisational and community needs

Action Code	Action	Performance Measure	Progress	Comments
1.3.2.1	Implement change management and training plan for staff in the rollout of all phases of the FLOW project	Training plan delivered as scheduled		On track. FLOW being utilised as anticipated.
		Staff evidence understanding and application of system to their work		


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

Action Code	Action	Performance Measure	Progress	Comments
1.3.4.1	Continue to implement staff engagement initiatives that bring insights for management consideration and action			Riverina Water has partnered with Protues Leadership Group to deliver a targeted leadership program which commences in February 2025. Staff continue to participate in the "Well Program" which focuses on Mind, Body and Career. Work continues on embedding behaviours that support the Values at Riverina Water. Long serving staff continue to be recognised for their dedication to Riverina Water and the Chairperson attended the 2024 Christmas BBQ.



Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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1.4: Build upon our strong history of safety and wellbeing

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



Action Code	Action	Performance Measure	Progress	Comments
1.4.1.1	Continue implementation of WELL program including psychosocial wellbeing	WELL KPI measures are achieved - participation rate of up to 60% up to 4 events annually		Programmed WELL initiatives rolled out.

1.4.2: Maintain a strong safety culture across the organisation

Action Code	Action	Performance Measure	Progress	Comments
1.4.2.1	Continue to develop and implement WHS communication plan	Communication program delivered on time		Communication plan will be included in the "WHS Management System Improvement Project"
1.4.2.2	Continue implementation of the WHS Strategic Plan 2024	WHS major program commenced (Systems, Governance and Training)		"WHS Management System Improvement Project" currently being developed to build upon the 'Riverina Water - WHS Strategic Plan on a page 2024/2025.



Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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1.4.3: Develop and monitor WHS metrics



Action Code	Action	Performance Measure	Progress	Comments
1.4.3.1	Use current systems to begin to develop metrics to align with WHS strategy and processes			New targets were developed and included in the "Riverina Water - WHS Strategic Plan 2024/2025". A new metric is being developed to replace the RWCC Enterprise Award, Safety Bonus related to the 'Injury & illness Statistics Index'
1.4.3.2	Conduct annual analysis and comparison of workers compensation claims			Business as usual activity

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

Action Code	Action	Performance Measure	Progress	Comments
1.5.1.1	Undertake Staff Annual Review Process (SARP)	SARP exercises are finalised in a timely manner		SARP Phase 2 (following 2024/2025 Annual SARP) has been undertaken. On schedule for SARP Phase 1 for 2025/26 to be delivered prior to the end of June.
1.5.1.2	Commence implementation of HRIS system in line with FLOW project plan			Implementation of HRIS system is ongoing, with payroll, onboarding, and recruitment modules completed. Whilst currently on track, delays are anticipated due to resourcing constraints from the software provider. This action will continue into the 2025/26 year.

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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Action Code	Action	Performance Measure	Progress	Comments
1.5.1.4	Implement outcomes from review of skills system			Due to lack of P&C resourcing and due to the change impact of this action, completion of the OCR project has been delayed. This project will be continued in the 2025/26 year.
1.5.1.5	Deliver monthly HR metrics reports			Monthly HR metric reports were placed on hold whilst recruitment of P&C business partner was undertaken. These will now commence again given the recent appointment to that role.






Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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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 Riverina Water Supply area

Action Code	Action	Performance Measure	Progress	Comments
2.1.1.1	Install water supply mains and services infrastructure and services infrastructure to service new developments as required	Development requirements met		Installation of water mains and services progressing in line with development requirements.
		Growth projects installed		
2.1.1.2	Complete Boree Creek to Morundah pipeline	Pipeline installed and operational		Currently approx 28km complete (of 42km). Scheduled completion at end of April 2025.
2.1.1.3	Complete detailed design for Urana WTP replacement	Detailed design completed		Project on hold until investigations into feasibility of ground water continue
2.1.1.4	Upgrade telemetry and radio communications	Completion of upgrade program		New wind farm east of Gerogery (Tabletop range) is yet to confirm exact locations of wind turbines, in order to determine possible impacts to comms.
2.1.1.5	Undertake electrical and control switchboard improvement at high-risk sites identified in the switchboard audit to ensure compliance with Australian Standards	Prioritised switchboards upgraded		External audit of electrical switchboards completed and works/improvement programme will be introduced into CapEx/OpEx budgets based on priority - summary of audit report



Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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Action Code	Action	Performance Measure	Progress	Comments
2.1.1.6	Upgrade water treatment plant at Woomargama	Staged completion of the new water treatment plant		Regulators required hydrogeological risk assessment wrt chlorine resistant pathogen risk and the existing shallow bore in Woomargama. Hydrogeological report completed. Section 60 Approvals need to be sought and attained before changing current treatment works.
2.1.1.7	Continue program of maintenance and installation of bulk water filling stations to enable access for water carters and contractors	Water filling stations in appropriate locations		Bulk filling stations installed and maintained in line with program to meet community expectations and requests (where possible).
2.1.1.8	Create and implement inspection regime for reservoirs	Inspections programmed		Resourcing issues and summer priorities detracting onsite inspections. WHS issues regarding reservoir access restricting ability to routine inspect elevated parts of reservoirs. Inspection programme associated with asset integrity, water quality integrity, WHS compliance, security, etc are still being developed wrt organisational structure and department/functional responsibilities





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

Action Code	Action	Performance Measure	Progress	Comments
2.1.2.1	Undertake water main renewals, upgrades and system improvements to maintain or improve levels of service	Renewals profile met Development requirements met		Water main renewals, upgrades and system improvements undertaken in line with capital works program to manage service delivery through effective asset management.


Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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Action Code	Action	Performance Measure	Progress	Comments
2.1.2.2	Monitor network performance and investigate supply complaints	Engineering reports capture customer complaints and response in line with adopted levels of service (LoS)		Network performance monitored to ensure LoS met, as well as reactively investigating supply complaints and determining/implementing corrective actions.
2.1.2.3	Conduct programmed refurbishment and upgrades of pump stations	Upgrades completed in line with Capex		Maintenance and BaU replacements are taking place. Upgrading of pump stations is on hold until confirmation of growth projections associated with NSW Public Works project


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

Action Code	Action	Performance Measure	Progress	Comments
2.1.3.1	Complete replacement of new shade cover at North Wagga WTP	Shade cover installed		Steel fabrication 70% complete. Tender for Aeration Cover footings closes 17 Feb 2025.
2.1.3.2	Upgrade or replace online and remote monitoring equipment at WTPs	Equipment replaced as per program		BaU
2.1.3.3	Upgrade or replace laboratory equipment at WTPs			BaU
2.1.3.4	Develop preventative maintenance plan for mains flushing			Some planned/preventative flushing undertaken in preparation for peak demand. Lessons learnt regarding impact on system. Development of ongoing flushing program required.


Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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Action Code	Action	Performance Measure	Progress	Comments
2.1.3.5	Implement recommendations from Drinking Water Management audit	Recommendations from audit actioned		DWMS Working Group reformed and re-initiated continuous improvement plan with new stakeholder group - due to new employees and organisational structural change



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

Action Code	Action	Performance Measure	Progress	Comments
2.1.4.1	Attend PFAS technical advisory group and communications working group meetings as per terms of reference	Attendance as required		Attended Wagga RAAF PFAS governance and strategic group meetings, and additional regulator meetings associated with proposed ADWG limits for PFAS affecting Tarcutta (Bore 5) and West Wagga (Bore 4) where detected PFAS is below current limits but above proposed limits.


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

Action Code	Action	Performance Measure	Progress	Comments
2.1.5.1	Deliver the adopted fleet replacement program	Replacement vehicles ordered		

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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Action Code	Action	Performance Measure	Progress	Comments
2.1.5.2	Continue programmed development of Hammond Ave site in line with site master plans	Development completed as programmed		Consultant engaged to undertake Master planning project including: literature review; consultation with stakeholders; options study and preparation of 25 year Master plan. Project initiation meeting completed. Information provided to consultant including project charters and business cases; as constructed information for existing assets.
2.1.5.3	Undertake programmed construction at The Rock depot	Completion of Construction Stage 1		Modified DA approved. Construction Certificate for Stage 2 submitted to Lockhart Shire Council

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

Action Code	Action	Performance Measure	Progress	Comments
2.1.6.1	Commence implementation of actions identified in the Drought Management Plan	Possible actions identified and prioritised		To be reported Qtr 4

2.2: Enhance and integrate our asset management system

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


Action Code	Action	Performance Measure	Progress	Comments
2.2.1.1	Embed new asset management practices	New practices adopted		

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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2.2.2: Develop condition ratings for all asset classes in the central asset management system

Action Code	Action	Performance Measure	Progress	Comments
2.2.2.1	Input criticality ratings for above ground infrastructure assets	Condition ratings updated		




2.2.6: Develop and input asset maintenance schedules for major assets

Action Code	Action	Performance Measure	Progress	Comments
2.2.6.1	Develop and implement preventative maintenance programs across major assets	Preventative maintenance programs developed and undertaken		

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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2.3: Deliver business value through digitisation with a focus on accessible and accurate information, integrated and secure services that promote agile operations

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


Action Code	Action	Performance Measure	Progress	Comments
2.3.1.1	Develop a data strategy and data management framework	Data strategy aligns with established data management principles and supports business goals		<p>Will not be achieved by due date as the review and redevelopment of Riverina Waters Digital Strategy was required to be completed first.</p> <p>Digital Strategy is broader and encompasses the use of digital technologies to improve business processes, enhance customer experiences, and drive innovation. It includes aspects like digital processes, online presence, and the integration of digital tools and platforms.</p> <p>Data Strategy focuses on how an organization manages, governs, and utilises its data. It involves data governance, data quality, data analytics, and ensuring that data is used effectively to support business goals</p>
2.3.1.2	Review Business Intelligence and analytics approach and capability	Demonstrable business improvement in data-drive decision making		To be reported Qtr 4
2.3.1.3	Commence data digital remote water meter reading trial	Evaluation of data used to determine further development		To be reported Qtr 4

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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2.3.3: Strengthen mechanisms to capture staff ideas and implement innovative or transformative business solutions


Action Code	Action	Performance Measure	Progress	Comments
2.3.3.1	Commence conceptualisation of innovation at Riverina Water	Concepts for supporting organisational innovation are presented to Manex with a preferred way forward determined		To be reported Qtr 4

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


Action Code	Action	Performance Measure	Progress	Comments
2.3.4.1	Develop, publish and educate users on how to use ICT service requests portal	Adoption of ICT service catalogue, improved delivery of services, usage of the ICT Self Service Portal shows increases month to month		Now complete. Discussions have been conducted to expand the service desk services and increase user licences to take advantage of the tool, jira and self-service portal and automation and reporting to other parts of the corporate services team.

2.4: Adopt emerging technology that increases our efficiency


2.4.1: Implement our Net Zero policy

Action Code	Action	Performance Measure	Progress	Comments
2.4.1.1	Review Net Zero policy and roadmap	Workshop held with new Board		see comments in previous section. A workshop with Baord is still likely to be held prior to June 2025.

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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Action Code	Action	Performance Measure	Progress	Comments
2.4.1.2	Investigate grant funding opportunities to support appointment of a project officer	Funding opportunities investigated		An initial meeting with a company that works with Water Utility's is scheduled for February 2025. This program requires internal staff resources to proceed (which currently don't exist). On a related matter, work continues in relation to the construction of the solar farm on Koorringal Road (which is a significant element of the adopted Net Zero Road Map)


2.4.2: Invest in research and development

Action Code	Action	Performance Measure	Progress	Comments
2.4.2.1	Design micro grid control systems for solar plant project that meets project objectives	Design completed and internally reviewed		SEL engaged for design. SEL finalising PSCAD model for final submission to Essential Energy and compiling the Functional Description Specification for review.


Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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2.5: Improve strategic planning and accountability



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

Action Code	Action	Performance Measure	Progress	Comments
2.5.1.1	Implement the findings of the organisational reporting review	Development of an integrated reporting guide		End of Term Report completed and presented to Dec 2024 Board meeting. Regulatory Assurance request for information from DPE being compiled during January. Calendar drafted for plans and review dates. Still work to be done in developing reports out of Flow (requires up to 12 months worth of data) and enhancing engineering reports. Integrated planning and reporting guide in early phase of development.

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

Action Code	Action	Performance Measure	Progress	Comments
2.5.2.1	Implement action plan and ensure ongoing compliance with Risk & Audit Guidelines	ARIC operates within the Risk & Audit Guidelines		New internal auditor appointed and review of strategic workplan and annual workplan completed, Commencing second internal audit. Alignment with Risk & Audit Guidelines achieved. EOI for new Chair to be conducted and appointment due by 1 July 2025.




Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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Action Code	Action	Performance Measure	Progress	Comments
2.5.2.2	Develop processes to ensure relevant registers are created, maintained and reviewed regularly	Registers available and current		Land register and contracts register now allocated to officers for ongoing monitoring and updating. Gift Register updated as required. Investigations occurring into how best to consolidate declarations of interest into a register.
2.5.2.3	Finalise internal IT policy development and review	All IT policies developed and up to date		There are 25 ICT policies in the framework of policies to be approved and reviewed. 14 have been approved and have been published. This leaves 11 policies that have yet to be reviewed by Manex. The cadence of review is once every 3 weeks. (Manex meeting) Some policies have 3 documents. It is expected that the remaining policies will be approved by August 2025.



2.5.3: Continue to mature enterprise risk management, culture and frameworks to ensure compliance and business continuity

Action Code	Action	Performance Measure	Progress	Comments
2.5.3.1	Implement action plan resulting from organisational risk management review	Action plan communicated to staff		Action Plan developed. Team Risk reviews - every 6 months. Prioritisation of risks.

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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Action Code	Action	Performance Measure	Progress	Comments
		Risk assessment considered for all business areas and projects		<p>Monthly risk register review by Risk and Insurance Officer - sorted by high, medium or low (as per schedule).</p> <p>Risk Assessments - on the increase. Actions to be entered into Pulse and reported.</p> <p>Action Plan supported by training schedule. - Risk Induction. Schedule training sessions - Risk Assessments,</p> <p>Action Plan also underpinned by establishment of Risk Steering Committee - Terms of Reference to be developed.</p> <p>Reports to be generated and provided to Manex, ARIC and Board as required.</p> <p>Risk Communication Strategy to be developed and this Action Plan to form part of this Communication.</p>
2.5.3.2	Continue development and roll out of mobile device management	Demonstrated increase in the security posture of mobile devices		Microsoft Intune has been utilised to manage the computer and mobile fleet to great effect. Intune is a cloud-based service that provides comprehensive device management and security controls for both computers and mobile devices.
2.5.3.3	Improve security access for all Riverina Water IT systems	Solutions investigated and implemented		This is a program of works. Mostly centred on E8 mitigations. Progress is being made in this area. Accelerated progress is expected once the IT Server/Network specialist role has been fully embedded.

