



19th October 2016

NOTICE OF MEETING OF THE COUNCIL

The meeting of the Council will be held at

RIVERINA WATER COUNTY COUNCIL CHAMBERS,
91 HAMMOND AVENUE, WAGGA WAGGA

on

WEDNESDAY, 26th OCTOBER 2016 at 9.30 am

and your attendance is requested accordingly.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Graeme Haley', is written over a faint, light blue circular watermark.

Graeme Haley
GENERAL MANAGER

* AGENDA *

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GENERAL MANAGER'S REPORT TO THE COUNCIL

20th October 2016

The Chairperson and Councillors:

1. OATH OR AFFIRMATION OF OFFICE BY COUNCILLORS

RECOMMENDATION: That it be noted that all Councillors have taken an oath of office or made an affirmation of office.

It is advised that under recent amendments to the Local Government Act, 1993:

- (1) A councillor must take an oath of office or make an affirmation of office at or before the first meeting of the council after the councillor is elected.
- (2) The oath or affirmation may be taken or made before the general manager of the council, an Australian legal practitioner or a justice of the peace and is to be in the following form:

Oath

I [name of councillor] swear that I will undertake the duties of the office of councillor in the best interests of the people of [name of council area] and the [name of council] and that I will faithfully and impartially carry out the functions, powers, authorities and discretions vested in me under the Local Government Act 1993 or any other Act to the best of my ability and judgment.

Affirmation

I [name of councillor] solemnly and sincerely declare and affirm that I will undertake the duties of the office of councillor in the best interests of the people of [name of council area] and the [name of council] and that I will faithfully and impartially carry out the functions, powers, authorities and discretions vested in me under the Local Government Act 1993 or any other Act to the best of my ability and judgment.

- (3) A councillor who fails, without a reasonable excuse, to take the oath of office or make an affirmation of office in accordance with this section is not entitled to attend a meeting as a councillor (other than the first meeting of the council after the councillor is elected to the office or a meeting at which the councillor takes the oath or makes the affirmation) until the councillor has taken the oath or made the affirmation.

- (4) Any absence of a councillor from an ordinary meeting of the council that the councillor is not entitled to attend because of this section is taken to be an absence without prior leave of the council.

- (5) Failure to take an oath of office or make an affirmation of office does not affect the validity of anything done by a councillor in the exercise of the councillor's functions.
- (6) The general manager must ensure that a record is to be kept of the taking of an oath or the making of an affirmation (whether in the minutes of the council meeting or otherwise).

2. ELECTION OF CHAIRPERSON

RECOMMENDATION

Returning Officer

- a) The General Manager is the Returning Officer

Nomination

- b) i) A Councillor may be nominated without notice for election as Chairperson.
- ii) The nomination is to be made in writing by 2 or more Councillors (one of whom may be the nominee). The nomination is not valid unless the nominee has indicated consent to the nomination in writing.
- iii) The nomination is to be delivered or sent to the Returning Officer.
- iv) The Returning Officer is to announce the names of the nominees at the Council Meeting at which the election is to be held.

Election

- c) i) If only one Councillor is nominated, the Councillor is elected.
- ii) If more than one Councillor is nominated, the Council is to resolve whether the election is to proceed by preferential ballot, by ordinary ballot or by open voting.
- iii) The election is to be held at the council meeting at which the council resolves on the method of voting.
- iv) In this clause:
"ballot" has its normal meaning of secret ballot.
"open voting" means voting by a show of hands or similar means.

Count – 2 Candidates

- d) i) At such a ballot, if there are only 2 candidates, the candidate with the higher number of votes is to be declared elected.
- ii) If there are only 2 candidates and they are tied, the one to be declared elected is to be chosen by lot.

Count – 3 or more Candidates

- e) i) At such a ballot, if there are 3 or more candidates, the one with the lowest number of votes is to be excluded.
- ii) If 3 or more candidates then remain, a further vote is to be taken of those candidates and the one with the lowest number of votes from that further vote is to be excluded.
- iii) If, after that, 3 or more candidates still remain, the procedure set out in subclause (ii) is to be repeated until only 2 candidates remain.
- iv) Clauses d) and f) of this Schedule, then apply to the determination of the

- election as if the 2 remaining candidates had been the only candidates.
- v) If at any stage during a count under this clause, 2 or more candidates are tied on the lowest number of votes, the one to be excluded is to be chosen by lot.

Choosing by Lot

- f) To choose by lot, the names of the candidates who have equal numbers of votes are written on similar slips of paper by the Returning Officer. The slips are then folded by the Returning Officer so as to prevent the names being seen. The slips are mixed and one is drawn at random by the Returning Officer and the candidate whose name is on the drawn slip is chosen.

Result

- g) The result of the election (including the name of the Candidate elected as Chairperson) is:-
 - (i) to be announced to the Councillors by the Returning Officer; and
 - (ii) to be sent to the Chief Executive, Office of Local Government and to the Chief Executive, Local Government NSW.
- (h) The term of office of the Chairperson remains at one year(Section 391(2)(LGA).

3. ELECTION OF DEPUTY CHAIRPERSON

The same procedure as for election of the Chairperson is to be followed.

4. DELEGATION OF AUTHORITY TO CHAIRPERSON AND GENERAL MANAGER

RECOMMENDED that in accordance with Section 377 Local Government Act 1993, Council ratify and grant the delegations as set out in the Delegations of Authority Register to the Chairperson and General Manager.

With the election of a new Council it is appropriate for the Council to be reviewed. The delegations for the Chairperson and General Manager have been summarised in the attached Draft Register, and are submitted for Council's consideration.

- **Draft Delegations of Authority Register**

Delegations of Authority

Riverina Water County Council

Adoption date

Resolution

Introduction

In accordance with Section 377 Local Government Act 1993 the Riverina County Council at a Meeting held on 26 October 2016 ratified and granted the delegations as set out in this Delegations of Authority Register to the Chairperson and General Manager.

THE CHAIRPERSON

1. General

That the Chairperson (being Cr.....) , or Deputy Chairperson (being Cr.....) when acting for the Chairperson , be delegated authority under section 377 of the Act to exercise and/perform on behalf of the Council the powers , authorities ,duties and functions as prescribed for the position of Chairperson under the Act , Schedules, Regulations , cognate Legislation , related Legislation , Councils own adopted Policies , Codes and Resolutions , provided that such delegations are not to be sub-delegated without specific approval by Council or as prescribed under the Act.

If, under any other Act, a function is conferred or imposed on the Chairperson of a County Council, the function is taken to be conferred or imposed on the Council and the Chairperson of the County Council will exercise and/or perform on behalf of the Council the powers, authorities, duties and functions as prescribed under that other Act.

2. Specific Delegations-Chairman

(a) Conferring Powers or Duties

To give effect to the provisions of the Act, including but not limited to Sections 225-231 of the Act and any other Act conferring powers or duties upon the Chairperson and to any resolution of direction given to the Chairperson by Council.

(b) Preside at Meetings of Council

To preside at all meetings of the Council , Committees , Community Committees and Public Meetings convened by the Council at which the Chairperson is present unless the Chairperson otherwise appoints another Councillor or person to perform this function.

(c) Negotiations on behalf of Council

The Chairperson in conjunction with the General Manager, to participate in negotiations on behalf of the Council with third parties in relation with any significant matter associated with the operations of Riverina Water County Council.

(d) Code of Conduct

To give direction to the Council, following consultation with the General Manager, in the application of the Code of Conduct as adopted by Council.

(e) Represent Council-Government and Other Forums

To represent the Council, in conjunction with the General Manager in deputations to government enquiries and other forums where it is appropriate that the Chairperson should present the Councils position.

(f) Sign and Execute Documents

To sign and execute documents under the Seal of Council in conjunction with the General Manager.

(g) Media Releases

To make Media Statements and issue Press Releases in respect of Councils Resolutions/Recommendations and decisions.

(h) Approval of Urgent Works

To authorise expenditure outside the Council approved budget and in consultation with the General Manager ,to undertake urgent works in order to reduce or eliminate a significant safety hazard or critical matter affecting the operation of the water supply system up to an amount of \$100,000 subject to the action being reported to the next meeting of Council.

End of Delegation

DELEGATIONS – THE GENERAL MANAGER

1. That the General Manager of Riverina Water County Council (being Graeme Haley) be delegated authority under section 377 of the Local Government Act 1993 (“Act”) to exercise and /or perform on behalf of Council the powers , authorities , duties and functions of Council as prescribed under the Act , Schedules Regulations , Cognate Legislation , and related legislation and including those powers , authorities , duties and functions as listed in the addendum to this delegation excepting those powers, authorities , duties and functions of the Council that are expressly prohibited from delegation as listed under Section 377 of the Act.
2. If, under any other Act a function is conferred or imposed on the General Manager of Council, the function is taken to be conferred or imposed on the Council and the General manager of the Council will exercise and /or perform on behalf of the Council, powers, authorities duties and functions as prescribed under the other Act pursuant to Section 381 of the Act.
3. For the purposes of Section 381 of the Act , the General Manager’s delegated authority to act on behalf of Council includes all functions and powers conferred or imposed by any legislation set out from time to time in Section 22 of the Act ,including but not limited to the following:

Conveyancing Act 1919	placing covenants on council land
Fluoridation of Public Water Supplies Act 1957	fluoridation of water supply by council
Public Health Act 1991	inspection of systems for purposes of microbial control
Roads Act 1993	roads

The exercise by a council of its functions under this Act may also be modified by the provisions of another Act. Some of those Acts and some of the modifications they affect include:

Government Information (Public Access) Act 2009	council required to publish certain information and to grant access to certain documents
Privacy and Personal Information Protection Act 1998	council required to amend certain records that are shown to be incomplete, incorrect, out of date or misleading
Unclaimed Money Act 1995	unclaimed money to be paid to the Chief Commissioner of Unclaimed Money

4. That in the absence of the General Manager that his nominee as Acting General Manager assume all power and delegations of the General Manager for the period only of his absence.
5. In addition to the delegated authority conferred or imposed upon the General Manager by legislation , the General Manager is empowered to carry out his functions in reliance upon Section 335 of the Act and in accordance , with the following delegated authorities , subject to any express limitations contained within this Register or restrictions imposed by Section 377 of the Act:

General Manager-Delegated Authorities

In accordance with section 5 of this delegation of authority the General Manager is also delegated the following functions and powers:

Part A Operational

1. To establish, review and authorise operational and management policies and procedures in line with strategic directions set by Council.
2. To implement any work , service or action provided for in the adopted budget without further reference to Council except for ;
 - (a) The acceptance of tenders which are required under the Local Government Act 1993 to be invited by the Council , and
 - (b) The determination of priorities where lump sum funding only has been provided.
3. To authorise destruction or disposal of any records of Riverina Water County Council, after the expiration of six (6) years from the last transaction thereon, other than those defined in the Regulation and Local Government Records Disposal schedule.
4. To negotiate arrangements for agencies and financial institution to collect payments relating to the operation of Riverina Water County Council.
5. To write proposals or submissions to other levels of government on behalf of Riverina Water County Council.