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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Action Code	Action	Performance Measure	Progress	Comments
2.5.3.4	Develop and implement metrics relating to risk management for internal reporting	Reports on risk metrics to Manex		Risk and Insurance Planning Day scheduled for 30th January. Proposed metrics to be discussed and agreed and used moving forward. Quarterly reports will be provided to Manex on the agreed metrics.
2.5.3.5	Ensure effective preparedness for business interruption via effective development, management and testing of business continuity plans	BCP plan and subplans tested and updated		Focus for 2025. Await Emergency Management Audit recommendations (expected by April 2025) These to be incorporated into revised BCP documents. Suite of sub plans to be developed. Site/ system continuity plans to also be considered. 1 scenario to be tested in 25/26 following revisions.



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

Action Code	Action	Performance Measure	Progress	Comments
2.6.1.1	Ensure budgets are monitored and managed through regular budget reviews with managers	12 management meetings are undertaken for the year		Monthly budget meetings held with managers.
2.6.1.2	Undertake process and governance review, aligning Finance & Sourcing operations to best practice	One operational process/function reviewed each quarter		Protracted transition to the new finance system has impacted on our ability to resource further process and governance review, however incremental improvements have been achieved in areas of purchasing practices and financial management oversight. This remains an ongoing piece of work and will continue to be prioritised for the remainder of the year.

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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2.6.2: Ensure sufficient funds are available for long term organisational requirements

Action Code	Action	Performance Measure	Progress	Comments
2.6.2.1	Undertake annual long term financial planning review	Long term financial plan is updated		Reporting due quarter 4
2.6.2.2	Enhance strategic cashflow management and cash investment in line with the Investment policy to ensure returns are maximised	Average returns exceed the relevant benchmark (AusBond Bank Bill index)		Reinvestment decisions are being informed by typical business cycle cashflows with a focus on extending the weighted average duration of the total portfolio (within policy limits). Over the past year this has successfully been extended from 190 days (6 months) to 222 days (7 months), by targeting higher yielding deposits with tenors between 1 to 2 years. Continuation of this approach should see a gradual transition of weighted average duration towards of 1-2 years, as recommended by the Investment Advisor, designed to access higher interest rates on the term deposit yield curve compared to shorter tenors. This provides some income protection against a lower rate environment. In addition, we are in the early stages of leveraging new functionality in the finance system to improve cashflow requirement forecasting to reduce liquidity risk in short term investment decisions. Investment returns continue to exceed the AusBond Bank Bill Index.

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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2.7: Improve our operations to future proof our business

2.7.1: Investigate sustainable and ethical procurement practices

Action Code	Action	Performance Measure	Progress	Comments
2.7.1.1	Commence review of Riverina Water's compliance with sustainable and ethical procurement practices	Forward action plan developed		Reporting due Qtr 4 4


Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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2.7.2: Adopt circular economy practices in the planning and delivery of assets, products and services

Action Code	Action	Performance Measure	Progress	Comments
2.7.2.1	Commence engagement with NSW government regarding the SAP at Bomen	Discussions held with State government		Riveirna Water is a member of a Working Group for the Bomen SAP Circular Economy project. Two staff attend meetings on a regular basis. Riverina Water's involvement is limited at this early stage, hwoever it is important that we "have a seat at the table" on this important emerging matter.

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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2.7.4: Protect and restore sites to eliminate and prevent degradation


Action Code	Action	Performance Measure	Progress	Comments
2.7.4.1	Implement river and creek banks stabilisation program in line with design report	Planned stages completed		Consultants engaged - for Preparation of Tender Package, Review of Environmental Factors (REF) Management & Co-ordination, Tender Evaluation. - to undertake REF including - Review of Technical information, relevant datasets, previous reports and scientific literature, - environmental flora and fauna assessments - aboriginal due diligence heritage assessment and a historical archaeological assessment - statutory consultation Site visits completed for assessments.

2.8: Collaborate and share our knowledge with other organisations

2.8.2: Create opportunities for Riverina Water to collaborate with other industry experts

Action Code	Action	Performance Measure	Progress	Comments
2.8.2.1	Maintain professional memberships and contribute to forums as appropriate	Membership and forum contribution		Riverina Water has renewed its corporate membership of Local Government Professionals (NSW)

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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Action Code	Action	Performance Measure	Progress	Comments
		Membership and forum contribution		with 11 staff as members. These staff attend specific purpose conferences and events designed for local government practitioners. The DCS represents Riverina Water at events conducted by Infor and Riverina Water has joined the Infor User Working Group. The Manager Operations is an elected member of the Executive Committee of the NSW Water Directorate. Cr Driscoll attends meetings of the MDA and the annual conference.



Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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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



Action Code	Action	Performance Measure	Progress	Comments
3.1.1.1	Further expand Riverina Water's education program, investigating and delivering new resources to meet the needs of schools and community groups.	Education program is implemented - four schools utilise materials		Work ongoing in this area to develop education materials that are relevant to Riverina Water and its community.
3.1.1.2	Facilitate tours and or incursions to Riverina Water facilities	One tour or incursion delivered		One incursion with University of the Third Age has taken place. Tour process has been formalised, including risk management and safety. Three school tour enquiries have been received, two of which did not fit the criteria and third did not wish to proceed

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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3.1.2: Strengthen opportunities to collaborate with constituent councils, JOs and industry





Action Code	Action	Performance Measure	Progress	Comments
3.1.2.1	Chair and CEO to meet with four constituent councils in February 2025	Meeting held		Arrangements are to be put in place for this to occur during March 2025.

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

Action Code	Action	Performance Measure	Progress	Comments
3.1.3.1	Continue program of installing Tap2Go refill stations in constituent councils	Tap2Go refill stations are installed s per constituent council requests		Requests from Wagga City Council and Lockhart Shire for their allocated stations lodged, stations installed or works scheduled. Greater Hume and Federation councils have not yet advised of their plans for their refill stations.
3.1.3.2	Continue program of installing temporary Tap2Go stations at eligible events and opportunities	Temporary Tap2Go stations are provided at least 4 events		Tap2Go station used at two events so far in 2024/25. Applications for up to 4 additional events currently being processed for second half of the financial year. New application form and criteria rolled out in October to improve process.

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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3.1.4: Investigate and implement ways we can invest in our community to achieve desired outcomes

Action Code	Action	Performance Measure	Progress	Comments
3.1.4.1	Investigate and begin development of a water efficiency program	Initiatives developed for delivery in 2025-26		Work on this initiative is planned for the second half of the financial year.
3.1.4.2	Deliver agreed community grants program	100% of community grants are awarded		Enriching Grants Program for 24/25 awarded at the December Board meeting with 13 recipients sharing \$88,000. Federation Council to nominate a Section 355 committee project to receive its remaining \$12,000 with deadline of 30 June or funds forfeited. Review of the program with new Board underway with workshop set down for March 2025.
3.1.4.3	Continue to enrich our community via endorsed community partnerships	100% of donation and sponsorship budget is expended		\$45,257 has so far been awarded to 16 recipients. Ongoing partnership with South Wagga Rotary for Nepal taking place in the second half of 2024/25.
3.1.4.4	Continue to enrich our community via the delivery of donations and sponsorships	100% of donation and sponsorship budget is expended		As at December 2024, \$45,257 had been awarded to 16 recipients


Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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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


Action Code	Action	Performance Measure	Progress	Comments
3.2.1.1	Develop and implement the next stage of the brand awareness campaign	Brand awareness campaign successfully rolled out		Work on this project scheduled for second half of 2024/25,

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

Action Code	Action	Performance Measure	Progress	Comments
3.2.2.1	Develop a Disability Action Plan	DIAP is endorsed by Board		Currently at market to engage a third party to assist with the development of our first DIAP and associated actions.

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 Riverina Water's commitment to strengthening our relationship with our First Nations community

Action Code	Action	Performance Measure	Progress	Comments
3.3.1.1	Implement Reconciliation Action Plan	Majority of RAP initiatives completed		RAP adopted at August Board meeting, initial actions completed. Remaining actions in 2024/25 planned out and scheduled.


Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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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

Action Code	Action	Performance Measure	Progress	Comments
3.4.1.1	Conduct annual customer survey	Annual customer survey is undertaken and results reported to June Board meeting		To be reported Qtr 4
3.4.1.2	Develop customer metrics, capture data and regularly monitor analytics to continuously improve our customer experience	One new metric report is created		Ongoing measurement of Section 603 implemented, new metric regarding overall debt management created.

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

Action Code	Action	Performance Measure	Progress	Comments
3.4.2.1	Continue implementation of customer and billing modules in FLOW in line with project plan	Project plan milestones are completed on time		Customer Portal undergoing internal pilot.


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

Action Code	Action	Performance Measure	Progress	Comments
3.4.3.1	Undertake annual pricing review	New pricing structure is adopted for following year		To be reported Qtr 4


Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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3.5: Understand and prepare to serve our customers of the future

3.5.1: Collaborate with constituent councils to support supply area growth

Action Code	Action	Performance Measure	Progress	Comments
3.5.1.1	Participate in strategic planning sessions with member councils	Staff attend strategic and other planning meetings with member councils		Senior management have held meetings with their counterparts at Greater Hume Council and Wagga Wagga City Council during the last six months. These discussions are informing future strategic planning and in particular, capital upgrade works at Walla Walla, Collingullie and the Southern and Northern Growth Areas in Wagga.

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

Action Code	Action	Performance Measure	Progress	Comments
3.5.2.1	Participate in community of practice groups with industry and government stakeholders to understand emerging trends in customer experience	Attend four community of practice meetings and/or attend one customer experience conference		Two community of practice meetings attended

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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3.6: Share our knowledge and expertise to make a positive change in our global community

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

Action Code	Action	Performance Measure	Progress	Comments
3.6.1.1	Continue relationship with DFAT in Vietnam and Nepal and involvement in WaterAid	Renewed membership of WaterAid and reports to the Board	✓	The partnership with the Australian Water Association and the Vietnamese Government concluded in late 2024 with a close out report prepared. The relationship with South Wagga Rotary is ongoing, although no staff have expressed interest in travelling to Nepal in 2025. Riverina Water has renewed its membership with WaterAid in 2024/25 with a contribution of \$10,000 in July 2024

Requires attention	Won't be delivered this year	Completed (tick)	On track	Not yet due
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R9 Board member disclosures of interest

Organisational Area Corporate Services

Author Wendy Reichelt, Governance & Corporate Planning Officer

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

RECOMMENDATION that Council:

- a) note the disclosures of interest declarations for board members as tabled at the meeting; and
- b) note that these disclosures will be available on Riverina Water’s website with personal information redacted where applicable.

Report

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

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

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

The disclosures will be physically tabled at the Board meeting.

Strategic Alignment

Our Business

Improve strategic planning and accountability

Financial Implications

Not applicable.

Workforce 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.

R10 Lost Time Injury Statistics July 2024 - February 2025

Organisational Area Chief Executive Officer

Author Gabrielle Calverley, WHS Coordinator

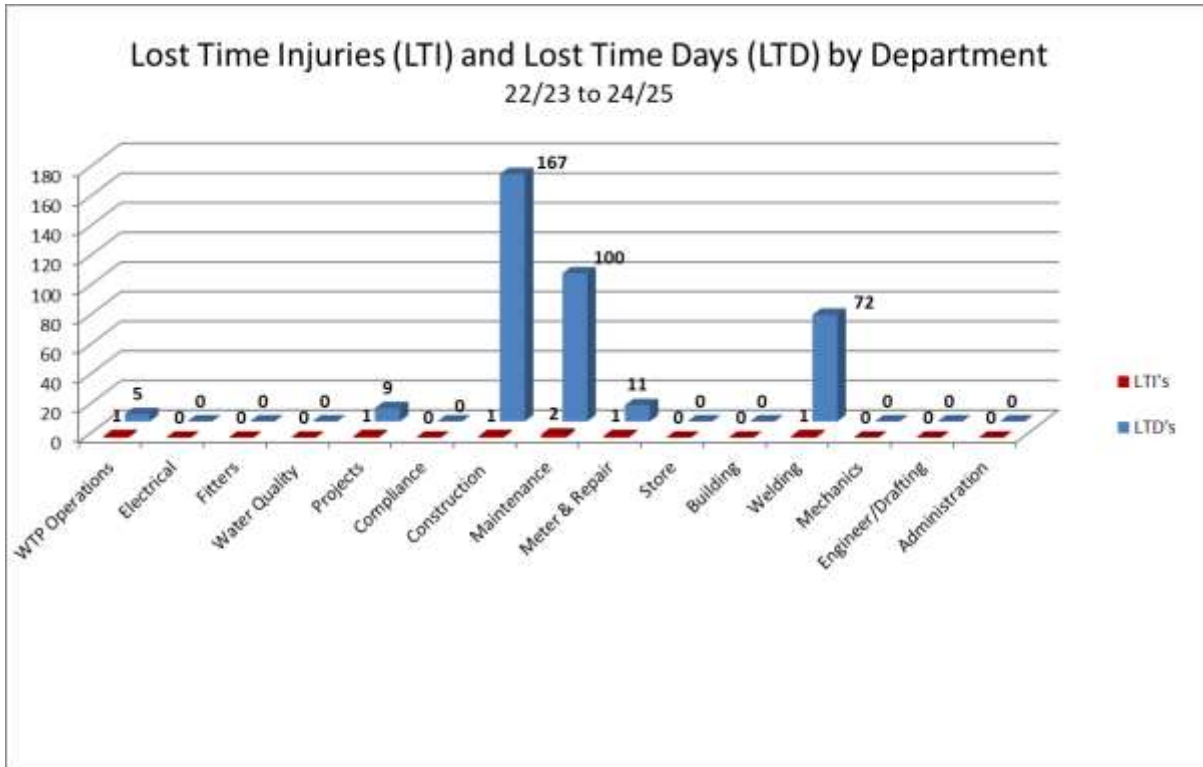
Summary This report presents information on Lost Time Injury statistics for the July 2024 to February 2025 period of the 2024/2025 financial year.

RECOMMENDATION that the Board receive and note the statistics report for Lost Time Injuries (LTIs) for the period July 2024 to February 2025, noting that the data is accurate as at 14th February 2025.

Report

WHS Statistics	22/23	23/24	24/25
Workers Compensation Claims lodged	10	7	6
Premium Impacting Workers Compensation Claims	5	2	0
Workers Compensation Claims currently open	2	2	4
Lost Time Days (LTD's)	273	91	0

Open Claims – Premium Impacting		
Date of Injury	Claim Status	Lost Time Injury (Days off work)
6/05/2024	OPEN	9
13/11/2023	OPEN	82
25/05/2023	OPEN	72
16/10/2022	OPEN	167
Open Claims Total LTIs		330



Strategic Alignment

Our People

Build upon our strong history of safety and wellbeing

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.

Workforce Implications

Nil

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.

R11 Update on growth areas - Collingullie, Walla Walla and the Southern Growth Area

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary To provide the Board an update on Riverina Water activities to address growth and expansion in several supply areas.

RECOMMENDATION that the Board:

- a) Note the report
- b) Acknowledge the ongoing planning to progress future growth and development in Collingullie, Walla Walla and Southern Growth Area (SGA)

Report

Riverina Water is currently in the final stages of updating its 30yr growth model and subsequent infrastructure required across its four constituent councils. The updated modelling is intended to capture key growth and development information that was not included in our integrated water cycle management plan in 2021, including Collingullie, Walla Walla and the SGA.

Collingullie

Collingullie is a village approximately 25 kilometres east of Wagga Wagga, along the Sturt Highway. Its water supply system currently consists of a duty and standby bore located in the flood plain of Murrumbidgee River (north of Beavers Creek). Wagga Wagga City Council is proposing an expansion of up to 150 additional lots in Collingullie as per Figure 1. This will create new water demand from the existing groundwater supply, which is beyond the existing source works and network capacity.



Figure 1 - Collingullie expansion area

As part of preparing options to supply additional growth in Collingullie, Riverina Water has engaged NSW Public Works (PW) for a feasibility study and options analysis for the Collingullie water supply, with 25% funding through DCCEEW grant program. This will include investigations for augmentation of source works (i.e. additional raw water supply and/or treated water from the Southern Trunk main), reservoir storage capacity and trunk and reticulation water mains.

The current Collingullie feasibility and options project is due for completion by the end of December 2025, with status involving engagement of a hydrogeological assessment. Groundwater assessment within the project, is currently being reviewed by the DCCEEW Groundwater team.

Walla Walla

Walla Walla's water supply is supplied from Southern Trunk Main that originates from Wagga Wagga. Supply is predominantly from West Wagga Aeration Plant and the seasonally operated Gardiner's Crossing Aeration Plant during summer.

Riverina Water is currently assessing the servicing request for a proposed residential development on the southern edge of Walla Walla. Riverina Water can supply stage 1 of the development which includes a small number of properties fronting Commercial St from existing infrastructure. However, servicing additional lots within the proposed development require further detailed analysis and design to determine the servicing strategy for the overall development.

Riverina Water met with both Kotzur development and Greater Hume Council to reflect updated growth figures in the current 30-year hydraulic modelling being undertaken. Additionally, Riverina Water engaged an external consultant who have completed a high-level feasibility study and options assessment to service the development and forecast growth.

The next steps include scoping a request for quote to produce a concept design from the preferred option outlined in the feasibility study and options assessment. Capital budget has

also been included in Riverina Water's 2025/26 capital works budget for detailed design and planning costs for land acquisition and/or further system design.

Southern Growth Area (SGA)

Wagga Wagga City Council (WWCC) have sought confirmation from Riverina Water in providing water to Zone 1 (approx. 2900 lots) of the SGA as the subdivision of this land occurs, along with a realistic timeframe to meet the likely demand based on each developer releasing 1 stage per year.

Riverina Water has provided WWCC in-principle support of the planning proposal to amend the WWCCLEP 2010 to allow the land rezoning and permit residential development of the subject land. Based on hydraulic analysis, Riverina Water can supply the demand associated with the yield for Year 1 (approx. 420 lots). This would be supplied from existing infrastructure at the corner of Gregadoo Rd and Plumpton Rd. New water mains would be required from this intersection to the subject site.

Whilst we don't yet have the detailed list of infrastructure requirements from the model to supply additional demand, preliminary discussions and results indicate the scale of new infrastructure requirements will be significant. This will likely include additional trunk mains from the treatment plant, a new reservoir, a new pump station, and all associated water mains.

Based on a likely/potential scope of work and infrastructure requirements, Riverina Water estimates that additional capacity to service beyond Year 1 of the SGA growth would be available in approx. 3-5 years from confirmation of the planning approval. This is an indicative timeframe only and will be refined once the infrastructure requirements are known and prioritised within existing capital works programs. Infrastructure delivery will be dependent on scope, planning requirements such as land acquisition, design and construction. Budget has been allowed for in Riverina Water 2025/26 capital works program for design works and additional planning requirements such as land acquisition.

Strategic Alignment

Our Business

Improve strategic planning and accountability

Financial Implications

Financial implications will be dependent on outcomes of our 30-year hydraulic modelling, infrastructure requirements and prioritising in addition to the existing capital works program.

Workforce Implications

Strategic workforce planning will need to reflect additional infrastructure requirements.

Risk Considerations

Service Delivery	
Accept	Where a minor disruption will be outweighed by long-term benefits, Riverina Water will accept risks that could adversely impact delivery of services or effective management of assets, infrastructure or projects for short periods.

R12 Donation towards Sindhuli Nepal Project - partnering with South Wagga Wagga Rotary

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary Riverina Water has been approached by the South Wagga Rotary Club (SWRC) to participate in their 2025 support program to Nepal

RECOMMENDATION that the Board:

- a) Note the report;
- b) Acknowledge the ongoing partnership with South Wagga Rotary Club (SWRC) and the mutual benefits with our employee leadership program participating in suitable overseas aid projects;
- c) Support the 2025 donation to help fund new power tools required as part of the Nepal project.

Report

Since 2018, Riverina Water has collaborated with SWRC on aid initiatives in Sindhuli and Banepa, Nepal. The partnership has been focused on SWRC projects that involved the supply of clean drinking water and the provision of technical guidance when partnering with Kamalamai Municipal Council. This aligns with our engagement in WaterAid, where WaterAid Nepal was a partner in our inaugural project alongside Kamalamai Municipal Council.

Staff participation in these projects has been significant, offering opportunities for community service and fostering teamwork, leadership, and initiative. Their positive feedback and willingness to share experiences contribute to community engagement and organisational development.

For the 2025 support program to Nepal, we've had no staff volunteer for the program. For this project it requires 14 days of annual leave. They also provide their own spending money, some meals, and transfers within Australia.

Rotary Australia World Community Services (through South Wagga Rotary) coordinate the program, have asked for Riverina Water to alternatively support the program through a donation for power tools which are required for the Nepal project team and works. The cost to send staff to support the program is typically around \$2,800 per participant, therefore this cost can be accommodated within the existing donations/sponsorship budget.

The support for the program to date has provided Riverina Water and its staff a fantastic opportunity to give back to those less fortunate and provides an ongoing partnership in the program.

Strategic Alignment

Our Community

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

Financial Implications

The \$1,000 donation to Rotary Australia World Community Services (through South Wagga Rotary) will help fund power tools which are required for the Nepal project team and works. This cost can be accommodated within the existing donations/sponsorship budget.

Workforce Implications

N/A

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.

R13 Works Report covering December 2024

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters during December 2024.

RECOMMENDATION that the Works Report covering December 2024 be received and noted.

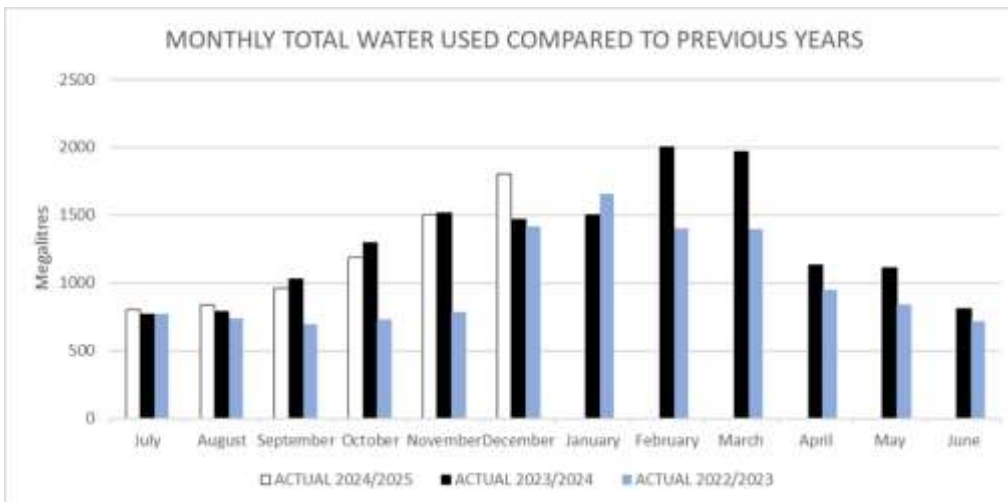
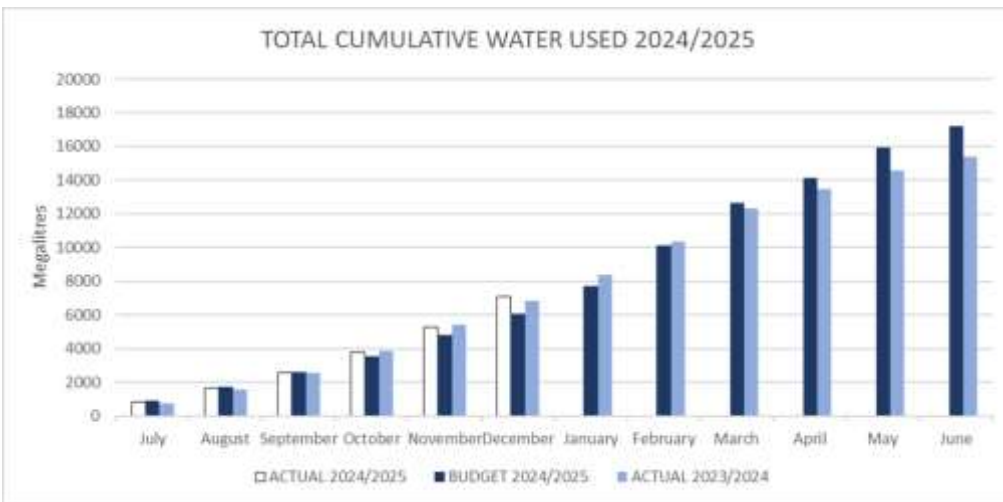
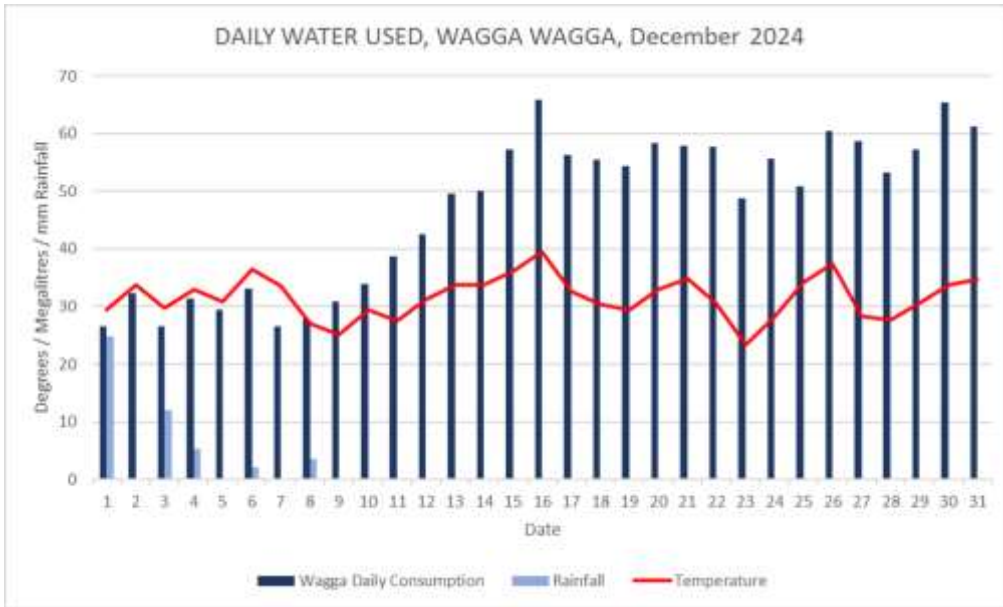
Report