6. To deal with and determine applications for access to information under the Government Information (Public Access) Act and Regulation 2009.
7. To execute any form of instrument necessary for the creation of easements that will benefit Riverina Water County Council for access services , pipelines , structures and/or any other form of assistance essential in the performance of its objectives.
8. To sign all correspondence relating to Riverina Water County Council.
9. To approve the loan of Riverina Water County Council equipment to community groups in accordance with Council's Policy.
10. To impose water restrictions on fixed hoses and sprinklers and lift such restrictions when appropriate.
11. To restrict or cut off supply of water to a property due to non payment of water charges as provided under Clause 144 of the Local Government (General) Regulation 2005.
12. To sign certificates issued in accordance with the provisions of Sections 603 (Certificate as to Rates and Charges) & 735A (Certificate as to Notices) of the Local Government Act 1993.

Part B Finance

1. Obtain quotations and to authorise the purchase of and issue official orders for goods, works and services requiring the functioning of Council and to incur expenditure for such goods, works and services up to \$150,000 provided that provision has been made in the approved Budget for incurring of such expenditure. The delegation is limited in accordance with Section 377(1)(i) of the Act.
2. To certify that the prices and computations on vouchers have been checked and are correct in as far as he has been able to ascertain , are fair and reasonable and are in accordance with any quotation /contract under which the goods /services were supplied.
3. Authorise the payment of Councils Salaries and Wages
4. Approve final payment to contractors and/or direct creditors
5. To sign or countersign cheques drawn on Council's Bank accounts
6. Approve changes in Plant Hire Rate Charges for all council plant.
7. To authorise expenditure outside the approved Council budget to enable urgent works to be undertaken to reduce or eliminate a significant safety hazard or critical matter affecting the operation of the water supply system up to an amount of \$50,000 subject to the action being reported to the next meeting of Council.
8. The authority to require the lodgement of a cash bond or bank guarantee for work outstanding.
9. To negotiate Council overdraft limit.
10. To sell old materials, spoilt or obsolete equipment.
11. To authorise the writing off of uncollectible debts up to a maximum amount for a single debtor of \$2,000.

12. To arrange the investment of money that is not, for the time being, required by Council for any other purpose. Funds may only be invested in the following :
- (a) In any security authorised by the Trustee Act ;
 - (b) In the form of investment notified by order of the Minister published in the Gazette.
 - (c) Investments shall also be managed in accordance with Councils Policy (Number 1.16)

Part C Legal

1. To approve and settle statements of claim and insurance matters up to the level of Riverina Water's excess amounts payable under the respective insurance policies.
2. To determine a response to approvals sought under Part 1, Division 3-making and determination of applications for approval-generally, under the Local Government Act 1993.
3. To issue Orders under Chapter 7, Part 2 (Orders) of the Local Government Act 1993.
4. To affix the Common Seal of the Council and execute any documents requiring the signature of the General Manager in the company of the Chairperson ,Deputy Chairperson , or other Councillor where Council has approved the documents intent
5. To authorise the institution of legal proceedings for the recovery of outstanding charges and other debts due to Riverina Water County Council and to take all necessary action to recover such charges and debts.
6. Under Section 687 (Appearance in Local Court) of the Local Government Act 1993, as amended, be authorised to represent Riverina Water County Council in all proceedings in any Local Court or before any justice in all respects as though he were the party concerned and to institute and carry on proceedings which Riverina Water is authorised to institute and carry out under the said Act and shall extend to any proceedings under all other Acts.
7. To accept service of legal documents on behalf of Riverina Water County Council.
8. Contracts;
 - (a) To terminate a contract where the conditions of the contract have been breached and provide for such action.
 - (b) To approve extensions of time to contractor schedules except contracts subject to a tendering arrangement.
 - (c) To issue Site instructions to the contractor and/or their staff.
 - (d) To call for an audit of a contract using either internal or external audit staff.
 - (e) To issue a Practical Completion Certificate for works or part thereof under a contract.
 - (f) To sign contracts that have been approved by Council.
9. To approve Power of Entry under the provisions of Sections 191-201 of the Local Government Act 1993 for the purpose of inspections, works, and other functions

permitted under these sections. The power of entry is also granted for the purposes of inspecting premises under the Public Health Act 1991.

10. To approve closure of roads or parts thereof, temporarily for repairs or construction and to approve applications to install pipelines within road reserves.
11. To authorise action in regard to any complaints or requests received under Councils Internal Reporting Policy.

Part D Environmental / Planning Matters

1. To authorise all functions pursuant to Riverina Water County Council powers under the Environmental Planning & Assessment Act 1979 as amended in relation to development proposals including subdivisions.
2. In relation to subdivision proposals;
 - (a) To approve designs, plans and specifications for water supply works in subdivisions, subject to those designs, specifications and plans being in accordance with Council subdivision policies.
 - (b) To certify that bonded works have been completed to Riverina Water County Council's satisfaction and then release the relevant bond.
 - (c) To authorise the release of Certificates of Compliance for a subdivision when all conditions of relevant approvals relating to water supply have been met.
 - (d) To authorise signing of linen plans of subdivisions when all water supply conditions have been met.

Part E Staff

1. To authorise the appointment of new staff within the adopted organisation's staff structure.
2. To negotiate with staff and Unions in relation to all staffing matters.
3. Reclassify staff and adjust salaries in accordance with Riverina Water County Council Enterprise Award.
4. To determine all leave applications for all staff having regard to the proper functioning of the Council and maintenance of appropriate levels of service to customers.

End of Delegation

5. INTRODUCTION TO RIVERINA WATER COUNTY COUNCIL - PRESENTATION BY DIRECTOR OF ENGINEERING

RECOMMENDATION: That the information be noted .

The Director will give a 10minute presentation, introducing RWCC and the forward works programme.

This will particularly help new Councillors gain an understanding of the RWCC business.

6. APPOINTMENT OF COUNCIL REPRESENTATIVES

RECOMMENDED that Council appoint representatives to the following Committees:

- a) General Manager's Performance Review Committee
 - b) Audit and Risk Committee
 - c) Murray Darling Association – Murrumbidgee Region
 - d) Riverina Eastern Regional Organisation of Councils (REROC) – Chairperson and General Manager.
-

With the election of a new Council, it is appropriate that the Council appoint representatives to the following Committees:-

- a) The General Manager's Performance Review Committee comprises 4 Councillors. These Councillors are the Chairperson, Deputy Chairperson and two others. *(The previous Councillor representative were Clrs McInerney and Kendall, together with the Chairperson and Deputy Chairperson)*
- b) The Audit and Risk Committee was formed in 2011 and is the subject to an earlier Report recommending it be reappointed. The constitution of the Audit and Risk Committee specifies that one Councillor be appointed to the Committee, together with two independent persons. It was further stated in the constitution that the Councillor appointed should not be the Council Chairperson. *(The previous Councillor representative was Cr Andrew Negline, with Cr Kevin Poynter as an alternate)*
- c) Council is a member of the Murray Darling Association – Murrumbidgee Region. The association meets 4 times per year to discuss water issues associated with the Murrumbidgee Catchment. *(The previous Councillor representative was Cr Garry Hiscock)*
- d) Council is an associate member of REROC. As an associate member Council has observer status only, with a maximum of two observers with no voting rights. Council's observers to REROC have been the Chairperson and General Manager.

7. DISCLOSURE OF INTEREST RETURNS

RECOMMENDED that the information be received.

All returns in respect to Pecuniary Interest have been completed and returned to the General Manager and are now tabled.

8. FINANCIAL STATEMENTS 2015/2016

RECOMMENDATION that the 2015/2016 Audited Financial Statements be received.

Council's Auditors, Crowe Horwath Auswild, have completed their audit of the 2015/2016 Financial Statements. A representative from Crowe Horwath will be present at the meeting to present the audit report.

- **Financial Statements 2015/2016 – Separate document**

9. FEBRUARY 2017 COUNCIL MEETING

RECOMMENDATION that Council determine when it intends to hold its meeting in the Federation Council area.

Council resolved at its December 2004 to hold one council meeting in a constituent Council area outside of Wagga Wagga annually.

In the past few years the meeting held outside of Wagga Wagga has been the February meeting, followed by a workshop on the preparation of Council's budget for the following year.

The 2017 meeting is due to be held in the Federation Council area (probably Urana).

Comments have been made that February can be quite hot in some years, and that the visit could be held in April instead.

10. AUDIT AND RISK COMMITTEE ANNUAL REPORT FOR THE YEAR ENDED 30 JUNE 2017

RECOMMENDATION that Council receive and note the Audit and Risk Committee Annual Report for the Year Ended 30 June 2016.

The Audit and Risk Committee Charter requires that an annual report is provided to Council summarising the activities undertaken during the year.

The Chairperson Report follows:

AUDIT & RISK COMMITTEE ANNUAL REPORT

Chairperson: David Maxwell

RECOMMENDATION: That the Audit and Risk Committee adopt the Audit and Risk Committee Annual Report for referral to Council.

This Report is made in accordance with clause 9 of the Committee's Charter and covers the period since the previous Report dated February 2015.

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

Committee membership during the period:

Independent External Member (Chairperson) David Maxwell FCA, LGMA (appointed July 2015) – Specialist Local Government Finance & Administration Consultant
Independent External Member Michael Commins (Chairperson meeting May 2015) – Director, Commins Hendricks Solicitors, Junee
Council Committee Member Cllr Andrew Negline (terminated June 2016, sec 234, LG Act)
Council Alternate Committee Member Cllr Kevin Poynter
Council Substitute Alternate Member Cllr Garry Hiscock

Non-voting attendees – General Manager, Finance & Administration Manager, Internal Audit Representatives
Director Engineering and External Audit Representatives have also attended as required.

To avoid difficulties that have arisen as a result of casual absences of members, the Committee suggests that Council consider increasing the membership of the Committee by one external and one Council member.

Committee meetings during the period

The Committee met on 28 May 2015, 6 August 2015, 12 November 2015, 29 February 2016 and 16 May 2016 (all ordinary meetings) and 1 October 2015 (special meeting to consider the draft Annual Financial Statements).

Reporting lines

The Committee reports to Council after each meeting in the form of minutes (all Councillors also receive copies of Committee agendas) and provides an annual report of activities undertaken each year. At need, the Committee will also provide additional reports on matters that it specifically wishes to draw to Council's attention.

Internal Audit has an independent status within Council and reports administratively to the General Manager and functionally to the Committee.

Approach of the Committee

The Committee takes what may broadly be described as a "risk management" approach which includes:

- annually reviewing the Lead Organisational Critical Issues List and Internal Audit Universe
- monitoring the risk exposure of Council
- reviewing the level of resources allocated to internal audit and the scope of its authority
- reviewing the scope of internal audit plans and the effectiveness of the function
- reviewing reports of internal audit and the extent to which Council and management react to matters raised by internal audit
- facilitating liaison between the internal and external auditor to promote compatibility, to the extent appropriate, between their audit programs
- critically analysing and following up on any internal or external audit report that raises significant issues relating to risk management, internal control, financial reporting and other accountability or governance issues raised
- identifying and referring specific projects or investigations deemed necessary through the General Manager, internal auditor and the Council as appropriate
- addressing issues brought to the attention of the Committee that are within the parameters of its terms of reference
- considering and recommending any changes to the Committee's Charter and the Internal Audit Charter.

The Committee has also initiated a strategic review of various areas of Council operations in order to better familiarise its members with the nature of these, and of the risks involved.

Internal Audit operations during the period

Internal Audit services are provided by Wagga Wagga City Council under a Shared Services Agreement which expires on 12 February 2017. Regrettably, staffing issues at that Council have, in the opinion of the Committee, adversely impacted to some extent on the delivery of services under that agreement.