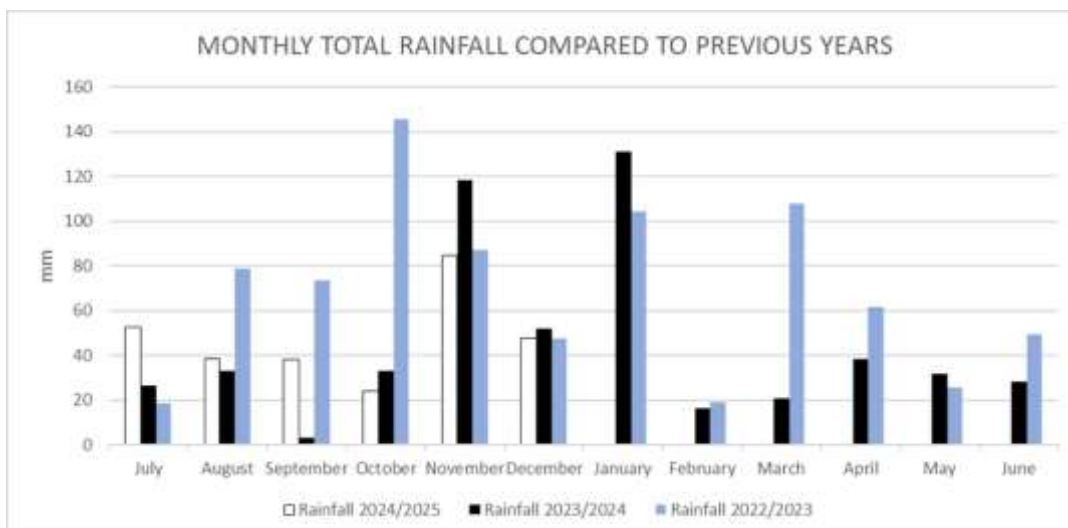
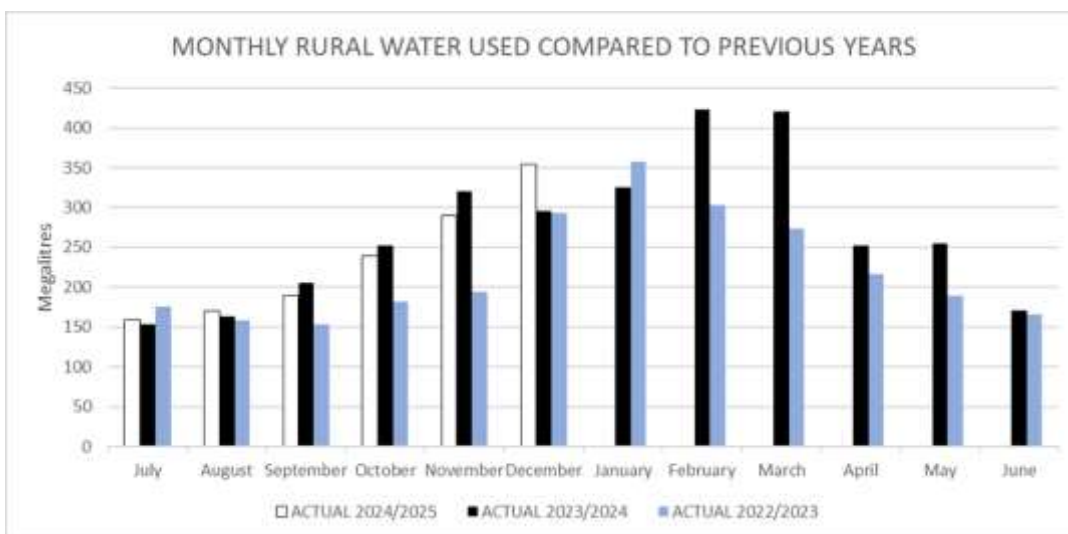
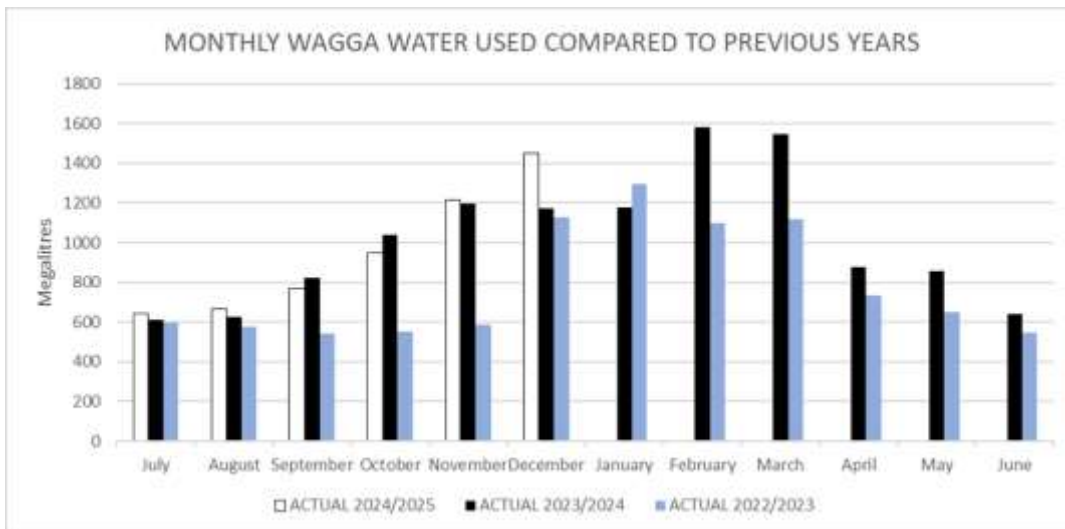
This report provides an overview of water usage, connections, maintenance and water quality matters from the 1 – 31 December 2024.

Water Sourced and Used

WATER SOURCED - Megalitres [ML]		December		
		2022	2023	2024
Rainfall [mm]		47.4	52.0	48.0
Wet Days		7	10	5
Surface Water Sources				
Murrumbidgee Regulated River Water	Sub-Total	559.5	629.8	943.8
Wagga Wagga - Murrumbidgee River		552.3	620.7	938.7
Morundah - Yanco Creek		0.84	1.05	1.11
Urana - Colombo Creek		6.4	8.0	4.0
Groundwater Sources				
	Sub-Total	911.2	871.2	934.3
Wagga Wagga Alluvial Groundwater				
East Wagga Wagga		216.3	290.0	278.8
West Wagga Wagga		335.0	190.8	186.1
North Wagga Wagga		255.0	278.3	319.8
Oura		3.9	3.8	5.9
Mid Murrumbidgee Zone 3 Alluvial Groundwater				
Collingullie		6.9	7.5	8.3
Bulgary		42.1	49.7	70.5
Billabong Creek Alluvial Groundwater				
Walla Walla (near Culcairn)		8.8	16.4	18.8
Ralvona		27.1	21.4	28.8
Walbundrie		3.1	4.6	4.4
Gundagai Alluvial Groundwater (Tarcutta)				
		6.9	4.8	6.0
Lachlan Fold Belt MDB Groundwater				
Woomargama		1.2	1.0	1.8
Humula		0.5	0.5	0.6
Goldenfields Water (bulk supply)				
		4.44	2.57	4.60
Surface and Groundwater - TOTAL		1,470.7	1,501.0	1,878.1

WATER SUPPLIED - Megalitres [ML]			December			
			2022	2023	2024	
Greater Wagga Wagga	Wagga Wagga System	Sub-Total	920.6	929.3	1,197.1	
	Wagga Low Level		166.3	189.0	164.1	
	Wagga High Level		637.2	640.3	821.2	
	Bellevue/Glenoak Level		103.2	92.3	139.7	
	Ladysmith		13.9	7.7	9.8	
	Gregadoo				62.3	
	North Wagga System	Sub-Total	261.9	289.6	323.4	
	North Wagga/Bomen		74.5	93.7	76.4	
	East Bomen		29.2	23.9	25.8	
	Estella		115.8	133.0	162.1	
	Rural - Brucedale		24.4	21.6	29.8	
	Rural - The Gap/Tooyal				17.5	
	Rural - Currawarna/Cottee		18.0	17.4	11.8	
	GREATER WAGGA WAGGA - TOTAL			1,182.5	1,218.9	1,520.5
	Rural	Southern Trunk System	Sub-Total	140.2	153.3	171.6
(Southern Trunk- Rural Connections)					57.4	
San Isadore					13.3	
Kapooka					13.3	
Uranquinty					24.3	
The Rock					12.4	
Mangoplah					2.7	
Yerong Creek					3.1	
Pleasant Hills					10.8	
Milbrulong					0.4	
Henty					19.1	
Morven					6.0	
Walla Walla					8.9	
Transferred to Western Trunk					0.0	
Western Trunk System		Sub-Total	48.5	51.2	71.0	
(Western Trunk - Rural Connections)					45.5	
Lockhart					8.1	
Boree Creek					3.0	
Urana					7.5	
Oaklands					6.9	
Transferred from Southern Trunk					0.0	
Independent Villages		Sub-Total	48.2	43.9	56.8	
Collingullie			6.7	7.1	7.8	
Humula			0.5	0.5	0.6	
Morundah			0.8	1.0	1.1	
Oura		3.9	3.8	6.6		
Woomargama		1.2	1.0	1.8		
Tarcutta		4.9	4.7	5.7		
Holbrook		27.2	21.4	28.9		
Walbundrie-Rand		3.1	4.6	4.4		
RURAL - TOTAL			236.8	248.4	299.4	
GREATER WAGGA WAGGA & RURAL - TOTAL			1,419.3	1,467.3	1,819.9	





Repairs, Meters, Locations and Complaints

Suburb	HYDMAINT	WATERTASTE	WATERODOUR	LOCATE	DISCONNECT	WATERDIRTY	PRESSURE	METERCOCKFAIL	WATERLEAK	METERLEAK	Grand Total
Suburb Not Recorded						1		2	15	3	21
ASHMONT	1				3	1		1	2	6	14
BOURKELANDS								2	2		4
BRUCEDALE							1		4	1	6
EAST WAGGA WAGGA				3						1	4
ESTELLA							1		1	2	4
FOREST HILL								1		1	2
GLENFIELD PARK						5	3	1	2	10	21
GOBBAGOMBALIN							1				1
GUMLY GUMLY									1		1
HENTY TO HOLBROOK									1	1	2
HOLBROOK							1	1		1	3
KOORINGAL				1				2	4	5	12
LADYSMITH								1			1
LAKE ALBERT								2	4	5	11
LLOYD		1				2		1		3	7
MOUNT AUSTIN						1		1	2	8	12
NORTH WAGGA WAGGA			2			1			1	3	7
TARCUTTA							1		1		2
TATTON							1			1	2
TOLLAND					4					5	9
TURVEY PARK							1		5	1	7
URANQUINTY						1			1	2	4
WAGGA TO THE ROCK							2				2
WAGGA WAGGA						3		3	7	16	29
WALLA WALLA									1		1
CULCAIRN									1		1
THE ROCK							2			1	3
OURA							1				1
URANA									1		1
URANGELINE									1		1
URANGELINE EAST									1		1
Grand Total	1	1	2	4	7	15	15	18	58	76	197

New Connections

Count of #	Activity	Suburb	Resp.	CONSGANGS	MAINT	NEWSERVICE	RURALGANG	WORKS	Grand Total
	MTRINST	BOOROOMA				4			4
		CJRRARWARNA				1			1
		EAST WAGGA WAGGA		1		1			2
		FOREST HILL			2	2			4
		GOBBAGOMBALIN			1	5			6
		GUMLY GUMLY				1			1
		LAKE ALBERT				2		4	6
		LOCKHART					1		1
		TATTON				4			4
		WAGGA WAGGA		1	1	1			3
	Grand Total			2	4	21	1	4	32

Water System Repairs

Activity	Days (Date)	Suburb	Problem	AssetType	Count of #
MAINRPR	02-Dec	URANGELINE	JOINTLEAK	Water Main	1
		WAGGA WAGGA	EXCESSWEAR	Water Main	1
		WALLA WALLA	ROUNDSPLIT	Water Main	1
	05-Dec	EAST WAGGA WAGGA	ROUNDSPLIT	Water Main	1
	06-Dec	BOREE CREEK TO URANA	ROUNDSPLIT	Water Main	1
		THE ROCK	JOINTLEAK	Water Main	1
	07-Dec	BOREE CREEK TO URANA	LONGSPLIT	Water Main	1
		URANGELINE	ROUNDSPLIT	Water Main	1
	08-Dec	LOCKHART	LONGSPLIT	Water Main	1
	10-Dec	URANGELINE EAST	ROUNDSPLIT	Water Main	1
	11-Dec	HOLBROOK	LONGSPLIT	Water Main	1
	12-Dec	ESTELLA	MECHDAMAGE	Water Main	1
		WAGGA TO THE ROCK	LONGSPLIT	Water Main	1
	14-Dec	MOUNT AUSTIN	GROUNDMOVE	Water Main	1
	15-Dec	LAKE ALBERT	LONGSPLIT	Water Main	1
	16-Dec	LOCKHART TO THE ROCK	JOINTLEAK	Water Main	1
		MOUNT AUSTIN	GROUNDMOVE	Water Main	1
		URANA	ROUNDSPLIT	Water Main	1
	17-Dec	WAGGA WAGGA	GROUNDMOVE	Water Main	1
	18-Dec	HOLBROOK		Water Main	1
	19-Dec	PLEASANT HILLS	ROUNDSPLIT	Water Main	1
		URANGELINE	ROUNDSPLIT	Water Main	1
		URANGELINE EAST	ROUNDSPLIT	Water Main	1
		WAGGA WAGGA	LONGSPLIT	Water Main	1
	20-Dec	COLLINGULLIE		Water Main	1
	21-Dec	TURVEY PARK	GROUNDMOVE	Water Main	1
	23-Dec	TOLLAND	JOINTLEAK	Water Main	1
	24-Dec	BOURKELANDS	GROUNDMOVE	Water Main	1
		LOCKHART TO THE ROCK	ROUNDSPLIT	Water Main	1
		URANA	ROUNDSPLIT	Water Main	1
		URANGELINE	ROUNDSPLIT	Water Main	1
	25-Dec	TURVEY PARK	LONGSPLIT	Water Main	1
	27-Dec	CURRAWARNA	LONGSPLIT	Water Main	1
	30-Dec	BRUCEDALE	JOINTLEAK	Water Main	1
		URANA	LONGSPLIT	Water Main	1
Grand Total					35

Water Quality Complaints

Types	Days (Call Date)	Suburb	Action Taken	Count of SR#
WATERTASTE	03-Dec	LLOYD	Tested water at front tap Taste ok ,Smelt fine, Free Chlorine 1.05, Total Chlorine 1.12, Turbdity 0.39NTU ,ph 7.59 mg/L within ADWG, Customer notified.	1
WATERODOUR	09-Dec	NORTH WAGGA WAGGA	Flushed meter	1
		NORTH WAGGA WAGGA	Plenty of chlorine and turbidity was good, but there are black particles - don't look organic, and they don't sink quickly. Thinking maybe rubber. One of her meter's is also leaking so I've let her know we'll forward maintenance to have a look.	1
WATERDIRTY	09-Dec	NORTH WAGGA WAGGA	Flushed until clear	1
	12-Dec	GLENFIELD PARK	Flushed main	1
		WAGGA WAGGA	Flushed service	1
	13-Dec	GLENFIELD PARK	Flushed Watermain	1
		GLENFIELD PARK	(blank)	1
		LLOYD	Flushed meter	1
		URANQUINTY	Flushed water main	1
	15-Dec	ASHMONT	Flushed service	1
		GLENFIELD PARK	Flush main	1
	16-Dec	MOUNT AUSTIN	Flushed meter	1
	17-Dec	WAGGA WAGGA	Flushed meter	1
	19-Dec	GLENFIELD PARK	Flushed service	1
		WAGGA WAGGA	Flushed meter	1
	30-Dec	LLOYD	Flushed service	1
	31-Dec	WAGGA WAGGA	Flush mains and services	1
Grand Total				18

New water mains laid

Summary	WO#	Asset Type	Width	Type	Sum of Meters
Boree to Morundah Pipeline	1819	Water Main	150	DICL	376
				OPVC	484
			200	OPVC	305
Dunns Rd trunk sub division	1843	Water Main	100	OPVC	948
			150	OPVC	204
			200	DICL	1080
Lloyd West Trunk	1839	Water Main	300	DICL	709
Lake Albert Manor	1835	Water Main	100	DICL	12
49 Vincent Rd	1820	Water Main	100	OPVC	192
West Wagga bores 1 & 2 to treatment plant.	3225	Water Main	375	DICL	9
			450	DICL	39
23 Best St Uranquinty	1844	Water Main	100	OPVC	36
Lane To Bore from Sturt Highway to Collingullie	3245	Water Main	100	OPVC	18
Lake Albert Manors subdivision - stage 2	2168	Water Main	100	DICL	242
				OPVC	244
			150	OPVC	190
Grand Total					5088

Major Repairs / Overhauls

Facility	Work done
Wagga Wagga WTP	Dosing pump and skid maintenance completed.
Oura WTP	High Lift Pump Upgrade.
Humula Golf Club WTP	Water quality instrumentation installation.
Humula Wells WTP	Raw Water Pipework Upgrade
Humula Wells WTP	Electrical and Control System Upgrades

Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	215
Estella Farrer Road	52
Forest Hill Elizabeth Avenue	21
Glenfield Red Hill Road	135
Henty Olympic Way	35
Holbrook Millswood Road	76
Lake Albert Plumpton Road	104
Lockhart Napier Road	25
Pleasant Hills Manson Street	4
Ralvona	11
The Rock	38
Urana Federation Way	31
Walla Walla Short St	6
Yerong Creek Finlayson Street	71

Fleet Disposals

Vehicle No	Description	Vehicle Type	Make & Model	Year	KMs	Method	Price (ex GST)
316	Isuzu FXR1000	Tipper Truck	Isuzu FXR1000	2013	314253	Auction	\$77k
335	Trailer	Plant Trailer	Sureweld	2014	n/a	Auction	\$1750

N/A	Brake Press		Kleen 60T	Circa 1980	N/a	Auction	\$9000
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Fleet Acquisitions

Vehicle No	Tenders received	Accepted Tenderer	Vehicle type	Make/Model	Price ex GST
494	LGP Contract		Hatchback	Subaru Crosstrek	\$32227.27
497	LGP Contract		Utility	Isuzu Dmax	\$50060.91
502	LGP Contract		Utility	Ford Ranger	\$44090.00
503			Wagon	Isuzu MUX	\$55248.29
506	LGP Contract		Utility	Isuzu Dmax	\$54409.00
509			Wagon	Toyota Landcruiser Prado	\$71394.48

Strategic Alignment

Our Business

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

Financial Implications

Nil

Workforce Implications

N/A

Risk Considerations

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

R14 Works Report covering January 2025

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters during January 2025.

RECOMMENDATION that the Works Report covering January 2025 be received and noted.

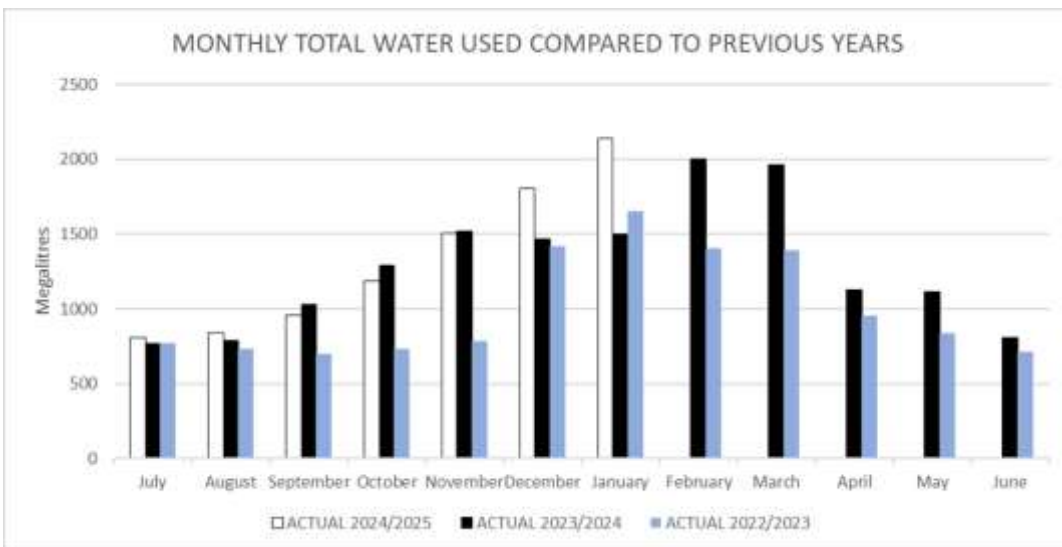
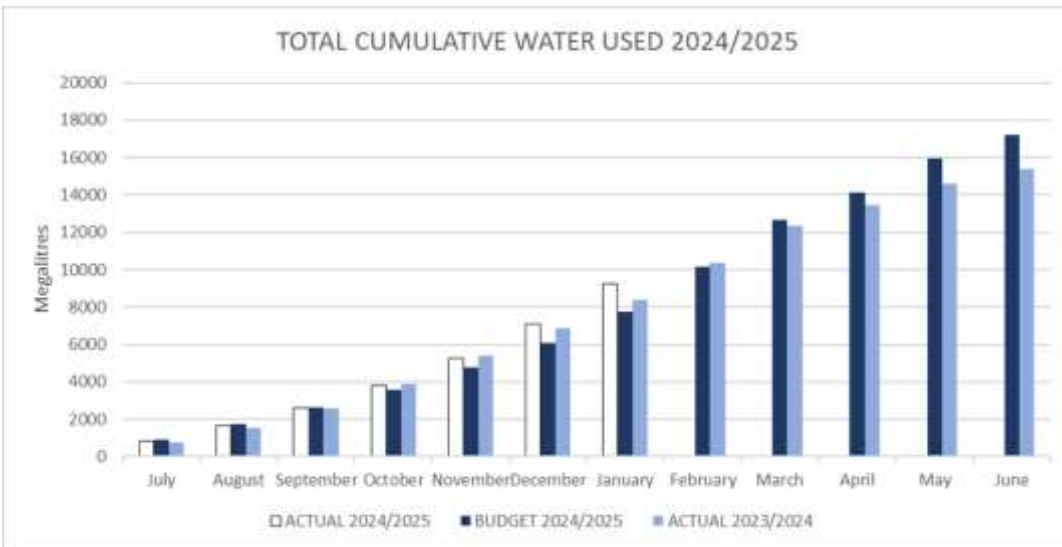
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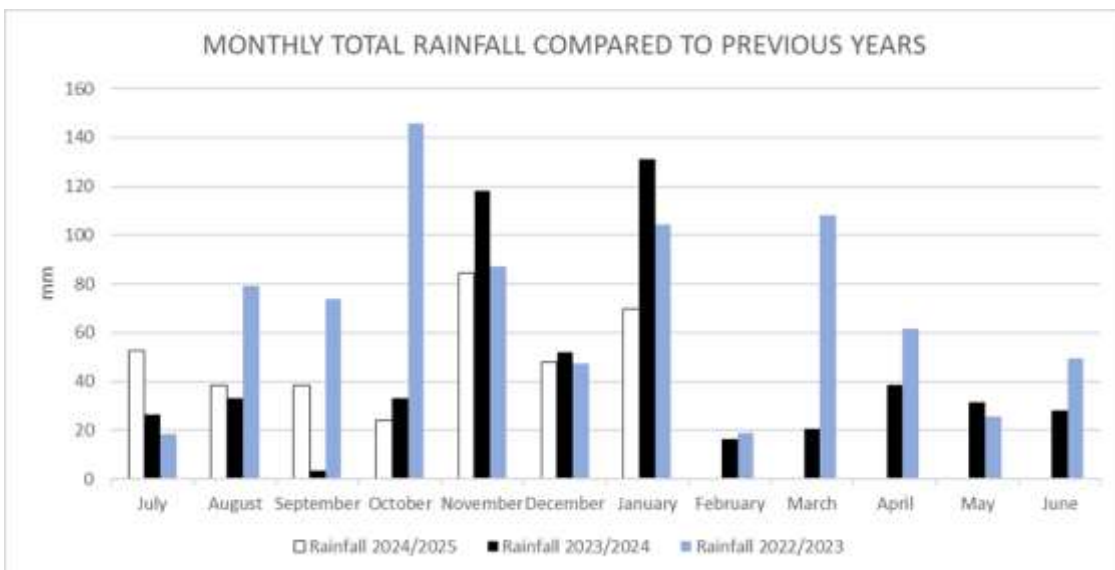
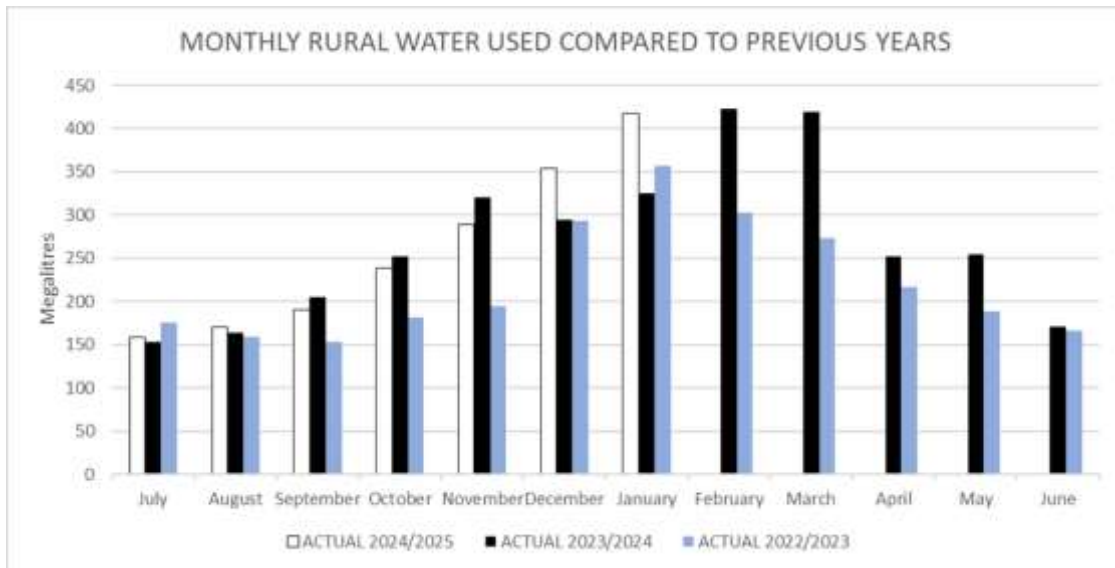
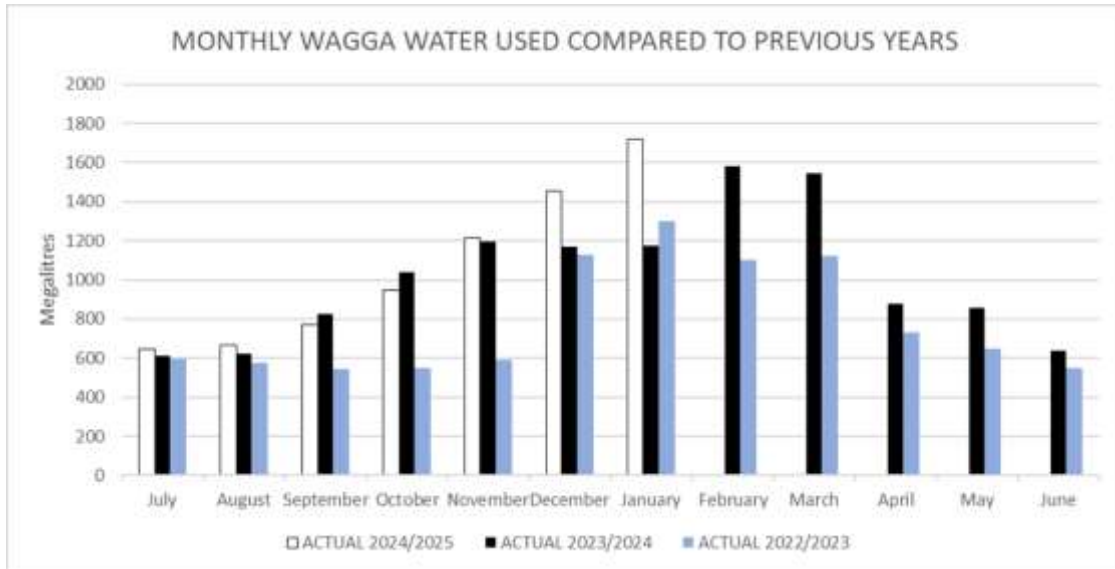
This report provides an overview of water usage, connections, maintenance and water quality matters from the 1 – 31 January 2025.

Water Sourced and Used

WATER SOURCED - Megalitres [ML]		January		
		2023	2024	2025
Rainfall [mm]		104.4	131.2	69.8
Wet Days		12	11	8
Surface Water Sources				
Murrumbidgee Regulated River Water	Sub-Total	738.4	663.3	1,252.2
Wagga Wagga - Murrumbidgee River		736.2	662.3	1,244.0
Morundah - Yanco Creek		1.07	0.99	1.49
Urana - Colombo Creek		1.1	0.0	6.6
Groundwater Sources				
	Sub-Total	981.6	841.1	971.2
Wagga Wagga Alluvial Groundwater				
East Wagga Wagga		232.0	232.4	141.9
West Wagga Wagga		307.3	211.1	280.3
North Wagga Wagga		300.5	276.6	354.4
Oura		6.2	5.5	7.7
Mid Murrumbidgee Zone 3 Alluvial Groundwater				
Collingullie		8.3	6.7	13.2
Bulgary		47.1	51.5	83.2
Billabong Creek Alluvial Groundwater				
Walla Walla (near Culcairn)		28.6	19.0	32.3
Ralvona		30.6	23.6	37.0
Walbundrie		5.5	4.5	5.2
Gundagai Alluvial Groundwater (Tarcutta)				
		8.3	4.6	7.3
Lachlan Fold Belt MDB Groundwater				
Woomargama		1.5	1.5	2.1
Humula		0.6	0.7	0.9
Goldenfields Water (bulk supply)				
		5.36	3.65	5.73
Surface and Groundwater - TOTAL		1,719.9	1,504.4	2,223.3

WATER SUPPLIED - Megalitres [ML]			January		
			2023	2024	2025
Greater Wagga Wagga	Wagga Wagga System	Sub-Total	1,066.1	943.2	1,416.0
	Wagga Low Level		184.7	189.0	190.0
	Wagga High Level		742.4	629.3	970.2
	Bellevue/Glenoak Level		130.2	116.4	167.9
	Ladysmith		8.8	8.5	11.9
	Gregadoo				75.9
	North Wagga System	Sub-Total	300.4	295.5	382.7
	North Wagga/Bomen		51.1	80.9	95.0
	East Bomen		28.8	26.1	27.4
	Estella		160.6	135.3	194.7
	Rural - Bruceedale		36.2	29.7	35.5
	Rural - The Gap/Tooyal				17.1
	Rural - Currawarna/Cottee		23.8	23.6	12.9
	GREATER WAGGA WAGGA - TOTAL			1,366.6	1,238.7
Rural	Southern Trunk System	Sub-Total	181.3	162.7	211.2
	(Southern Trunk- Rural Connections)				75.5
	San Isadore				14.7
	Kapooka				18.7
	Uranquinty				25.2
	The Rock				15.0
	Mangoplah				3.3
	Yerong Creek				3.4
	Pleasant Hills				14.5
	Milbrulong				0.6
	Henty				22.7
	Morven				7.3
	Walla Walla				12.5
	Transferred to Western Trunk				-2.2
	Western Trunk System	Sub-Total	48.6	53.2	92.3
	(Western Trunk - Rural Connections)				36.4
	Lockhart				29.7
	Boree Creek				3.3
	Urana				11.2
	Oaklands				9.6
	Transferred from Southern Trunk				2.2
	Independent Villages	Sub-Total	58.5	47.9	74.9
	Collingullie		8.0	6.7	12.2
Humula		0.6	0.7	0.9	
Morundah		1.1	0.9	1.4	
Oura		6.2	5.5	8.1	
Woomargama		1.5	1.5	2.1	
Tarcutta		5.1	4.5	7.1	
Holbrook		30.7	23.8	37.2	
Walbundrie-Rand		5.5	4.5	5.9	
RURAL - TOTAL			288.5	263.7	378.5
GREATER WAGGA WAGGA & RURAL - TOTAL			1,655.0	1,502.4	2,177.1