The Committee has considered Internal Audit Reports on the following matters:

- Fraud & Corruption / Internal Control Framework
- Fraud & Corruption Prevention Policy & Framework
- Capital Works & Expenditure

The Committee has continued to monitor management action in relation to issues raised in previous Internal Audit reports. A large proportion of these related to stores operations, the resolution of which was deferred pending the completion and commissioning of the new stores facility. Accordingly, the Committee undertook the first of its strategic reviews in conjunction with its May 2016 meeting including an inspection of the new store, and looks forward to a speedy resolution of the remaining items.

External Audit operations during the period

At its special meeting held 1 October 2015 the Committee reviewed the draft Annual Financial Statements for the year ended 30 June 2015 and directed questions to the external auditors in attendance and to Council's Finance & Administration Manager. The Committee reported to Council that it knew of no matter that would prevent Council from executing the certificates required by section 413 of the Local Government Act.

The Committee has also reviewed all correspondence from the external auditor in relation to the external audit and has not identified any specific matter which it wishes to draw to the attention of the Council.

The Committee notes that the *Local Government Amendment (Governance and Planning) Bill 2016*, currently before Parliament provides for the council auditor functions to be exercised by the Auditor-General (or a person appointed by the Auditor-General) and to confer other auditing functions relating to local government on the Auditor-General. The new arrangements will come into effect for the 2016/17 financial year.

Other Reports referred to the Committee

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

- Policy Register
- Customer Service Quality – Complaints Management
- Employee Opinion Survey
- NSW Office of Water Performance Monitoring Report
- Asbestos Register
- Draft Delivery Program 2015/19 and draft Operational Plan 2015/16
- RWCC Annual Report
- Annual Residents Survey
- Delegations Process

Committee member continuing education

The Chairman attended at the Local Government Internal Audit Forum of The Institute of Internal Auditors Australia on 5 November 2015. The Committee recommends that Council continue to support continuing education of Audit & Risk Committee members, and that it be made a condition of membership of the Committee that members undertake continuing education on a rotational basis as opportunity arises.

Local Government Amendment (Governance and Planning) Bill 2016

This Bill, referred to above, will make Audit, Risk & Improvement Committees mandatory for all Councils, and may well require other changes to the existing structure and operations of this Committee. The General Manager will advise Council of any changes required upon the enactment of the legislation and gazettal of the regulations.

11. MINUTES OF AUDIT AND RISK COMMITTEE MEETING HELD 27th SEPTEMBER 2016

RECOMMENDATION that Council receive and note the Audit and Risk Committee Meeting held 26th September 2016 and that the General Manager submit a report to the December 2016 Meeting on the level of Council's Reserves.

The Audit and Risk Committee met on 26th September 2016. The purpose of the meeting was to consider Council's Annual Financial Statement for the year ending 30 June 2016.

MINUTES of the MEETING of AUDIT & RISK COMMITTEE
held at 91 HAMMOND AVENUE, WAGGA WAGGA,
on MONDAY, 26th SEPTEMBER 2016 at 9.30 am

PRESENT:

David Maxwell (Chairperson)
Michael Commins
Clr. Garry Hiscock

IN ATTENDANCE:

General Manager
Corporate Strategy – WWCC
Manager Corporate Services
Crowe Horwath

Graeme Haley
Christine Priest
Michele Curran
Dannielle McKenzie

The meeting of the Audit and Risk Committee commenced at 9.30am.

DECLARATIONS OF PECUNIARY INTEREST

Declaration by David Maxwell. Has Software, Handbooks and Training to all Councils, but not RWCC.

Declaration by Michael Commins. He has a position at Commins Hendriks Solicitors. This firm undertakes conveyancing on behalf of Riverina Water County Council at times. Mr Commins does not participate in these matters, since he works out of the Junee office of the firm.

FINANCIAL STATEMENTS 2015/2016

Recommendation:

On the motion of Mr. Michael Commins and Clr. Garry Hiscock that the Committee report to Council:

- I. That in consultation with the Manager Corporate Services and external auditors it has reviewed the General Purpose and Special Purpose Financial Statements and Special Schedules for the year ended 30 June 2016.

- II. That it has received explanations in relation to all matters raised by the Committee, and has referred a small number of items to the Manager Corporate Services and external auditors for further consideration.
- III. That is has reviewed the external Auditor's draft Report on the Conduct of the Audit and Independent Audit Reports for the General Purpose and Special Purpose Financial Statements.
- IV. That the Committee is not aware of any matter that would prevent Council from executing the certificate required by Section 413(2)c) of the Local Government Act 1993 (as amended).

Recommendation:

On the motion of Mr. David Maxwell and Clr. Garry Hiscock that the Committee refer the following matter, arising from its review of the financial statements, to Council for further consideration:

- I. Whether it continues to be appropriate to internally restrict 30% of estimated long service leave liability and \$5 million for sales fluctuation.

CARRIED

GENERAL BUSINESS

Next General Meeting: Monday, 21 November 2016 at 9.30 am

Meeting Closed 10.45 am

12.EXTERNAL INVESTMENT REPORTS

RECOMMENDATION that the report detailing Council's external investments for the months of August and September 2016 be received.

In accordance with the provisions of Clause 19(3) of the Local Government (Financial Management) Regulation 1993, I report details of the Council's external investments as at 31st August 2016 and 30th September 2016 be received.

- Investment Report - August 2016
- Investment Report - September 2016

Monthly Investment Report as at 31/08/2016

a) Council's Investments as at 31/08/2016

Investment	Inception Date	Term (Days)	Maturity Date	S&P Rating	Interest Rate (%)	Performance Benchmark	Benchmark Rate (%)	Percentage of Portfolio	Principal Value	Market Value
Term Deposits										
Bank of Queensland	20/07/2016	90	18/10/16	A-2	2.70	BBSW	1.78	13.1111%	\$2,500,000.00	\$2,500,000.00
ME Bank	10/08/2016	90	08/11/16	A-2	2.65	BBSW	1.78	13.1111%	\$2,500,000.00	\$2,500,000.00
Bank of Queensland	12/07/2016	91	11/10/16	A-2	2.95	BBSW	1.78	5.245%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	19/07/2016	63	20/09/16	A-1+	2.51	BBSW	1.74	3.933%	\$750,000.00	\$750,000.00
National Australia Bank	21/07/2016	61	20/09/16	A-1+	2.52	BBSW	1.74	10.489%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	26/07/2016	63	27/09/16	A-1+	2.51	BBSW	1.74	10.489%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	10/08/2016	90	08/11/16	A-1+	2.78	BBSW	1.78	10.489%	\$2,000,000.00	\$2,000,000.00
								66.87%	\$12,750,000.00	\$12,750,000.00
Cash Deposit Account										
T Corp				A-1+	2.56	Cash Rate	1.50	18.64%	\$3,553,317.57	\$3,553,317.57
AMP				A-1	2.30	Cash Rate	1.50	14.498%	\$2,764,379.72	\$2,764,379.72
								33.13%	\$6,317,697.29	\$6,317,697.29
TOTAL INVESTMENTS								100.00%	\$19,067,697.29	\$19,067,697.29
Cash at Bank										\$126,925.80
TOTAL FUNDS										\$19,194,623.09

b) Application of Investment Funds

Restricted Funds	Description	Value
Externally Restricted	LIRS Loan Funds	\$0.00
		\$0.00
Internally Restricted	Employee Leave Entitlements (30% of ELE)	\$1,140,647.69
	Asset Replacement	\$1,516,740.00
	Loan Funds	\$0.00
	Sales Fluctuation	\$5,000,000.00
		\$7,657,387.69
Unrestricted Funds		\$11,537,235.40
TOTAL FUNDS		\$19,194,623.09

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

CERTIFICATE

I hereby certify that all the above investments have been made in accordance with the provision of Section 625 of the Local Government Act 1993 and the regulations thereunder.

M. L. Curran

M Curran

MANAGER CORPORATE SERVICES

Monthly Investment Report as at 30/09/2016

a) Council's Investments as at 30/09/2016

Investment	Inception Date	Term (Days)	Maturity Date	S&P Rating	Interest Rate (%)	Performance Benchmark	Benchmark Rate (%)	Percentage of Portfolio	Principal Value	Market Value
Term Deposits										
Bank of Queensland	20/07/2016	90	18/10/16	A-2	2.70	BBSW	1.70	14.027%	\$2,500,000.00	\$2,500,000.00
ME Bank	10/08/2016	90	08/11/16	A-2	2.65	BBSW	1.70	14.027%	\$2,500,000.00	\$2,500,000.00
Bank of Queensland	12/07/2016	91	11/10/16	A-2	2.95	BBSW	1.70	5.611%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	20/09/2016	86	15/12/16	A-1+	2.52	BBSW	1.70	11.222%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	27/09/2016	86	22/12/16	A-1+	2.51	BBSW	1.70	11.222%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	10/08/2016	90	08/11/16	A-1+	2.78	BBSW	1.70	11.222%	\$2,000,000.00	\$2,000,000.00
								67.33%	\$12,000,000.00	\$12,000,000.00
Cash Deposit Account										
T Corp				A-1+	2.56	Cash Rate	1.50	14.35%	\$2,558,220.05	\$2,558,220.05
AMP				A-1	2.30	Cash Rate	1.50	18.316%	\$3,264,379.72	\$3,264,379.72
								32.67%	\$5,822,599.77	\$5,822,599.77
TOTAL INVESTMENTS								100.00%	\$17,822,599.77	\$17,822,599.77
Cash at Bank										\$611,038.43
TOTAL FUNDS										\$18,433,638.20

b) Application of Investment Funds

Restricted Funds	Description	Value
Externally Restricted	LIRS Loan Funds	\$0.00
		\$0.00
Internally Restricted	Employee Leave Entitlements (30% of ELE)	\$1,140,647.69
	Asset Replacement	\$1,516,740.00
	Loan Funds	\$0.00
	Sales Fluctuation	\$5,000,000.00
		\$7,657,387.69
Unrestricted Funds		\$10,776,250.51
TOTAL FUNDS		\$18,433,638.20

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

CERTIFICATE

I hereby certify that all the above investments have been made in accordance with the provision of Section 625 of the Local Government Act 1993 and the regulations thereunder.

M. L. Curran

M Curran

MANAGER CORPORATE SERVICES

13. QUARTERLY BUDGET REVIEW – PERIOD ENDED THE 30TH SEPTEMBER 2016

RECOMMENDATION that the Quarterly Budget Review for the period ended 30 September 2016 be received and adopted.

The Quarterly Review of Council's Budget for the period ended 30 September 2016 is submitted for examination by the Council.

The anticipated Operating Result for 2016/2017 is a surplus of \$5,106,000. The Operating Result was originally budgeted for a surplus of \$5,016,000. The Capital Works expenditure budget is in addition to this amount and is covered in the following paragraph. Proposed September quarterly review operational adjustments relate to:

- \$130,000 reduction in loan interest due to a reduction in anticipated 2016/17 new borrowings after better than anticipated 2015/16 final results

Also included is a quarterly review of Capital Works Projects. The Proposed Capital Budget totals \$27,512,959. The original Capital Budget was \$24,431,000, with 2015/16 carry forward amounts of \$3,081,959. There are no proposed September quarterly review adjustments to Capital Works.

Significant wet weather in recent weeks has not had an impact on water billing figures for the September quarter. Any impact on water sales will not be seen until the December 2016 quarter due to Council's 3 monthly billing cycle.