Repairs, Meters, Locations and Complaints

Suburb	WATERHAMMER	WATERODOUR	WATERTASTE	LOCATE	HYDMAINT	WATERDIRTY	METERCOCKFAIL	PRESSURE	WATERLEAK	METERLEAK	Grand Total
Suburb Not Recorded						1	1		16		18
ASHMONT					3		2		1	9	15
BOOROOMA				1					2		3
BOURKELANDS			3					1		1	5
BRUCEDALE						1		8	2	1	12
COLLINGULLIE								2	1		3
CURRAWARNA								1			1
EAST WAGGA WAGGA							1		1	4	6
ESTELLA								1		1	2
FOREST HILL				1		1			1	3	6
GLENFIELD PARK						1	1		2	6	10
GOBBAGOMBALIN						1			4	1	6
GUMLY GUMLY										2	2
HENTY						1				2	3
HOLBROOK								2	3	6	11
KOORINGAL								2	2	9	13
LADYSMITH									3	2	5
LAKE ALBERT	1	1			1				3	8	14
LLOYD		1						1	1	7	10
LOCKHART									1	2	3
MOUNT AUSTIN							3	1	1	18	23
NORTH WAGGA WAGGA									3	3	6
PLEASANT HILLS								1	1		2
SAN ISIDORE					1		2				3
SPRINGVALE									1		1
TARCUTTA										2	2
TATTON								2	2		4
TOLLAND		1				1	1		6	3	12
TURVEY PARK					1	1	1		2	5	10
URANQUINTY				1				2			3
WAGGA TO THE ROCK								2			2
WAGGA WAGGA				1	4	3	4	8	8	13	41
MANGOPLAH								1			1
THE ROCK						1		2	2		5
BOREE CREEK TO URANA								2			2
WALBUNDRIE TO RAND									1		1
BIDGEEMIA								1			1
HUMULA									1		1
OAKLANDS								2		1	3
WALBUNDRIE										1	1
DOWNSIDE							1				1
Grand Total	1	3	3	4	10	12	17	42	71	110	273

New Connections

Count of #	Resp.				Grand Total	
Activity	Suburb	CONSGANGS	NEWSERVICE	RURALGANG	WORKS	Grand Total
MTRINST	EAST WAGGA WAGGA	2			21	23
	FOREST HILL		1			1
	GOBBAGOMBALIN		8			8
	GUMLY GUMLY	1				1
	HENTY				2	2
	LAKE ALBERT		4			4
	LOCKHART			1		1
	WAGGA WAGGA		1			1
Grand Total		3	14	1	23	41

Water System Repairs

Activity	Days (Date)	Suburb	Problem	AssetType	Count of #
MAINRPR	01-Jan	TURVEY PARK	GROUNDMOVE	Water Main	1
	02-Jan	HUMULA	GROUNDMOVE	Water Main	1
	03-Jan	GOBBAGOMBALIN	JOINTLEAK	Water Main	1
		URANGELINE	ROUNDSPLIT	Water Main	1
		URANGELINE EAST	LONGSPLIT	Water Main	1
	06-Jan	TARCUTTA	JOINTLEAK	Water Main	1
	07-Jan	COLLINGULIE	ROUNDSPLIT	Water Main	1
	08-Jan	URANGELINE EAST	ROUNDSPLIT	Water Main	1
	09-Jan	LAKE ALBERT	LONGSPLIT	Water Main	1
	10-Jan	BIDGEEMIA	JOINTLEAK	Water Main	1
		HENTY TO CULCAIRN		Water Main	1
		LAKE ALBERT	LONGSPLIT	Water Main	1
		WAGGA WAGGA		Water Main	1
	11-Jan	SAN ISIDORE	LONGSPLIT	Water Main	1
		LOCKHART TO BOREE CREEK	ROUNDSPLIT	Water Main	1
	13-Jan	WALBUNDRIE TO RAND	ROUNDSPLIT	Water Main	1
	16-Jan	DOWNSIDE	GROUNDMOVE	Water Main	1
	19-Jan	WAGGA WAGGA	GROUNDMOVE	Water Main	1
			TREERROOTS	Water Main	1
	20-Jan	BRUCEDALE	JOINTLEAK	Water Main	1
		LAKE ALBERT	GROUNDMOVE	Water Main	1
		PLEASANT HILLS	ROUNDSPLIT	Water Main	1
	21-Jan	GLENFIELD PARK	GROUNDMOVE	Water Main	1
		PLEASANT HILLS	ROUNDSPLIT	Water Main	1
	22-Jan	FOREST HILL	GROUNDMOVE	Water Main	1
	23-Jan	HOLBROOK	LONGSPLIT	Water Main	1
	24-Jan	HOLBROOK	JOINTLEAK	Water Main	1
		SAN ISIDORE	GROUNDMOVE	Water Main	1
	28-Jan	GLENFIELD PARK	LONGSPLIT	Water Main	1
		LADYSMITH	GROUNDMOVE	Water Main	1
	29-Jan	LAKE ALBERT	GROUNDMOVE	Water Main	1
		THE ROCK	ROUNDSPLIT	Water Main	1
	30-Jan	THE ROCK	JOINTLEAK	Water Main	1
	31-Jan	TURVEY PARK		Water Main	1
		WAGGA WAGGA	GROUNDMOVE	Water Main	1
Grand Total					35

Water Quality Complaints

Types	Days (Call Date)	Suburb	Action Taken	Count of SR#
WATERTASTE	09-Jan	BOURKELANDS	Sampled water at the customer's meter and tested calcium hardness (25mg/L) and total hardness (40mg/L). Called customer and discussed, also advised our average hardness for the supply over the last 2 years. Could not advise on filtration options, referred to plumber/specialist store. Water meets ADWG.	1
	30-Jan	BOURKELANDS	Water tested at meter tap. Appearance, taste, and odour OK. 0.51 NTU, 7.21 pH, 0.87 free Cl2, 1.15 total Cl2. Took sample back to lab to rule out main metals which may cause taste, 0.01 mg/L iron, 0.00 mg/L manganese. Water meets ADWG, called Susan and left a voicemail - advised supply water is OK, recommended flushing at rear tap to clear anything which may have passed through and contact a plumber if problem persists.	1
WATERODOUR	20-Jan	LAKE ALBERT	Water checked at meter tap, meets ADWG and no odour detected. pH 7.11, turbidity 1.34 NTU, free Cl2 0.90, total Cl2 1.28, appearance, taste and odour OK.	1
	21-Jan	LLOYD	Tested water at the meter tap, meets ADWG. No odour detected, appearance/taste fine. Free Cl2 0.97, total Cl2 1.19, pH 6.97, turbidity 0.70 NTU. Notified Mina and recommended flushing at rear tap and checking tap strainers.	1
	22-Jan	TOLLAND	Tested water at the meter. Appearance/odour/taste fine, pH 7.19, Free Cl2 1.55mg/L, Total Cl2 1.77mg/L, 0.30 NTU. Meets ADWG. Spoke to Julian at the house, he said the odour went away yesterday after he called. Advised supply water is fine currently, call again if the issue returns.	1
WATERDIRTY	02-Jan	GOBBAGOMBALIN	Flushed service	1
	10-Jan	GLENFIELD PARK	Flushed meter	1
		WAGGA WAGGA	Flushed hydrant	1
	14-Jan	HENTY	Flushed water main	1
	15-Jan	FOREST HILL	Flushed water meter	1
	18-Jan		Flushed meter	1
		BRUCEDALE	Flushed water meter	1
	20-Jan	TOLLAND	Took meter off and flushed. Water seemed to be clear	1
		WAGGA WAGGA	Flushed at meter	1
		WAGGA WAGGA	Flushed meter. Completed rewasher. Replaced meter	1
	29-Jan	THE ROCK	Flushed service	1
	31-Jan	TURVEY PARK	Took meter off and gave it a good flush. Put water into a bucket and seemed pretty clear.	1
Grand Total				17

New water mains laid – New and Replacement

Summary	WO#	Asset Type	Width	Type	Sum of Meters
Boree to Morundah Pipeline	1819	Water Main	150	OPVC	1650
Cummins Rd San Isadore	1899	Water Main	25	OPVC	90
			32	OPVC	260
Harris Rd Stage 5	1832	Water Main	100	DICL	40
Main replacement in Cassidy Pde to Norman St	4641	Water Main	100	DICL	114
29 Gibson St	1848	Water Main	100	OPVC	48
Upgrades of existing 100mm infrastructure to accommodate new table drain by LSC	4447	Water Main	100	DICL	90
				OPVC	36
92 Kaloona Dr Bourkelands	1846	Water Main	20	DICL	75
100mm Fire Service off 100mm DICL on southern side fo Gurwood St	4331	Water Meter	100	OPVC	6
Grand Total					2409

Major Repairs / Overhauls

Facility	Work done
Oura WTP	Telemetry and radio comms upgrade
Wagga Wagga WTP	High lift pump periodic maintenance
Bulgary WTP	Silica dosing pump maintenance and repairs
Collingullie WTP	Manganese Filter Repairs

Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	94
Estella Farrer Road	86
Forest Hill Elizabeth Avenue	183
Glenfield Red Hill Road	198
Henty Olympic Way	42
Holbrook Millswood Road	81
Lake Albert Plumpton Road	17
Lockhart Napier Road	36
Pleasant Hills Manson Street	58
Ralvona	5
The Rock	38
Urana Federation Way	131
Woomargama Murray St	1
Walla Walla Short St	23
Yerong Creek Finlayson Street	15

Fleet Disposals

Vehicle No	Description	Vehicle Type	Make & Model	Year	KMs	Method	Price (ex GST)
454		Wagon	Isuzu MUX	2022	102516	Auction	\$32,500
423		Wagon	Mitsubishi Outlander	2020	107785	Auction	\$20,000

424		Utility	Ford Ranger	2020	131342	Auction	\$32,500
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Fleet Acquisitions

Vehicle No	Tenders received	Accepted Tenderer	Vehicle type	Make/Model	Price ex GST
508			Wagon	Isuzu MUX	\$50,248
510			Utility	Isuzu Dmax	\$53,186
511			Wagon	Isuzu MUX	\$51,838

Strategic Alignment

Our Business

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

Financial Implications

Nil

Workforce Implications

N/A

Risk Considerations

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

R15 Office of Local Government Model Code of Meeting Practice Submission to Consultation Paper

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary The Office of Local Government (OLG) have released a Consultation Draft on “a new model code of meeting practice” and are seeking feedback on the proposed changes. A draft submission responding to the Consultation Draft has been prepared and is attached to this report.

RECOMMENDATION that the Board note the Consultation Draft prepared by the NSW Office of Local Government regarding a new model code of meeting practice and endorse the contents of the submission attached to this report (and as amended during the meeting)

Report

Board members will recall that a Discussion Paper on board member conduct and meeting practices was released in September 2024. Riverina Water made a submission to that Paper.

The Minister for Local Government and the OLG considered the feedback and have now released the Consultation Draft – which is also attached to this report. The Consultation Draft and the accompanying draft “model code of meeting practice for local councils in NSW” contain significant changes to the current model code of meeting practice.

This report does not go into the detail of the proposed changes as the attached submission does so.

Board members are encouraged to read the Consultation Draft and the draft submission and provide feedback to the CEO prior to, or during the Board meeting on the 27 February.

Submissions regarding the Consultation Draft are due Friday 28 February 2025.

- › **R15.1** **DRAFT New Model Code of Meeting Practice - Consultation** [↓](#) 
- › **R15.2** **Riverina Water Submission on Draft New Code of Meeting Practice** [↓](#) 

Strategic Alignment

Our Business

Create an engaging, positive, collaborative and innovative workplace culture

Financial Implications

There are no financial implications associated with this report.

Workforce Implications

There are no workforce implications associated with this report

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.



A new model code of meeting practice

Consultation draft



Acknowledgement of Country

The Department of Planning, Housing and Infrastructure acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

Published by NSW Department of Planning, Housing and Infrastructure

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Minister's foreword

Council meetings are where a council's most important decisions are made. They are where councillors, as democratically elected representatives, set the future direction of their council. For these reasons, it is important that meetings are effective, allow for robust, respectful debate and result in actionable outcomes for New South Wales communities.

Unfortunately, there has been a shift in the culture in local government. Debate in council meetings has been stifled by code of conduct complaints that aim to silence councillors from expressing contrary views. Rather than productively disagreeing, there have been too many cases where councillors have resorted to disorderly conduct, distracting from the critical work that is done in council meetings. By making changes to the Model Code of Meeting Practice for Local Councils in NSW, I hope to set a new balance between mayors, councillors and general managers and restore dignity to the council chamber.

Under the *Local Government Act 1993*, mayors are responsible for presiding at meetings of the council. Under the proposed changes outlined in this paper and the consultation draft of the new Model Meeting Code, they will have greater powers to control the agenda and activities of their council and better enforce order in meetings. Mayors will have the power to take immediate action against disorderly councillors or members of the public in meetings, which I hope will lessen the need for councils to resort to the broken code of conduct process. By further providing that mayors be granted respect, by standing when they enter, councils can begin to build a culture where it is the accepted duty of the mayor to run a dignified and democratic council chamber.

The changes will also reinforce the boundaries between councillors and general managers by depoliticising the role they play in council meetings. General managers will no longer need to provide advice on motions requiring the expenditure of funds. Disputes over the future direction of a council and the spending of ratepayer money should rightfully occur between elected councillors.



The Hon. Ron Hoenig MP
Minister for Local Government

The most important of the reforms is to end private councillor briefing sessions. While well-intentioned as a means of educating councillors on matters before council, these sessions have had a corrosive effect on the transparency of council decision making. Communities are entitled to know the deliberations of their councillors and the nature of the advice given to assist them in making responsible decisions. These changes will ensure that all material given to a councillor to make a decision in a council meeting is provided in a public fashion.