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

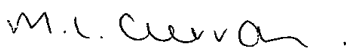
- **Quarterly Budget Review – Statement & Capital Expenditure 2016/2017**

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Report by Responsible Accounting Officer

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

It is my opinion that the Quarterly Budget Review Statement for Riverina Water County Council for the quarter ended 30/09/16 indicates that Council's projected financial position at 30/6/17 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: 13/10/2016

Ms Michele Curran
Responsible Accounting Officer

Income & Expenses Budget Review Statement

Budget review for the quarter ended 30 September 2016

							Current Year	Prior Year
(\$000's)	Original Budget 2016/17	Approved Changes Carry Forwards	Revised Budget 2016/17	Variations for this Sep Qtr	Notes	Projected Year End Result	Actual YTD figures	Actual YTD figures
Income								
Rates and Annual Charges	4,928		4,928			4,928	1,314	1,269
User Charges and Fees	19,394		19,394			19,394	3,452	3,007
Interest and Investment Revenues	200		200			200	76	53
Other Revenues	130		130			130	63	53
Grants & Contributions - Operating	207		207			207	2	7
Grants & Contributions - Capital	2,718		2,718			2,718	467	942
Total Income from Continuing Operations	27,577	-	27,577	-		27,577	5,374	5,331
Expenses								
Employee Costs	7,996		7,996			7,996	1,893	1,773
Borrowing Costs	885		885	(130)	2a	755	124	129
Materials & Contracts	3,594		3,594			3,594	476	419
Depreciation	7,100		7,100			7,100	1,775	1,718
Other Expenses	2,986	40	3,026			3,026	781	667
Total Expenses from Continuing Operations	22,561	40	22,601	(130)		22,471	5,049	4,706
Net Operating Result from Continuing Operation	5,016	(40)	4,976	130		5,106	325	625
Net Operating Result before Capital Items	2,298	(40)	2,258	130		2,388	(142)	(317)

Income & Expenses Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes Details

2a	Reduction in interest on borrowings due to reduced borrowing requirements after better than anticipated 2015/16 final result
----	--

Capital Budget Review Statement

Budget review for the quarter ended 30 September 2016

							Current Year	Prior Year
(\$000's)	Original Budget 2016/17	Approved Changes Carry Forwards	Revised Budget 2016/17	Variations for this Sep Qtr	Notes	Projected Year End Result	Actual YTD figures	Actual YTD figures
Capital Expenditure								
Plant & Equipment	873		873			873	203	255
Office Equipment & IT	419	158	577			577	92	183
Land & Buildings	1,790	192	1,982			1,982	49	1,251
Water Infrastructure	21,349	2,732	24,081			24,081	4,032	2,598
Other Assets			-			-		
Loan Repayments (Principal)	1,642		1,642	(143)		1,499	367	344
Total Capital Expenditure	26,073	3,082	29,155	(143)		29,012	4,743	4,631
Capital Funding								
Rates & Other Untied Funding	18,073	3,082	21,155	7,857	3a	29,012	4,743	4,631
New Loans	8,000		8,000	(8,000)		-		-
Total Capital Funding	26,073	3,082	29,155	(143)		29,012	4,743	4,631
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

Refer to Capital Works Progress report for more detail on Capital Projects and review adjustments

3a	Adjustment to CAPEX funding source after 2015/16 end of year results. Reduction in anticipated borrowing requirements due to better than expected 2015/16 cash on hand.
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Cash & Investments Budget Review Statement

Budget review for the quarter ended 30 September 2016

(\$000's)	Original Budget 2016/17	Revised Budget 2016/17	Variations for this Sep Qtr	Notes	Projected Year End Result	Actual YTD figures
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	1,130	1,130			1,130	1,140
Asset Replacement	1,600	1,600			1,600	1,812
Sales Fluctuation	4,000	4,000			4,000	5,000
Total Internally Restricted	6,730	6,730	-		6,730	7,952
(2) Funds that Council has earmarked for a specific purpose						
Unrestricted (ie. available after the above Restrictions)	145	145	252		397	10,443
Total Cash & Investments	6,875	6,875	252	4a	7,127	18,395

Cash & Investments Budget Review Statement

Comment on Cash & Investments Position

Cash & Investment balance at the start of the financial year was slightly higher than anticipated after 2015/16 end of year final results, which has increased the 2016/17 anticipated end of year balance & reduced required borrowings.

Investments

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

Cash

This Cash at Bank amount has been reconciled to Council's physical Bank Statements.
The date of completion of this bank reconciliation is 30/09/16

Reconciliation Status

The YTD Cash & Investment figure reconciles to the actual balances held as follows:		\$ 000's
Cash at Bank (as per bank statements)		546
Investments on Hand		17,823
less: Unpresented Cheques	(Timing Difference)	(2)
add: Undeposited Funds	(Timing Difference)	28
Reconciled Cash at Bank & Investments		18,395
Balance as per Review Statement:		18,395
Difference:		-

Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes	Details
4a	Adjustment to cash balance after 2015/16 final results.

Key Performance Indicators Budget Review Statement - Council specific KPI's

Budget review for the quarter ended 30 September 2016

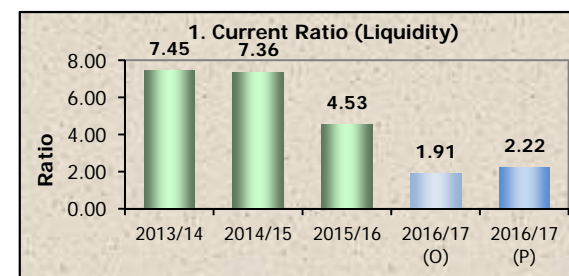
(\$000's)	Current Projection		Original Budget 16/17	Actuals	
	Amounts	Indicator		Prior Periods	
	16/17	16/17		15/16	14/15

The Council monitors the following Key Performance Indicators:

1. Current Ratio (Liquidity)

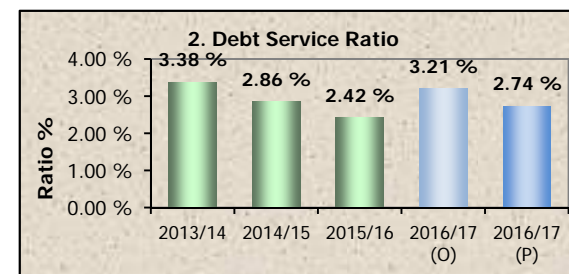
Current Assets	14797	2.22	1.91	4.53	7.36
Current Liabilities	6675				

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


2. Debt Service Ratio

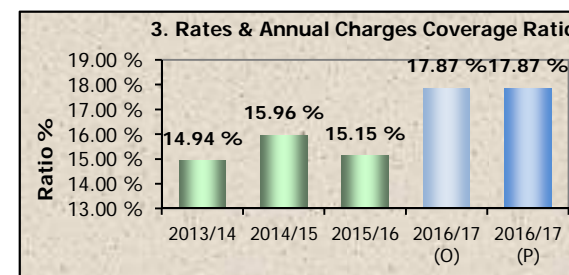
Debt Service Cost	755	2.74 %	3.21 %	2.42 %	2.86 %
Income from Continuing Operations	27577				

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


3. Rates & Annual Charges Coverage Ratio

Rates & Annual Charges	4928	17.87 %	17.87 %	15.15 %	15.96 %
Income from Continuing Operations	27577				

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%)



Key Performance Indicators Budget Review Statement - Council specific KPI's

Budget review for the quarter ended 30 September 2016

(\$000's)	Current Projection		Original Budget 16/17	Actuals	
	Amounts	Indicator		Prior Periods	
	16/17	16/17		15/16	14/15

The Council monitors the following Key Performance Indicators:

4. Capital Replacement Ratio

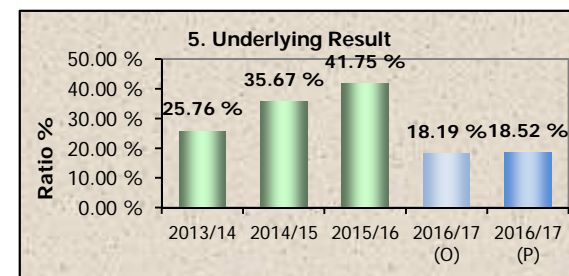
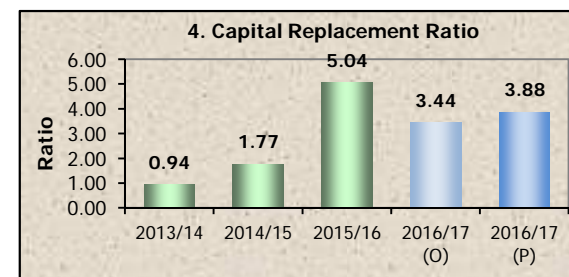
Infrastructure, Property, Plant & Equipment	27513	3.88	3.44	5.04	1.77
Depreciation	7100				

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	5106	18.52 %	18.19 %	41.75 %	35.67 %
Total Revenue	27577				

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%)



Contracts Budget Review Statement

Budget review for the quarter ended 30 September 2016
Part A - Contracts Listing - contracts entered into during the quarter

Contractor	Contract detail & purpose	Contract Value	Start Date	Duration of Contract	Budgeted (Y/N)	Notes
N/A						

Notes:

- 1. Minimum reporting level is 1% of estimated income from continuing operations of Council or \$50,000 - whichever is the lesser.
- 2. Contracts listed are those entered into during the quarter being reported and exclude contractors on Council's Preferred Supplier list.
- 3. Contracts for employment are not required to be included.
- 4. Monetary figures are GST exclusive

Consultancy & Legal Expenses Budget Review Statement

Consultancy & Legal Expenses Overview

Expense	YTD Expenditure (Actual Dollars)	Budgeted (Y/N)
Consultancies	1,348	Y
Legal Fees	3,860	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

OPERATING SUMMARY - 30 SEPTEMBER 2016 QUARTERLY BUDGET REVIEW

OPERATING SUMMARY	YTD ACTUAL \$'000	CURRENT BUDGET \$'000	REMAINING \$'000	% AVAILABLE	30/9/15 REVIEW ADJUSTMENT	REVISED BUDGET \$'000
OPERATING INCOME						
Access Charges						
Urban	1,080	3,964	2,885	73%		3,964
Non-Urban	234	963	729	76%		963
	1,314	4,928	3,614	73%	0	4,928
User Charges						
Consumption Charges						
Urban	2,763	15,299	12,536	82%		15,299
Non-Urban	531	3,252	2,721	84%		3,252
	3,293	18,551	15,258	82%	0	18,551
Extra Charges						
Urban	22	20	-2	-10%		20
Non-Urban	5	20	15	0%		20
	27	40	13	34%	0	40
Other Income	201	893	693	78%		893
Interest	71	200	129	65%		200
Operating Grants & Contributions	0	207	207	100%		207
Capital Grants & Contributions	467	2,300	1,833	80%	0	2,300
Private Works Income	2	40	38	0%		40
TOTAL OPERATING INCOME	5,375	27,159	21,641	80%	0	27,159
OPERATING EXPENSES						
Management	1,896	8,280	6,384	77%	0	8,280
Operations & Maintenance						
Buildings & Grounds						
Urban	193	712	518	73%	0	712
Non-Urban	26	54	28	53%	0	54
	219	766	547	71%	0	766

OPERATING SUMMARY	YTD ACTUAL \$'000	CURRENT BUDGET \$'000	REMAINING \$'000	% AVAILABLE	30/9/15 REVIEW ADJUSTMENT	REVISED BUDGET \$'000
<i>Management - Operations</i>						
Urban	226	1,000	774	77%	0	1,000
Non-Urban	73	410	337	82%	0	410
	299	1,410	1,111	79%	0	1,410
<i>Sources</i>						
Urban	117	802	685	85%	0	802
Non-Urban	19	223	204	92%	0	223
	136	1,025	889	87%	0	1,025
<i>Pumping Stations</i>						
Urban	50	234	184	79%	0	234
Non-Urban	56	180	124	69%	0	180
	106	414	308	74%	0	414
<i>Reservoirs</i>						
Urban	29	162	133	82%	0	162
Non-Urban	56	46	-9	-21%	0	46
	85	208	123	59%	0	208
<i>Treatment Plant</i>						
Urban	165	1,465	1,300	89%	0	1,465
Non-Urban	91	483	392	81%	0	483
	256	1,948	1,692	87%	0	1,948
<i>Mains & Services</i>						
Supervision	38	298	260	87%	0	298
Urban	149	861	712	83%	0	861
Non-Urban	94	606	512	85%	0	606
	281	1,764	1,483	84%	0	1,764
<i>Other Operations</i>	-3	-314	-311	99%	0	-314
Depreciation	1,775	7,100	5,325	75%	0	7,100
TOTAL OPERATING EXPENSES	5,050	22,601	17,551	78%	0	22,601
OPERATING RESULT	325	4,559			0	4,559

Riverina Water County Council

BALANCE SHEET

	Actual 2015/16 \$'000	Projected 2016/17 \$'000
ASSETS		
Current Assets		
Cash & Cash Equivalents	19,890	7,127
Receivables	5,079	4,435
Inventories	2,770	3,235
Total Current Assets	27,739	14,797
Non-Current Assets		
Infrastructure, Property, Plant & Equipment	320,524	337,538
Intangible Assets	3,500	3,500
Total Non-Current Assets	324,024	341,038
TOTAL ASSETS	351,763	355,835
LIABILITIES		
Current Liabilities		
Payables	826	877
Borrowings	1,499	1,582
Provisions	3,803	4,216
Total Current Liabilities	6,128	6,675
Non-Current Liabilities		
Borrowings	12,262	10,680
Total Non-Current Liabilities	12,262	10,680
TOTAL LIABILITIES	18,390	17,355
Net Assets	333,373	338,480
EQUITY		
Retained Earnings	98,893	104,000
Revaluation Reserves	234,480	234,480
Total Equity	333,373	338,480

30 SEPTEMBER 2016 CAPEX QUARTERLY BUDGET REVIEW

Description	Current Budget 2016/17	YTD Actual 2016/17	Budget Remaining	Original Budget 2016/17	2015/16 Carry Overs	30/9/16 Review Adjustment	Proposed Revised Budget 2016/17
	\$	\$	\$	\$	\$	\$	\$
MANAGEMENT							
LAND & BUILDINGS FOR ADMIN. DEPOTS AND WORKSHOPS							
Administration Office	215,000	10,305	204,695	205,000	10,000	0	215,000
Depot Buildings	40,000	23,221	16,779	30,000	10,000	0	40,000
Workshops	10,000	0	10,000	5,000	5,000	0	10,000
Access, Parking and Landscaping	1,717,328	16,482	1,700,846	1,550,000	167,328	0	1,717,328
SUB-TOTAL LAND & BUILDINGS FOR ADMIN, DEPOTS & WORKSHOPS	1,982,328	50,008	1,932,320	1,790,000	192,328	0	1,982,328
PLANT & EQUIPMENT							
IT Equipment	145,000	16,704	128,296	95,000	50,000	0	145,000
Office Furniture & Equipment	4,000	0	4,000	4,000	0	0	4,000
Working Plant & Vehicle Purchases	858,000	202,767	655,233	858,000	0	0	858,000
Fixed Plant Tools & Equipment	15,000	0	15,000	15,000	0	0	15,000
Telemetry & Control Systems Upgrade	268,000	22,758	245,242	170,000	98,000	0	268,000
Radio Communications Upgrade/Replacements/Improvements	100,000	0	100,000	90,000	10,000	0	100,000
RTUs - New/Additional	15,000	41,264	-26,264	15,000	0	0	15,000
RTUs - Replacements/Upgrades	0	10,914	-10,914	0	0	0	0
Energy Efficiency & Cost Minimisation	45,000	0	45,000	45,000	0	0	45,000
SUB-TOTAL PLANT & EQUIPMENT	1,450,000	294,607	1,155,393	1,292,000	158,000	0	1,450,000
TOTAL MANAGEMENT	3,432,328	344,615	3,087,713	3,082,000	350,328	0	3,432,328
SOURCES							
Bores-renew/refurbish/decommission	170,000	34,572	135,428	170,000	0	0	170,000
Source Works General Improvements	25,000	6,069	18,931	25,000			25,000
Switchboards Improvements/Replacements	5,000	0	5,000	5,000			5,000
TOTAL SOURCES	200,000	40,641	159,359	200,000	0	0	200,000

Description	Current Budget 2016/17	YTD Actual 2016/17	Budget Remaining	Original Budget 2016/17	2015/16 Carry Overs	30/9/16 Review Adjustment	Proposed Revised Budget 2016/17
	\$	\$	\$	\$	\$	\$	\$
TREATMENT PLANTS							
General Improvements	5,000	0	5,000	5,000	0	0	5,000
Aeration Tower Replacements	15,000	31,038	-16,038	15,000	0	0	15,000
Aeration Tower Covers	350,000	0	350,000	280,000	70,000	0	350,000
Specific Treatment Plant improvements	30,000	4,536	25,464	30,000	0	0	30,000
Treatment Plant refurbishments	15,942,980	2,829,459	13,113,521	13,620,000	2,322,980	0	15,942,980
Laboratory Facilities Upgrade	50,000	0	50,000	50,000	0	0	50,000
Treatment Plant Switchboards/Control Systems Replacement/Upgrade	20,000	0	20,000	20,000	0	0	20,000
TOTAL TREATMENT PLANTS	16,412,980	2,865,033	13,547,947	14,020,000	2,392,980	0	16,412,980
PUMPING STATIONS							
General Improvements	30,000	0	30,000	30,000	0	0	30,000
Magflow Replacements	10,000	1,089	8,911	10,000	0	0	10,000
Pump Stations Renewal/Refurbish/Upgrade	95,000	18	94,982	85,000	10,000	0	95,000
Pump & Motor Maintenance / Replacements	80,000	0	80,000	80,000	0	0	80,000
Pump Station Switchboards/Control Systems Replacement/Upgrade	85,000	0	85,000	85,000	0	0	85,000
TOTAL PUMPING STATIONS	300,000	1,107	298,893	290,000	10,000	0	300,000
RESERVOIRS							
General Improvements	21,000	0	21,000	21,000	0	0	21,000
New/Replacement Reservoirs	2,022,651	121,940	1,900,711	1,800,000	222,651	0	2,022,651
Reservoirs - Upgrade Ladders and Access	25,000	973	24,027	25,000	0	0	25,000
Reservoir Hatches Magflows	48,000	645	47,355	48,000	0	0	48,000
TOTAL RESERVOIRS	2,116,651	123,559	1,993,092	1,894,000	222,651	0	2,116,651
MAINS, SERVICES & METERS							
MAINS							
System Improvements	170,000	0	170,000	170,000	0	0	170,000
Reticulation for Developers (including other extensions)	860,000	94,863	765,137	860,000	0	0	860,000
Trunk Mains Extensions	330,000	0	330,000	330,000	0	0	330,000

Description	Current Budget 2016/17	YTD Actual 2016/17	Budget Remaining	Original Budget 2016/17	2015/16 Carry Overs	30/9/16 Review Adjustment	Proposed Revised Budget 2016/17
	\$	\$	\$	\$	\$	\$	\$
Renew Reticulation Mains	1,306,000	335,994	970,006	1,200,000	106,000	0	1,306,000
Renew Trunk Mains	1,200,000	365,002	834,998	1,200,000	0	0	1,200,000
SUB-TOTAL MAINS	3,866,000	795,859	3,070,141	3,760,000	106,000	0	3,866,000
SERVICES							
Service Connections, new including Meters	550,000	106,876	443,124	550,000	0	0	550,000
Renew Services	130,000	67,597	62,403	130,000	0	0	130,000
SUB-TOTAL SERVICES	680,000	174,473	505,527	680,000	0	0	680,000
METERS							
Water meters replacement	180,000	22,084	157,916	180,000	0	0	180,000
Remote metering	300,000	8,012	291,988	300,000	0	0	300,000
Water Filling Stations Upgrade	25,000	401	24,599	25,000	0	0	25,000
SUB-TOTAL METERS	505,000	30,497	474,503	505,000	0	0	505,000
TOTAL MAINS, SERVICES & METERS	5,051,000	1,000,828	4,050,172	4,945,000	106,000	0	5,051,000
TOTALS	27,512,959	4,375,783	23,137,176	24,431,000	3,081,959	0	27,512,959

14. OPERATIONAL PLAN – PERFORMANCE TARGETS

RECOMMENDATION: That the report detailing progress, as at 30 September 2016, achieved towards the various objectives set out in the 2016/2017 Operational Plan be noted and received.

In accordance with the provisions of Section 407 of the Local Government Act 1993, I report to Council on the progress achieved in the year for the various Key Performance Indicators set out in the 2016/2017 Operational Plan.

Services

Measure	Key Performance Indicator	Progress to 30 September 2016
Customer Satisfaction Rating	>4 (out of 5)	N/A – Annual Measure
Water Quality Satisfaction	>4 (out of 5)	N/A – Annual Measure

Asset Replacement

Measure	Key Performance Indicator	Progress to 30 September 2016
Projects completed from Capital Works Program	>85%	N/A – Annual Measure (Refer DoE Report for Progress)

Demand Management

Measure	Key Performance Indicator	Progress to 30 September 2016
Peak Day Demand (weekly average)	<65 ML	29.9 ML

WHS

Objectives	Key Performance Indicator	Progress to 30 September 2016	
Number of days lost through injury	< previous period	June Qtr. 1	Sept Qtr. 30
Percentage of sick leave hours to ordinary hours worked	<3.5%	2.77%	4.74%
Total hours worked compared to time lost through injury & illness	< previous period	.027%	.6826%

Environmental Protection

Key Performance Indicator	Key Performance Indicator	Progress to 30 September 2016	
Power used per ML of water produced KWh	< same period last year	Sept Qtr. 2015 934KWh	Sept Qtr. 2016 786kWh
Power used per ML of water produced \$	< same period last year	\$155	\$139

Equal Employment Opportunity

Key Performance Indicator	Key Performance Indicator	Progress to 30 September 2016
Number of legitimate EEO complaints resolved	100%	Nil lodged
Percentage of staff returning from parental leave	100%	100%

Charges and Fees

Key Performance Indicator	Key Performance Indicator	Progress to 30 September 2016
Level of Water Charges overdue compared to water sales for previous 12 months	<5%	N/A – Annual Measure
Level of Sundry Debtor Accounts overdue compared to debtors raised for previous 12 months	<5%	N/A – Annual Measure

15. POLICY 1.3 - GOOD GOVERNANCE

RECOMMENDATION that Riverina Water County Council adopt Policy 1.3 - Good Governance.