Local government is the legitimate third tier of Government in New South Wales. Through these reforms, I aim to uplift the standards at council meetings so that they should, as best as possible, resemble the forthright and effective debate that occurs at the State and Federal levels. It is the duty of all councils to work together to provide outcomes that lead to better lives for the communities they are elected to serve. These outcomes are decided within the confines of the council chambers. It is critical that councillors can make these informed decisions in an environment that supports democracy, transparency and where elected representatives are given the respect they deserve.

Introduction

The Office of Local Government (OLG) is inviting feedback from the local government sector and others on proposed amendments to the Model Code of Meeting Practice for Local Councils in NSW (Model Meeting Code).

A consultation draft of the new Model Meeting Code has been published on OLG's website at www.olg.nsw.gov.au. The proposed amendments to the Model Meeting Code are indicated in track changes.

The amendments are part of the Government's agenda to ensure that councillors are visibly in control of their councils, demonstrating to the community that decision making is genuinely local.

The reform of the codes and procedures governing how councillors gather, debate and make decisions was flagged by the Minister for Local Government as part of the discussion paper issued in September, "[Councillor conduct and meeting practice: a new framework](#)".

The proposed amendments to the Model Meeting Code are the first tranche of reforms to the regulation of meetings. The second tranche will be legislated in 2025 as part of the measures implemented to reform the regulation of councillor conduct and will have a particular focus on behaviour at meetings.

Information on how to make a submission together with targeted questions is provided at the end of this paper.

The feedback OLG receives will be used to inform the amendments that are ultimately made to the Model Meeting Code.

It is anticipated that the new Model Meeting Code will be prescribed in early 2025.

What is the Model Meeting Code?

The Model Meeting Code is prescribed under the *Local Government Act 1993* (the Act) and the Local Government (General) Regulation 2021 (the Regulation).

Section 360 of the Act provides that:

- The regulations may prescribe a model code of meeting practice for the conduct of meetings of councils and committees of councils of which all the members are councillors.
- The Model Meeting Code may contain both mandatory and non-mandatory provisions.
- A council must, not later than 12 months after an ordinary election of councillors, adopt a code of meeting practice that incorporates the mandatory provisions of the model meeting code prescribed by the regulations. The adopted code may also incorporate the non-mandatory provisions and other provisions.
- A meeting code adopted or amended by the council must not contain provisions that are inconsistent with the mandatory provisions.
- A council and a committee of the council of which all the members are councillors must conduct its meetings in accordance with the code of meeting practice adopted by it.

The current version of the Model Meeting Code was prescribed in 2021.

What policy objectives inform the proposed amendments?

The proposed amendments to the Model Meeting Code have been foreshadowed in the discussion paper OLG issued in September, "[Councillor conduct and meeting practice: a new framework](#)" (the September discussion paper).

A council chamber is a chamber of democracy, and the mayor as figurehead represents the authority of that council.

A key focus of the Government's reform agenda for the regulation of council meetings, is to promote community confidence in councils' decision making by ensuring that the forum in which decisions are made is conducted in a way that is befitting to a democratic institution comprising of elected representatives.

As observed in the September discussion paper, council meetings can be conducted without the appropriate level of dignity or reverence that suggests the importance of the debate and the need for civility. Councillors are not expected to agree with each other. In fact, debate is encouraged, but the debate should be fair and respectful.

The September discussion paper proposed the following reforms to the way council meetings are conducted:

- Conferring power on mayors to expel councillors for acts of disorder and to remove a councillor's entitlement to receive a fee for the month in which they have been expelled from a meeting.
- Requiring councillors to apologise for an act of disorder at the meeting at which it occurs and, if they fail to comply at that meeting, at each subsequent meeting until they comply. Each failure to apologise becomes an act of misbehaviour and may see the councillor lose their entitlement to receive their fee for a further month.
- Expanding the grounds for mayors to expel members of the public from the chamber for acts of disorder and enable the issuing of a penalty infringement notice where members of the public refuse to leave a meeting after being expelled.
- Promoting transparency and addressing corruption risks by banning councillor briefing sessions. The community has the right to understand the mode of reasoning behind council decisions without material being provided to councillors by council staff behind closed doors.

The proposed amendments to the Model Meeting Code give effect to many of these reforms and expand upon them. They are designed to deliver the following outcomes:

- promoting transparency, integrity and public participation
- promoting the dignity of the council chamber
- depoliticising the role of the general manager
- simplifying the Model Meeting Code.

The amendments to the Model Meeting Code will be given legal force through an update to the reference to the code in the Regulation. These amendments will also prescribe the restrictions on briefing sessions.

What changes are being proposed?

A brief overview of the proposed changes is provided below. This is not a complete or detailed summary of the proposed changes.

Councils and others should review the accompanying draft Model Meeting Code for a more complete and detailed view of the proposed changes. These are made in track changes in the document.

Promoting transparency, integrity and public participation

The proposed amendments will promote greater transparency and public participation by:

- Removing pre-meeting councillor briefings. It is the Government's expectation that any material provided to councillors, other than the mayor, that will affect or impact or be considered by councillors in their deliberations or decisions made on behalf of the community must be provided to them in either a committee meeting or council meeting. The restriction on briefing sessions will be prescribed in the Regulation.
- Requiring information considered at closed meetings to be made public after it ceases to be confidential, as recommended by ICAC. The general manager will, after consulting with the council, be required to publish business papers for items considered in closed meetings on the council's website after the information in them ceases to be confidential.
- Requiring recordings of meetings to be published on council websites for longer. Recordings must be published on council websites for the balance of the council term, or, in the case of an election year, for at least 12 months.
- Providing that councils must not make final planning decisions without a staff report containing an assessment and recommendation, as recommended by ICAC.
- Requiring councils to give reasons where they make a decision on a planning matter that departs from the staff recommendation, as recommended by ICAC.

Promoting the dignity of the council chamber

The proposed amendments will promote the dignity of the council chamber by:

- Enhancing the authority of the mayor. The mayor will be permitted to call extraordinary meetings without a request and the restrictions on mayoral minutes will be removed.
- Requiring councillors to stand when a councillor addresses the meeting, or when the mayor enters the chamber, as well as by mandating modes of address at meetings.
- Removing the option for councils to reduce the duration of speeches, to ensure all councillors may have their say on important community issues.
- Making clear to the community that decisions are made in council meetings and not in other forums that the community can't access, like briefing sessions.
- Refining the definitions of disorder to remove phrases that could be weaponised to impede debate.
- Providing as a default that councillors are to attend meetings in person. Councillors will only be permitted to attend meetings by audio visual link where they are prevented from attending a meeting in person because of ill health or another medical reason or unforeseen caring responsibilities. Councillors will not be permitted to participate in meetings at which a mayoral election is being held by audio visual link. To facilitate this, the rules governing attendance at meetings by audio visual link will be mandated.
- Restricting the circumstances in which the council may withhold a leave of absence. Where a councillor gives an apology from attending a meeting, the council will be deemed to have accepted the apology and granted a leave of absence from the meeting unless the council resolves otherwise and gives reasons for its decision.
- Removing the option for staff to attend meetings by audio visual link.
- Strengthening the deterrence against disorder by codifying the common law position that allows councillors to be expelled from successive meetings where they fail to apologise for an act of disorder at an earlier meeting.

Depoliticising the role of the general manager

The proposed amendments will depoliticise the role of the general manager by:

- Removing the requirement for general managers to prepare reports for notices of motion. General managers will no longer be required to prepare reports on notices of motions with financial implications or to identify sources of funding where a notice of motion proposes expenditure that has not been budgeted for. These will be matters for the council to determine.
- Providing that the mayor, not the general manager has discretion on whether council staff should respond to questions with notice. It will be open to the mayor to rule a question with notice out of order at the meeting if it breaches the disorder provisions of the council's code of meeting practice.
- Conferring responsibility on the council to determine staff attendance at meetings. Because councillors are best placed to determine what support they require from staff at meetings, it will be a matter for the council to determine which staff attend meetings.

Simplifying the Model Meeting Code

The proposed amendments will simplify the Model Meeting Code by:

- Streamlining the code by removing unnecessary provisions.
- Removing the non-mandatory rules governing public forums. Councils will be free to determine their own rules for public forums.
- Simplifying the rules governing public representations to the council on the closure of meetings to the public.
- Simplifying the rules for dealing with urgent business without notice at meetings.
- Simplifying the rules of debate by removing the provisions allowing motions to be foreshadowed.
- Mandating some current non-mandatory provisions including those allowing meetings to be cancelled or held by audio visual link in the event of natural disasters and public health emergencies and those governing councillors' attendance at meetings by audio visual link.

Restricting councils from holding briefing sessions

Proposed amendments to the Regulation will restrict councils from holding briefing sessions. The amendments will establish the appropriate ways councillors are to make decisions and receive information based on the following principles:

- Decision making by councillors must be through a resolution adopted at a council or committee meeting.
- Information is to be provided to councillors through clear and established channels:
 - information may be provided to councillors by staff in response to a request for information or action made through the councillor request system,
 - general information to assist councillors' understanding of sector wide issues (e.g. legislative changes), should be received from the general manager (and other external sources),
 - training materials to meet learning and development requirements come through established training programs,
 - information to enable councillors to understand the function, service delivery standards, strengths, weaknesses, threats and opportunities of council operations should be provided in periodic workshop format (e.g. an annual strategic planning workshop), and
 - information requiring a specific decision or resolution of council is to be provided by the general manager as a part of a report prepared for the business papers of a council or committee meeting.
- The distribution of information in a meeting or format that is not consistent with the above pathways (e.g. through briefing sessions), is not permitted.
- The mayor will not be subject to these restrictions and may receive information in order to undertake their functions under the Act.

What are the next steps?

After reviewing submissions received on the consultation draft of the Model Meeting Code, the Minister's approval will be sought for the prescription of the new Model Meeting Code. If approved, it will be prescribed by Regulation.

The amendment Regulation prescribing the new Model Meeting Code will also contain provisions that will amend the Regulation to give effect to some of the proposed new measures contained in it, including:

- changes to the definitions of acts of disorder,
- a requirement for recordings of meetings to be retained on council websites for at least 12 months or for the balance of the council term, whichever is the longer period, and
- the pathways in which councillors can receive information and the restriction on briefing sessions.

As noted above, the proposed amendments to the Model Meeting Code are the first tranche of the Government's reform agenda for the regulation of council meetings.

In 2025, the Government will be introducing legislation to implement the reforms to the regulation of councillor

conduct foreshadowed in the September discussion paper. These will have a particular focus on behaviour at meetings and will complement the proposed amendments to the Model Meeting Code.

The proposed amendments to the Act will:

- empower mayors to expel councillors from meetings for acts of disorder
- remove a councillor's entitlement to receive a fee for a month in which they have been expelled from a meeting
- confer a right of review on councillors in relation to a decision to expel them from a meeting and the resulting loss of their entitlement to receive a fee.

Amendments will also be made to the Act and Regulation (as required) to empower councils to issue penalty infringement notices to members of the public who disrupt meetings.

Submissions

Have your say

We now want to hear from you.

Key questions to consider:

- Will the proposed amendments made in the consultation draft of the Model Meeting Code achieve the policy outcomes identified in this paper?
- Are there any other amendments you would suggest that will achieve these policy outcomes?
- Will the proposed amendments have any unintended consequences?
- Are there any other amendments the Government should consider?

How to make a submission

Submissions can be made using the online form available on OLG's website at www.olg.nsw.gov.au.

OR

By email: olg@olg.nsw.gov.au

OR

By post: Office of Local Government
Locked Bag 3015 NOWRA NSW 2541

Submissions should be labelled "Model Meeting Code amendments" and marked to the attention of OLG's Council Governance Team.

Closing date

COB Friday 28 February 2025

Privacy Notice

When you give us your feedback, OLG will be collecting some personal information about you, in particular:

- your name
- your email address
- the name of your organisation (if provided).

All feedback received through this consultation process may be made **publicly available**. Please do not include any personal information in your feedback that you do not want published.

As part of the consultation process, we may need to share your information with people outside OLG, including other public authorities and government agencies. We may also use your email contact details to send you notifications about further feedback opportunities or the outcome of the consultation.

You should also be aware there may be circumstances when OLG is required by law to release information (for example, in accordance with the requirements of the *Government Information (Public Access) Act 2009*). There is also a privacy policy located on OLG's website that explains how some data is automatically collected (such as your internet protocol (IP) address) whenever you visit OLG's website. The link to that policy is <https://www.olg.nsw.gov.au/about-us/privacy-policy/>

Further information

For more information, please contact OLG's Council Governance Team on (02) 4428 4100 or via email at olg@olg.nsw.gov.au.

Office of Local Government

olg.nsw.gov.au





18 February 2025

Office of Local Government
NSW Department of Planning, Housing and Infrastructure
Locked Bag 3015
NOWRA NSW 2541

Via email: olg@olg.nsw.gov.au

Submission regarding A new model code of meeting practice – Consultation draft

We refer to the review of the Model Code of Meeting Practice, and the associated discussion paper dated December 2024 published by the Office of Local Government (OLG).

As outlined in our submission to the review of the councillor conduct framework dated November 2024, we are supportive of reforms that would reduce the administrative costs of managing the conduct of, enhance procedural fairness for, and promote informed decisions making of elected officials.

However, as we also noted, we are not supportive of proposals that have the potential to create further layers of bureaucracy or impede effective decision making, inclusion or equality. Our rationale for this is outlined in the feedback below.

Promoting transparency, integrity and public participation.

- It is universally agreed that under no circumstances should decisions be made at briefing sessions, however it is considered vital to inform decision making that staff can provide background information, some of which is commercial in confidence or confidential, to board members in a closed to the public briefing session. Often board members need time to digest all the information provided to them in order to make a considered decision
- Briefing sessions are an enormously helpful form for recently elected board members. to provide the time and environment to ask the obvious questions that are not afforded during board meetings.
- It is recommended that should these changes proceed that the definition of what a briefing session is, needs to be clearly articulated

Riverina Water

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ABN 52 084 883 210



- Riverina Water supports the proposal that recordings of meetings be published on the council website for the balance of the council term or in the case of an election year, for at least 12 months

Supporting effective decision making and efficient council meetings

- The removal of clause 10.24, which would result in council being unable to shorten the duration of speeches, is not supported as its removal does not promote efficient meeting process and decision making

Public participation in council meetings

- The additions to clause 9.13 which would allow for questions to be asked of council that do not concern the matter on the agenda if approved by council by resolution or if the mayor determines otherwise, are counterproductive to ensuring that the business and discussion at a meeting only relate to matters listed on the agenda

Promoting the dignity of the Council Chamber (Boardroom)

- The proposed change that removes the option for councils to reduce the duration of speeches would appear to be problematic and will likely unnecessarily lengthen the duration of board meetings.
- Similarly the changes regarding attending meetings via audio visual link for both board members and staff seems to be a backward step in terms of the efficiencies that are provided by audio visual links which in the main, improve participation in the overall decision making process.
- Generally speaking, Riverina Water supports strengthening the deterrence against disorder that allows board members to be expelled from successive meetings where they fail to apologise for an act of disorder at an earlier meeting

Attendance at meetings via Audio Visual Link

- We do not support the proposed changes to clause 5.19. For regional/rural councils and county councils with a large geographic footprint, diverse community and stakeholder base, the availability of an audio-visual link for meeting participation enables it to attract a more diverse and representative pool of members and support efficient business operations
- The change proposed in clause 5.19 are too restrictive and do not allow for other factors such as access to public transport to be taken into consideration. If these changes were to be implemented, a phased implementation period would be to

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manage the impact of the change. If these changes were also to be taken to apply to Audit, Risk and Improvement Committees, this would significantly impact the efficacy of this body and result in vacancies that would be challenging to fill with the requisite skills and experience.