In October 2012 Riverina Water County Council adopted Policy 5.25 – Good Governance. This Policy outlined Council’s commitment to good governance. .

This Policy was renumbered in 2013 and is now called Policy 1.3 – Good Governance.

The policy has been again reviewed and is attached for Councillors' information.

Only minor changes are suggested for the Policy. These include date of the next review from the initial 2 years to once per council term (2020)

The objectives of the Policy are:-

- Achieve the highest standards of governance.
- Ensure the compliance of Councillors, Council staff and delegates with relevant legislation.
- Seek excellence in governance through continuous improvement and working on the system.
- Provide guidance to Councillors and Council staff in achieving good governance.

It is appropriate that this policy be again adopted to demonstrate Council’s commitment to good governance.

- **Policy 1.3 – Good Governance**

GOOD GOVERNANCE POLICY

POLICY REFERENCE NUMBER:		POL 1.3	
Original publication date		24 October 2012	
Revision number	Issue Date	Approved	Approval date
0	24 Oct 2012	Res: 12/151	24 Oct 2012
Name Changed from 5.25 on 22/11/13			
1	15 Oct 2014	Res:14/126	15 October 2014
2	27 Oct 2016	Res: 16/??	27 October 2016
<p>This document is to be reviewed once every Council Term.</p> <p>Next review date: October 2020</p>			
RESPONSIBLE OFFICER		General Manager	

PART 1: INTRODUCTION

Governance is becoming an increasingly important concept and impacts all sectors of the community. The practice of good governance is increasingly seen as critical for ensuring that the governance of organisations has a legal and ethical basis, that decisions are taken in the interests of stakeholders, and that the organisation behaves as a good corporate citizen should.

This policy demonstrates Riverina Water County Council's commitment to the principles of good governance.

1.1 Policy Objectives

This policy, and the principles set out in the policy, aim to:

- Achieve the highest standards of governance.
- Ensure the compliance of Councillors, Council staff and delegates with relevant legislation.
- Seek excellence in governance through continuous improvement and working on the system.
- Provide guidance to Councillors and Council staff in achieving good governance.

1.2 Definitions

Ethics

Ethics are the moral principles by which any particular person or organisation is guided; the rules of conduct recognized in a particular profession or area of human life.

Governance

Governance is the process of decision-making and the process by which decisions are implemented or not.

Good governance

Good governance means that the structures, activities and operations of the Council are conducted in accordance with the principles of legal compliance, probity, transparency, accountability, and respect for people within the Council and for all other stakeholders.

1.3 Related Document

Code of Conduct

PART 2: POLICY CONTENT

2.1 General Provisions

2.1.1 Characteristics of Good Governance

The characteristics of good governance are:

- It is participatory
- It is consensus-oriented
- It is accountable
- It is transparent
- It is responsive
- It is effective and efficient
- It is equitable and inclusive
- It is law-abiding

2.1.2 Roles of Local Government

Council will apply the following general principles set out in its Charter to sustain community democracy and encourage active citizenship within its area:

- To provide directly or on behalf of other levels of government, after due consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services and facilities are managed efficiently and effectively
- To exercise community leadership
- To exercise its functions in a manner that is consistent with and actively promotes the principles of multiculturalism
- To properly manage, develop, protect, restore, enhance and conserve the environment of the area for which it is responsible, in a manner that is consistent with and promotes the principles of ecologically sustainable development
- To have regard to the long term and cumulative effects of its decisions
- To bear in mind that it is the custodian and trustee of public assets and to effectively account for and manage the assets for which it is responsible
- To raise funds for local purposes by the fair imposition of charges and fees, by income earned from investments and, when appropriate, by borrowings and grants

- To keep the local community and the State government (and through it, the wider community) informed about its activities
- To ensure that, in the exercise of its regulatory functions, it acts consistently and without bias, particularly where an activity of the council is affected
- To be a responsible employer

2.1.3 Principles of Good Governance

In addition to implementing the provisions of its Charter, Council will apply the following principles:

- Council decision-making will exhibit transparency, honesty and probity.
- Council will make decisions that represent the best long-term interest of the whole of the area covered by Riverina Water County Council.
- Councillors will respect the decisions of the majority and once decisions are made, will support those decisions.
- Councillors will be accountable for the development of policy and the strategic direction of the area serviced by Riverina Water County Council.
- The General Manager and Council officers will be accountable for the implementation of Council policy and decisions except where they apply exclusively to Councillors.
- All Councillors and Council staff will observe the Code of Conduct in spirit and in letter.

PART 3: POLICY IMPLEMENTATION GUIDELINES

3.1 Good Governance Framework

Council will achieve and maintain good governance through the use of a Good Governance Framework based on the key elements identified in the Local Government Professionals (LGPro) Governance Health Check. The use of the Governance Health Check is recommended by both the Office of Local Government and the Independent Commission Against Corruption (ICAC).

The four key elements of good governance are:

Ethics and Values

Setting an appropriate standard of ethics is an important factor in establishing and enforcing a high ethical culture. It helps Council reduce fraud, corruption, maladministration and wastage and ensures that Council has the respect of the community.

Key areas are:

- Code of Conduct
- Internal reporting
- Statement of adopted values
- Statement of business ethics for external parties
- Conflicts of interest
- Gifts and benefits
- Councillors' access to information and interactions with staff

Risk Management and Internal Control

In order to achieve its objectives and operate effectively and in accordance with sound governance principles, Council needs to be aware of key risks that it faces and needs to have appropriate controls in place to deal with those risks. Key areas are:

- Risk management
- Internal controls
- Fraud and Corruption Prevention Plan
- Legislative compliance
- Privacy
- Secondary employment
- Payment of expenses and provision of facilities to Councillors
- Procurement and disposal procedures
- Records management

Decision-making Processes

Sound decision-making processes that comply with the principles of good governance will help Council's individual decisions to withstand scrutiny by regulators, courts, the media and those affected by the decisions. Key areas are:

- Code of meeting practice
- Committee system

- Involvement of stakeholders
- Delegations of authority
- Integrated Planning & Reporting Requirements
- Policies and procedures
- Provision of advice

Monitoring and Review

These processes are important to ensure that Council is operating appropriately and that Council and people at council are accountable for their actions. Monitoring and review also helps to ensure that Council can react to changes in its environment efficiently and effectively. Key areas are:

- Annual report
- Performance management
- Complaints handling
- registers
- access to documents

3.2 Implementation and Assessment

The Good Governance Framework will be implemented through the provisions of Council's Good Governance Action Plan.

The Good Governance Action Plan sets out a range of actions required to achieve compliance with legislation and to achieve excellence based on benchmark activities listed in the LGPro Governance Health Check.

16. DRAFT POLICY 1.4 - STATEMENT OF BUSINESS ETHICS

RECOMMENDATION that Riverina Water County Council adopt Policy 1.4 - Statement of Business Ethics.

In October 2012 Riverina Water County Council adopted Policy 5.24 – Statement of Business Ethics. This Policy made a clear statement to persons that it does business with that outlines Riverina Water County Council's ethics and standards. This Statement reflects the contents of Council's Draft Gifts and Benefits Policy.

This Policy was renumbered in 2013 and is now called Policy 1.4 – Statement of Business Ethics.

The Policy is due for review after an initial 2 year period. The Policy has been examined and there are no suggested changes, except that the review date change to once each Council term (2020).

It is appropriate that this statement be again adopted to ensure that Companies that do business with Council are able to operate in a transparent and ethical manner when dealing with Riverina Water County Council.

- **Draft Policy 1.4 – Statement of Business Ethics**

STATEMENT OF BUSINESS ETHICS

POLICY REFERENCE NUMBER:		POL 1.4	
Original publication date		24 October 2012	
Revision number	Issue Date	Approved	Approval date
0	24 Oct 2012	Res: 12/150	24 Oct 2012
Name Changed from 5.24 on 22/11/13			
1	15 Oct 2014	Res: 14/127	15 Oct 2014
2	26 Oct 2016	Res: 16/???	26 Oct 2016
<p>This document is to be reviewed once every Council term.</p> <p>Next review date: October 2020</p>			
RESPONSIBLE OFFICER		General Manager	

GENERAL MANAGER'S MESSAGE

This statement provides guidance for the private sector when doing business with Riverina Water County Council.

It outlines Council's ethical standards and expectations of goods and service providers and contractors in all of their dealings with Council. The Statement will also outline what goods and service providers and contractors can expect of Council.

Council aims to promote integrity, ethical conduct and accountability throughout Council's operations.

Our staff are expected to maintain high standards of integrity and ethical conduct, consistent with the positions of trust they hold and we expect no less of the service providers and contractors that undertake work for Council.

OUR BUSINESS PRINCIPLES

This statement will ensure that all its business relationships are honest, ethical, fair and consistent in obtaining best value for money. Best value for money does not automatically mean the lowest price. Council will balance all relevant factors including initial cost, whole of life cost, quality, reliability and timeliness in determining true value for money.

Part of obtaining best value for money will also include ensuring that all our business relationships are honest, ethical, fair and consistent.

Council business will be transparent and open to public scrutiny where ever possible.

WHAT YOU CAN EXPECT FROM COUNCIL

Council will ensure that all its policies, procedures and practices relating to tendering, contracting and the purchase of goods and services are consistent with best practice and highest standards of ethical conduct.

Our staff are bound by Council's Code of Conduct when doing business with the private sector and will be expected to:

- Abide by the law and all relevant policies and procedures.
- Use public resources effectively and efficiently.
- Deal fairly honestly and ethically with all individuals and organisations.
- Avoid conflicts of interest (whether real or perceived).

In addition all Council procurement activities are guided by the following core business principles:

- All potential suppliers will be treated with impartiality and fairness and given equal access to information and opportunities to submit bids.

- All procurement activities and decisions will be fully and clearly documented to provide an effective audit trail and allow for effective performance review of contracts.
- Tenders will not be called unless Council has a firm intention to proceed to contract.
- Council will not disclose confidential or proprietary information.

WHAT COUNCIL EXPECTS OF OUR SUPPLIERS, CONSULTANTS AND CONTRACTORS

Council requires all private sector providers to observe the following principles when doing business with Riverina Water County Council:

- Respect the obligations of Council staff to act in accordance with this statement
- Not exert pressure on Council staff to act in ways that contravene the business ethics or code of conduct of Council.
- Not offer staff inducements or incentives such as money, gifts, benefits, and entertainment or employment opportunities.
- Provide accurate advice and information when required.
- Act ethically, fairly and honestly in all dealings with Council.
- Declare any actual or perceived conflicts of interest as soon as you become aware of the conflict.
- Prevent the unauthorised release of privileged or confidential information, such as commercial-in-confidence information.

WHY SHOULD THE PRIVATE SECTOR COMPLY WITH THE STATEMENT?

By complying with Council's Statement of Business Ethics you will be able to advance your business through the opportunity to bid for public sector work on a level playing field. You will also enhance your capacity to undertake public sector work with similar compliance requirements in the future.

As all Council suppliers of goods and services are required to comply with this statement, no provider will be disadvantaged in any way. By complying with Council's principles this will also prepare your business for dealing with the ethical requirements of other government agencies, should you wish to do business with them.

Consequences for not complying with the principles of business ethics as outlined in this statement can be significant for both public officials and people doing business with Council.

Consequences for Council staff include investigation, disciplinary action, dismissal or potential criminal charges.

Consequences for private sector partners could lead to:

- Investigation for corruption or other offences.
- Possible loss of work.

- Damage to reputation.
- Termination of contracts.
- Loss of rights (such as loss of operating or trade licences).

It should be noted that any individual can be found corrupt by the Independent Commission Against Corruption (even if they are not a public official) if they try to improperly influence a public official or a public authority's honest or impartial exercise of their official functions.

SOME PRACTICAL GUIDELINES

- Incentives: Gifts, benefits, hospitality, meals, travel and accommodation.

Advice in relation to Gifts and Benefits can be found in Council's Code of Conduct and additionally Council has also adopted a Gifts and Benefits Policy which states that:

2.1 General Provisions

- 1) *Council generally discourages the acceptance of gifts or benefits by Councillors, Council staff or Council delegates (Council Officials) unless such gifts are made to the Council as a corporate body rather than to an individual.*
- 2) *No gifts **of any value** (including nominal value) are to be accepted by Councillors, Council staff or Council delegates (Council Officials) in any circumstances during the course of a tender period.*
- 3) *If a gift or benefit is received in the course of a Council Official's duties and relates to the work of Council, or has a public benefit, it may be accepted. All such gifts become the property of Council and must be recorded in Council's Gifts and Benefits Register. Such gifts may be disposed of as provided for by clause 2.2.9 of this Policy.*
- 4) *No gifts or benefits of more than nominal value may be accepted by Council Officials, except in the circumstances set out in paragraph 2.2.1.(3) below.*
- 5) *Under no circumstances are offers of money, including items that can be redeemed for money such as gift vouchers, lotto/lottery/scratchy tickets, tickets to events, travel tickets, goods and/or services, to be accepted.*
- 6) *You must always consider the purpose, intent and value of the gift or benefit being offered before making a decision to accept such gift or benefit.*

2.2 Specific Provisions

2.2.1 Special Circumstances

- 1) *Gifts to family members – Council staff must take all reasonable steps to ensure that their immediate family members are not the recipients of gifts and benefits that could be perceived to be an attempt to influence the behaviour of that Council Official.*
- 2) *Prizes and gifts - On occasions Council officials may receive a prize or gift as a result of entering a competition while engaging in official Council business. Any such gifts/prizes that are received shall be deemed to be the property of Council, not the individual, and may be disposed of as provided under clause 2.2.9 of this Policy.*

- 3) *Gifts that cannot be returned – There may be circumstances where a gift, unacceptable under Council's policy, is inadvertently accepted by a Council official or may not be easily return (for example, in some cultures where non-acceptance or returning a gift may cause offence, insult or embarrassment), or the value of such gift is unknown at the time of receipt. Such gifts shall be deemed to be the property of Council and disposed of appropriately as set out in clause 2.2.9 of this Policy.*

2.2.2 Forms of Gifts

Gifts come in many forms and are given for a variety of reasons, some reasons being appropriate, whilst others inappropriate. Gifts may be categorised as ones of influence, gratitude, token or ceremonial – each providing a different perspective of its intent.

The intent of the gift giving provides some basis for decision making in determining whether a gift should be accepted or declined, and should be considered in consult with the other parameters provided in this Policy.

2.2.3 Nominal value

One factor in determining whether a particular gift or benefit may be accepted is its value. The value of a gift or benefit will determine how it is dealt with. Council has a nominal value of \$50. Examples of gifts and benefits of nominal value would be:

- *Inexpensive pen or stationery*
- *Box of chocolates*
- *Modest bottle of wine*

By contrast, the following gifts and benefits would be likely to have more than the stated nominal value of \$50:

- *Tickets to sporting events or other entertainment e.g. football matches, cocktail parties, concerts*
- *Works of art*
- *Jewellery*
- *Free or discounted travel*

2.2.4 Token gifts

Token gifts and moderate acts of hospitality include:

- *Free or subsidised meals and/or beverages provided infrequently (and/or reciprocally) by representatives of other public sector agencies or at corporate training or conferences*
- *Free meals and/or beverages provided to public officials who formally represent*
- *Council at government-related functions or events*

If a Council Official attends any business meeting or a meeting with community members at which food and/or beverages are purchased, any costs incurred for that Council Official should be borne by that individual so as to avoid a perception of indebtedness, even though such amount may not exceed the nominal value.

2.2.5 The Giving of Gifts by Council

There may be occasions when it is appropriate for Council to give gifts or benefits to individuals from other public or private agencies. Such gift or benefit is to be of a value appropriate to the circumstances and with endorsement from the General Manager. Appropriate caution should be exercised when the proposed recipient or organisation has a continuing business relationship with Council.

2.2.6 Reporting of Offering of Gifts or Benefits

Council officials who receive a gift or benefit, regardless of the value, must complete the Gifts and Benefits Register Form as soon as practical after receiving the gift or benefit. Such gift or benefit is not to be used, consumed or disposed of prior to finalisation of the approval process including the General Manager's authorisation

2.2.7 The Offering of a Gift or Benefit During a Tender Period

*Under no circumstances are gifts or benefits **of any value** (including nominal value) offered by a tenderer (or any related entity or individual) during the course of a tender period, to be accepted by a Councillor, Council staff or Council delegates (Council Officials).*

If a gift or benefit is offered during a tender period, the General Manager must be notified immediately.

2.2.8 Inappropriate Offering of a Bribe

If a Council Official is offered a bribe, corrupt inducement or reward, such matter must be reported to the General Manager immediately. The offer must not be accepted in any circumstances.

Any Council Official who believes they have been offered a bribe must:

- *Immediately reject the offer*
- *Terminate the interaction with the person*
- *Keep a record of the events*
- *Inform their supervisor (or in the case of a Councillor, the General Manager)*
- *The supervisor must inform the General Manager immediately*
- *The General Manager must inform ICAC and the Police*

The General Manager has a duty under section 11 of the Independent Commission Against Corruption Act 1988 to notify the Independent Commission Against Corruption of any possible corrupt conduct.

• Conflicts of Interest

All Council staff are required to disclose any potential conflicts of interest. Council also extends this requirement to business partners, contractors and suppliers. A conflict of interest can be either:

1. Pecuniary – An interest that a person or company has in a matter because of a reasonable likelihood or expectation of financial gain or loss to the person with whom the person is associated or,
2. Non Pecuniary – A private or personal interest of an official or staff member or delegate that does not amount to a pecuniary interest as defined in the Local Government Act 1993 (eg: a friendship, membership of an association, society or trade union, or involvement or interest in an activity an may include an interest of a financial nature (DLG Model Code of Conduct December 2004 Page 12). Any complaints about possible conflict of interest should be directed to Council's General Manager for attention.

- **Sponsorship and related practices**

Council will not ask for, entertain or enter into any sponsorship or similar arrangement that is not open and transparent or if such sponsorship creates a perception that it could be part of an attempt to improperly influence any organisational decision-making process.

- **Confidentiality**

Information that is considered sensitive may have commercial implications for Council together with staff matters of a personal nature will be considered confidential.

Under the Government Information (Public Access) Act 2009 (GIPAA), confidential information may be accessed upon payment of the appropriate application fees and application to Council's Information Access Officer.

- **Ethical Communication**

Providers of goods and services should ensure that communication is clear, direct and accountable to minimise the risk of perception of inappropriate influence on any business relationship.

If communication needs to be confidential for commercial in confidence or personal reasons, the communication shall still abide by the principles of clear, direct and accountable.

- **Use of Council Resources**

All Council resources must be used ethically, effectively, efficiently and carefully in the course of official business and must not be used for private purposes (except when supplied under a contract of employment) unless lawfully authorised and proper payment is made where appropriate.

- **Secondary Employment**

Under the Local Government Act 1993, all Council staff must obtain consent of the General Manager for any secondary employment that relates to the business of Council or might conflict with their Council duties. The General Manager will make the final determination whether to grant or refuse consent. Secondary employment will not be approved if it has the potential to create a real or perceived conflict of interest between the staff member's public role and their private interest.

- **Expectations of Contractors and Sub Contractors**

Council emphasises that all Contractors and Sub Contractors will be expected to be aware of and comply with the Statement of Business Ethics.

- **Who to contact about the Statement of Business Ethics**

If you are concerned about a possible breach of this Statement, or about conduct that could involve fraud, corrupt conduct, maladministration or serious and substantial waste of public funds, please contact the General Manager, Riverina Water County Council by one of the following methods:

Letter: P.O. Box 456, Wagga Wagga, NSW, 2650

Phone: (02) 6922 0608

Fax: (02) 6921-2241

Email: admin@rwcc.com.au

Persons reporting corrupt conduct are protected by the Protected Disclosures Act 1994. This Act protects individuals disclosing corruption related matters from reprisals or detrimental action and ensures that disclosures are properly investigated and dealt with.

17. DRAFT POLICY 1.5 – COMPLAINTS MANAGEMENT

RECOMMENDATION that Riverina Water County Council adopt Policy 1.5 – Complaints Management.

In October 2012 Riverina Water County Council adopted Policy 5.19 Complaints Management. This Policy outlined how complaints are handled by staff and Councillors.

This Policy was renumbered in 2013 and is now called Policy 1.5 – Complaints Management.

The policy has been reviewed and is attached for Councillors' information.

Only minor changes are suggested for the Policy. These include date of the next review from the initial 2 years to once each Council term (2020).

The objectives of the Policy are:-

- To improve Council's operations through responding positively to complaints.
- To facilitate the resolution of that complaint in accordance with the Council's statutory powers and responsibilities.
- To allow audit, monitoring and analysis to take place on complaints related data.
- To develop community confidence and trust that Council is responsive and caring.

It is appropriate that this policy be again adopted to ensure that complaints are handled in an effective and transparent manner.

- **Draft Policy 1.5 – Complaints Management**

COMPLAINTS MANAGEMENT POLICY

POLICY REFERENCE NUMBER:		POL 1.5	
Original publication date		24 October 2012	
Revision number	Issue Date	Approved	Approval date
0	24 Oct 2012	Res:12/145	24 Oct 2012
Name Changed from 5.19 on 22/11/13			
1	15 Oct 2014	Res: 14/128	15 Oct 2014
2	26 Oct 2016	Res: 16/???	26 Oct 2016
<p>This document is to be reviewed once every Council term.</p> <p>Next review date: October 2020</p>			
RESPONSIBLE OFFICER		General Manager	

PART 1: INTRODUCTION

Riverina Water County Council provides democratic government through its services and facilities for the benefit of our customers. Customers have the right to expect satisfactory standards of work and good conduct in service delivery.

The performance of the Council, at times, may not be to the satisfaction of customers or other external stakeholders. In those circumstances the Council is committed to ensuring the opportunity is available to express dissatisfaction through an effective complaints management system and that any complaint received through the system is dealt with courteously, investigated fully and acted on within an appropriate time period.

1.1 Policy Objectives

- To improve Council's operations through responding positively to complaints.
- To facilitate the resolution of that complaint in accordance with the Council's statutory powers and responsibilities.
- To allow audit, monitoring and analysis to take place on complaints related data.
- To develop community confidence and trust that Council is responsive and caring.

1.2 Scope of Policy

This policy covers the following types of complaint:

- Complaints of a general nature,
- Complaints of corrupt conduct, maladministration or misuse of Council resources,
- Competitive neutrality complaints,
- Complaints that cannot be resolved through normal Council procedures and where the customer expresses a clear desire and intention to lodge a formal complaint.
- Unreasonable complainant conduct.