- The proposal to remove clause 5.44, which allows staff to attend meetings via audio-visual link, lacks a rationale. We suggest this clause is retained as its removal is contrary to the principles of inclusion. There is also no clear reason as to why councillors should be permitted to attend by audio-visual link, but staff may not.

Depoliticising the role of the general manager

- Riverina Water supports the proposed change that the mayor, not the general manager, having discretion on whether council staff should respond to questions without notice
- Yes, in relation to the proposed protocol which confers responsibility on the council to determine staff attendance at meetings, Riverina Water suggests the chairperson and general manager should have shared responsibility in this regard

Restricting Councils from holding briefing sessions

- The proposal that the chairperson can receive more information than other board members is problematic and may divide the board. There is also a substantial risk that some chairpersons may limit the information provided to other board members in order to ensure a particular decision is made.
- Banning briefing sessions may also lead to decisions on more items on the agenda needing to be deferred, if questions posed by board members cannot be answered during the relevant board meeting

As a county council, we urge the OLG to consider the practicalities of implementing any proposals wholesale across a sector which is constituted of more than just general-purpose, metropolitan councils. The administrative costs required to navigate an already complex regulatory landscape is disproportionate to the costs of delivering infrastructure and services for smaller, less complex, Local Government entities.

Should you wish to discuss any of the matters raised in our submission further, please contact me directly at 02 6922 0600 or by email at acrakanthorp@rwcc.nsw.gov.au.

Yours sincerely

Riverina Water

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Andrew Crakanthorp
Chief Executive Officer

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R16 Membership of Riverina Eastern Regional Organisation of Councils (REROC)

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary The Riverina Eastern Regional Organisation of Councils (REROC) have requested Riverina Water consider rejoining REROC. Riverina Water discontinued its membership of REROC in June 2021 and has since retained membership of the Riverina Joint Organisation (RivJO) which subsequently entered a "hiatus status" on 1 July 2023 and has not met since.

RECOMMENDATION that Riverina Water defer consideration of the request by the Riverina Eastern Regional Organisation of Council's (REROC) to rejoin REROC, pending any decision by Wagga Wagga City Council to join or not rejoin REROC.

Report

Riverina Water at its meeting in August 2020 resolved to discontinue its membership of REROC and the end of the 2020/21 financial year and confirmed its commitment to remaining an associate member of Riverina Joint Organisation (RivJO). Riverina Water continued to attend meetings of RivJO (represented by the Chairperson and CEO) until it went into hiatus in July 2023.

The letter from the Chairman of REROC to our Chairperson is attached to this report and provides details of the benefits that REROC contends offers member Councils.

Riverina Water staff hold the view that there is little value to Riverina Water from these activities. Riverina Water resolves its operational issues and demands using resources internally. The exception to the former comment would be our involvement in the "Build a Bridge" project, which we attend each year and provide sponsorship to the event in the order of \$2,500.

It should be noted however, that Riverina Water has lost its ability to ask REROC to lobby on its behalf on industry or specific issues. REROC enjoys a strong track record in lobbying on behalf of its member Councils. Given that RivJO has entered hiatus status, we are no longer a member of an active regional organisation. In addition, Council could request any of the two constituent Councils (Greater Hume and Lockhart) that are currently members of REROC, to advocate on behalf of Riverina Water (to REROC) if so agreed. Such an arrangement, however, must be acknowledged as being less effective than having full membership which would allow the Chairperson and CEO to attend the meetings with State and Federal politicians and agencies.

Riverina Water staff rarely attended the Special Purpose Technical Groups which met sporadically during the term of Riverina Water's previous membership.

The decision to rejoin is not a simple one, primarily due to the nature of the issues that our status as a County Council has. Certainly, membership would provide limited benefits and be a mechanism by which Riverina Water supports the only regional local government entity active across our supply area. However, do Board Members feel that the membership fee of \$19,855 provides value for money?

Riverina Water was an associate member of REROC for many years. The membership subscription was for many years up to and including 2017/18, \$8,800. In 2018/19 in response to the withdrawal of Snowy Valleys Council and Wagga Wagga City Council, the subscription increased to \$11,900. The same subscription was payable in 2019/20 and in the years since has risen to \$19,855 (plus GST). It should be acknowledged that membership now affords Riverina Water a vote at meetings of the ROC (which was not previously available given our status as an Associate Member).

Goldenfields Water remain as members of REROC for an annual membership fee of \$19,855 plus GST. Their General Manager maintains that they get value for money via their membership and attendance at meetings.

Wagga Wagga City Council has also been approached to consider rejoining REROC. A report to a future Council meeting is likely. It is understood that Wagga Wagga City Council continue to see benefit in resourcing and supporting RivJO.

Given that the offer to rejoin is not time sensitive, but nonetheless important, this report recommends waiting to see which direction Wagga Wagga City Council takes, so as to maintain some flexibility to consider all options in the interest of regional collaboration.

Membership of a regional organisation does align with the Riverina Water 2022 Business Activity Strategic Plan (BASP) through the Pillar of "our Business" which states as an objective "Collaborate and share our knowledge with other organisations"

› R16.1 REROC Membership Letter to rejoin [↓](#)

Strategic Alignment

Our Business

Collaborate and share our knowledge with other organisations

Financial Implications

Workforce Implications

N/A

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.

REROC

RIVERINA EASTERN REGIONAL
ORGANISATION OF COUNCILS

PO Box 646
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Website: www.reroc.com.au
ABN: 91 443 421 423

17 February 2025

Cr Tim Koschel
Chairman
Riverina Water
PO Box 456
Wagga Wagga NSW 2650

Dear Tim,

I write in relation to membership of the Riverina Eastern Regional Organisation of Councils (REROC) and discussions about Riverina Water perhaps considering rejoining.

As the County Council that provides services in the regional City of Wagga Wagga, Greater Hume Council and Lockhart Shire Council in the eastern Riverina, our Member Councils believe it would be both appropriate and beneficial for your Council and our Members if Riverina Water was once again a full and active member of the ROC.

REROC has a flat membership fee for County Councils, which for last FY2025 was \$19,855 (plus GST) per annum. We have adopted this approach because it reflects the equal voting rights of the membership. Riverina Water would be entitled to one vote.

Membership of the ROC provides a number of benefits to Council which include:

- Informing and engaging in the high-level advocacy activities the ROC undertakes which includes responses to changes in legislation and policy, attendance at hearings and meetings with State and Federal politicians and agencies.
- Development of Regional Plans and documentation such as:
 - Regional Energy Efficiency and Net Zero Plan
 - Regional Freight Transport Plan
 - Eastern Riverina Regional Housing Strategy
 - Regional Waste Management and Resource Recovery Plan
 - Disaster Risk Reduction IP&R Guidelines
- Participation in the Special Purpose Technical Groups (which meet either every second month or third month):
 - Planning Technical Group
 - Water and Wastewater Technical Group
 - Youth and Community Network
 - Workforce Development Group
 - Infrastructure/Engineers Technical Group
 - Energy Management Technical Group
 - Disaster Preparedness Technical Group
 - IP&R Technical Group

RivSIG our Spatial Data Technical Group is open to non-REROC members.

Strong Region, Progressive Local Government, Vibrant Communities

Participation in Professional Development activities associated with the above Groups.

- Participation in Professional Development activities for Councillors. For example, REROC delivered a one-day workshop for councillors on 9 November to introduce them to local government, and their role and responsibility as councillors.
- Participation in waste management and resource recovery activities where the project or activity is outside the scope of the EPA-funded VRWG activities.
- Other project activities which include:
 - *Build a Bridge...and Get Over It!*[®] career education event
 - Take Charge Riverina Youth Leadership Forum
 - Industrial Land Mapping Project
 - Mobile Blackspot Mapping project
 - Regional Freight Transport Plan
 - Eastern Riverina Regional Housing Plan
 - Energy Efficiency and Net Zero Project (JONZA)
 - Disaster Risk Reduction
 - Discounted attendance fees at our Innovations in Energy, Waste and Circular Economy Conference, and the Mapped Out Conference.
 - Southern Lights – the cost of this project has been met by each of the participating the ROCs and JOs based on a breakdown of street light numbers. Southern Lights strongly influences street lighting policy and practice in NSW through providing input to the Determinations of the Australian Energy Regulator, reviews of the NSW Public Lighting Code and interactions with AEMO on a regulatory front.
- Procurement Activities – REROC delivers a number of aggregated procurement activities including:
 - Water chemicals
 - Bitumen emulsion tender
 - Retail Electricity for small sites
 - Together with Central NSW JO, we recently completed one of the largest Power Purchase Agreements in NSW, for large sites.

Our members recognise that in order for the eastern Riverina to be strong, we all need to pull together to make that happen, working co-operatively to achieve common goals. We believe that REROC is the best platform to achieve that aim for local government. I have enclosed our most recent Annual Report which outlines the ROC's numerous activities over the last Financial Year.

If you would like to discuss any of the above, please do not hesitate to contact me. I would like to take the opportunity to extend my best wishes to you and your newly elected councillors, and wish you, your families and your staff the very best for 2025.

Yours sincerely



Cr Rick Firman OAM
Chairman

R17 Award Negotiation Update

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary Council's Enterprise Award expires in June 2025 and this report provides an update on the negotiations for the next three year Award which will commence on 1 July 2025.

RECOMMENDATION that the Board receive and note the report.

Report

Council entered into its first Enterprise Award with the New South Wales Local Government Clerical, Administrative, Energy, Airlines and Utilities Union (USU), The Electrical Trades Union of Australia, New South Wales Branch (ETU); and the Association of Professional Engineers, Scientists and Managers, Australia (LGEA) in 1997, with the current award expiring on 30 June 2025.

The Enterprise Award requires that negotiations for a replacement award commence three months prior to the nominal expiry date. Negotiations commenced earlier this month with the first (of up three) meetings held on 5 February 2025.

Riverina Water is represented at the meetings by the CEO who is the negotiator and who is supported by the Director Corporate Services and People and Culture Business Partner. The Director Engineering and Finance Officer (Payroll) also attend the meetings.

The Award contains 60 Clauses, of which 23 are being negotiated or amended. The first meeting progressed in a respectful professional manner with good progress made. The second meeting will be held on 3 March, to be followed by a third meeting (if needed) in early April.

A report will be presented to the April meeting of the Board seeking endorsement of the offers made by the CEO during negotiations.

The major considerations are the rates of pay and allowances with all three unions seeking "annual increases in rates of pay which recognise the loss of real wages over the life of the current Award and maintain real wages during the life of the new Award".

As part of the first meeting and to set the tone for meaningful negotiations, the CEO made an offer of a 12% pay increase over the life of the new three-year Award. This offer will be considered by the three Unions with their members and form part of the negotiations during the second meeting.

The Board will be updated further at the April meeting when management will present a report seeking endorsement by the Board of the negotiated position.

Financial Implications

The initial offer of 12% over three years have been factored into Riverina Water's forward budgets and the 2025/26 Operational Plan and beyond. The cost of the 4% increase in each year is \$468,000 which is proposed to be funded from projected revenue sources (including yearly increases to water prices (which will be discussed in detail at the Budget Workshop in March) and not impact negatively on Riverina Water's Long Term Financial Plan and ongoing financial sustainability.

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.

R18 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.

› **R18.1 Council Resolution Sheet** [↓](#) 

Strategic Alignment

Our Business

Improve strategic planning and accountability

Financial Implications

Nil

Workforce 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: Tuesday, 18 February
2025 10:00:20 AM**

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

22/183	<p>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>
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Notes For Action

07 Dec 2022 9:50am Vincent, Melissa

The acquisition process continues as planned.

14 Feb 2023 11:20am Vincent, Melissa

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

08 Jun 2023 3:18pm Vincent, Melissa

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

19 Jun 2024 4:10pm Vincent, Melissa

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

29 Nov 2024 8:33am Vincent, Melissa

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

Meeting	Date	Officer	Title	Target
Board Meeting 12/12/2024	12/12/2024	Crakanthorp, Andrew	Award Hours Harmonisation Matter	26/12/2024
Resolution				

24/150	<p>RESOLVED: On the Motion of Councillors G Davies and A Condron</p> <p>That the Board receive and note the report and endorse the proposed course of action as recommended by the CEO.</p> <p style="text-align: right;">CARRIED</p>
Notes For Action	

CONF-1 Customer account matter

Organisational Area Corporate Services

Author Emily Tonacia, Director Corporate Services

Summary It is recommended the Board consider a reduction in water charges due to an ongoing customer matter.

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:

(b) discussion in relation to the personal hardship of a resident or ratepayer

CONF-2 Leak Rebate - Lake Albert Road

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary Riverina Water has received a leak rebate application; the value of the recommended rebate under Riverina Water's Assistance for Undetected Leaks Policy is beyond managements delegation and requires the Board's determination.

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:

(b) discussion in relation to the personal hardship of a resident or ratepayer

CONF-3 Lease of Land for Marshalls Creek Bridge Compound Site

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 2/1276166*.

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-4 Short term Lease of Land for Road Reconstruction Works

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 2/1276166*.

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-5 RFQ2025/6 - Bulk Chemicals

Organisational Area Engineering

Author Jason Ip, Manager Operations and Catherine Smith, Procurement Coordinator

Summary Riverina Water has successfully completed a request for quote (RFQ) process for the supply of our annual chemical requirements. The evaluation has been conducted to ensure compliance with procurement obligations, emphasising financial efficiency.

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-6 RFQ2024/7 - Bulk Fuel

Organisational Area Corporate Services

Author Catherine Smith, Procurement Coordinator and Natasha Harris,
Manager Finance & Sourcing

Summary This report provides a recommendation on the preferred supplier for the supply and delivery of bulk fuel to Riverina Water.

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