The policy does not cover:

- Service requests,
- Requests for information or explanation of policies or procedures or decisions of Council,
- Reports of damaged or faulty infrastructure,

- Reports of hazards,
- Reports concerning neighbours or neighbouring properties,
- Appeals against Council decisions, policies or procedures, unless recorded as complaints about Council's decision-making process,
- Complaints under the *Code of Conduct* which are subject to a separate process,
- Privacy complaints which are subject to separate processes.

1.3 Definitions

<i>Complaint</i>	A complaint is any dissatisfaction expressed by an interested party about specific Council decisions, procedures, charges, staff, agents, or quality of service. The complainant defines the complaint.
<i>Formal Complaint</i>	<p>This relates to complaints that cannot be resolved through normal Council procedures and where the customer expresses a clear desire and intention to lodge a complaint in writing.</p> <p>Formal complaints are referred to the General Manager for investigation following the <i>Guidelines for Managing Complaints</i>.</p>
<i>Competitive Neutrality Complaint</i>	<p>This is a complaint that Council has not met its obligations under the National Competition Policy and has not abided by the spirit of competitive neutrality in the conduct of a Council business.</p> <p>Competitive neutrality complaints are referred to the General Manager for investigation following the <i>Guidelines for Managing Complaints</i>.</p>
<i>Complaint under the Code of Conduct</i>	<p>These complaints relate to breaches of the Code of Conduct.</p> <p>Code of Conduct complaints are made in writing to the General Manager and are dealt with by processes set out in the <i>Guidelines for Dealing with Complaints under the Code of Conduct</i>.</p>

<i>Protected Disclosure</i>	<p>This is a complaint made under the Protected Disclosures Act. It covers disclosures relating to corrupt conduct, maladministration or serious and substantial waste of public money.</p> <p>The investigation of protected disclosures follows the <i>Guidelines for Managing Complaints</i> but is subject to additional requirements relating to confidentiality and protection from retribution which are set out in the <i>Protected Disclosure Internal Reporting System</i>.</p>
<i>Privacy Complaint</i>	<p>This is a complaint made under the Privacy and Personal Information Protection Act, 1998. It covers complaints concerning breaches of the Act by Council.</p> <p>The investigation of Privacy complaints is set out in Council's Privacy Policy.</p>

1.4 Related Documents

- Council's Code of Conduct
- Guidelines for dealing with Code of Conduct Complaints (DLG)
- Protected Disclosures Policy (Pol 1.11)
- Practice Note No 9 - Complaints Management in Councils (DLG)
- Unreasonable Complainant Conduct - Practice Manual 2009 - NSW Ombudsman

PART 2: POLICY CONTENT

2.1 General Provisions

Council will:

- Deal with complaints promptly in accordance with its *Complaints Management Policy*,
- Seek to resolve complaints at the time they are made,
- Publicise its complaints management processes,
- Ensure members of the public dissatisfied with Council's conduct are aware of their right to lodge complaints,

- Acknowledge complaints within seven working days including advice about the action taken to resolve the complaint,
- Advise complainants of their right to complain to the Ombudsman, the ICAC or the Department of Local Government
- Deal with protected disclosures in accordance with its *Protected Disclosures Policy*,
- Ensure that only the people directly involved in the complaint, or in sorting it out, will have access to information about the complaint,
- Report in its annual report on the outcome of complaints, using this information to identify and rectify deficiencies in Council services.

2.2 Specific Provisions

2.2.1 Complaints of a General Nature

These complaints may range from simple matters involving rudeness by employees or delays in responding to water service interruptions through to serious matters concerning breaches of Council policies or procedures.

2.2.2 Complaints Made to Council Staff

The complaint handling process for Council employees is broken down into three levels:

Level One – First Line Complaint Handling

- All first line staff are responsible for receiving, registering and ensuring the resolution of all straightforward, minor complaints as speedily as possible. They have the authority to resolve problems on the spot.
- First line staff may refer complaints to their supervisor or department manager if they are unsure who should attend the problem.
- In the case of more serious complaints, first line staff shall direct the complaint to the General Manager.

Level Two – Internal Review or Investigation

- Where the customer is still dissatisfied the General Manager will review the complaint and report back to the complainant.

Level Three – Independent Review

In all cases, if a complaint cannot be resolved within Council, the complainant is offered one of the following alternatives:

- An alternative dispute resolution procedure such as mediation;
- Referral to an external agency such as the Independent Commission Against Corruption, the NSW Ombudsman or the Director-General of the NSW Office of Local Government.
- Appeal procedures or other legal remedies.

2.2.3 Complaints Made to Councillors

Complaints are sometimes made directly to Councillors rather than to Council staff. In order for the above processes to be followed, Councillors are requested to:

- Ask the complainant whether they have previously made the complaint to Council staff. If not, please ask them to contact Council's Customer Services staff so that relevant details can be logged,
- Log the complaint on a Request Form and refer it to the General Manager.

A report will be made to the respective Councillor regarding action taken on the complaint.

2.2.4 Complaints Concerning Corrupt Conduct

These complaints should be referred to the General Manager or if the complaint relates to the General Manager the complaint is referred to the Chairman and dealt with in accordance with the *Guidelines for Managing Complaints*. All complaints relating to allegations of corrupt conduct are to be immediately referred to ICAC in accordance with the published procedure.

2.2.5 Complaints Concerning Competitive Neutrality

In the event of a competitive neutrality complaint being received, the following procedures will be followed:

- Competitive complaints must be submitted in writing,
- The General Manager will acknowledge receipt of the letter within seven (7) days and will provide details of how it is proposed to handle the complaint,
- The General Manager will investigate the complaint, obtain any advice that is necessary and provide a full response within twenty-one (21) days.

2.2.6 Making Restitution

An important part of Complaint Management is ensuring that if a complaint is found to be correct then some form of restitution is made to the complainant. Making restitution is a way of acknowledging that a wrong has been done and that it is regretted.

There are various ways of making restitution:

Apologising

The most common form of restitution is making an apology. Often this is sufficient to resolve the complaint. Different forms of apology include a verbal apology, a written apology or a published apology. The type used depends on the situation and the nature of the complaint.

Making Good

There will be occasions where Council will agree to or be directed to make good any damage that it has caused to another party. Council will need to consult its insurer before taking such an action.

Compensation

Separate from any cost involved in making good, Council may agree to or be directed to make a payment of money to a complainant for pain, suffering, embarrassment or loss of income caused by Council's negligent action.

2.3 Difficult Complainants

There may be occasions where the complainant's actions or motivations are unacceptable. We recognise that staff have rights that must be respected when dealing with aggressive or vexatious complainants.

Many complainants are angry and aggrieved, sometimes with good cause. Most behave in legitimate ways. A very small minority make complaints that are vexatious, in that they persist unreasonably with their complaints, or make complaints in order to make it difficult for the Council rather than genuinely to resolve a grievance. This may involve making serial complaints about different matters, or continuing to raise the same or similar matters over and over again. Unreasonable complainants should be dealt with in accordance with the NSW Ombudsman's Practice Manual '*Unreasonable Complainant Conduct*'.

Definition of a Vexatious Complainant

Complainants (and/or anyone acting on their behalf) may be deemed to be habitual or vexatious where previous or current contact with them demonstrates that they meet two or more of the following criteria:

- Complaints made maliciously to damage a persons' career or reputation
- Complainants threaten or take violent action against themselves, staff or property
- Complaints made without evidence to cause annoyance

- Complainants persistently changing the substance of a complaint or continually raise new issues or seek to prolong contact by continually raising further concerns or questions upon receipt of a response or whilst the complaint is being addressed. (Care must be taken not to disregard new issues which are significantly different from the original complaint as they need to be addressed as separate complaints)
- Complainants are repeatedly unwilling to accept documented evidence given as being factual or deny receipt of an adequate response in spite of correspondence specifically answering their questions, or do not accept that facts can sometimes be difficult to verify when a long period of time has elapsed
- Complainants persist in pursuing a complaint, despite reasonable efforts of the Council to help them specify their concerns, and/or where the concerns identified are not within the realm of the Council to investigate
- Complainants regularly focus on a trivial matter to an extent which is out of proportion to its significance and continue to focus on this point.
- It is recognised that determining what is a trivial matter can be subjective and careful judgement will be used in applying this criteria
- Complainants who display aggressive or abusive behaviour such as abusive language (oral or written), threats, sexual remarks, rudeness, or have threatened or used physical violence towards staff at any time
- Complainants who have excessive contact with the Council and place unreasonable demands on staff. For the purposes of determining an excessive number, a contact may be in person, by telephone, letter, e-mail or fax. Discretion will be used in determining the precise number of excessive contacts applicable under this section, using judgement based on the specific circumstances of each individual case
- Complainants are known to have recorded meetings or face to face/telephone conversations without the prior knowledge and consent of other parties involved
- Complainants make unreasonable demands on the customer/complainant relationships and fail to accept that these may be unreasonable, for example, insisting on responses to complaints or enquiries being provided more urgently than is reasonable or with the Council's Complaints Procedure or normal recognised practice

18. DRAFT POLICY 1.6 CONFLICT OF INTEREST POLICY

RECOMMENDATION that Riverina Water County Council adopt the Draft Policy 1.6 Conflict of Interest.

In October 2012 Riverina Water County Council adopted Policy 5.20 Conflict of Interest. This Policy outlined how Councillors and staff avoid conflicts of interest in their various roles.

This Policy was renumbered in 2013 and is now called Policy 1.6 – Conflict of Interest.

The policy has been reviewed and is attached for Councillors' information.

Only minor changes are suggested for the Policy. These include date of the next review from the initial 2 years to once each Council term (2020).

The objectives of the Policy are:-

- To protect the public interest,
- To support transparency and accountability,
- To promote individual responsibility and personal example,
- To build a supportive organisational culture.

It is appropriate that this policy be adopted to ensure that conflicts of interest are avoided in an appropriate manner.

- **Draft Policy 1.6 – Conflict of Interest Policy**

CONFLICT OF INTEREST POLICY

POLICY REFERENCE NUMBER:		POL 1.6	
Original publication date		24 October 2012	
Revision number	Issue Date	Approved	Approval date
0	24 Oct 2012	Res: 12/146	24 Oct 2012
Name Changed 22/11/13 from 5.20			
1	26 Oct 2016	Res: 16/???	26 Oct 2016
<p>This document is to be reviewed every 4 years.</p> <p>Next review date: October 2020</p>			
RESPONSIBLE OFFICER		General Manager	

PART 1: INTRODUCTION

The community has the right to expect that Councillors and Council staff will perform their duties in a fair and unbiased way and that the decisions they make are not affected by self-interest or personal gain.

Conflicts of interest can arise when Councillors or Council staff are influenced, or appear to be influenced, by personal interest when carrying out their duties. The perception of a conflict can be as damaging as an actual conflict, because it undermines public confidence in the integrity of the organisation involved and its staff.

1.1 Policy Objectives

- To protect the public interest,
- To support transparency and accountability,
- To promote individual responsibility and personal example,
- To build a supportive organisational culture.

1.2 Scope of Policy

This policy applies to Councillors, staff, delegates and contractors.

1.3 Definitions

Conflict of interest

A conflict of interest exists when you could be influenced, or a reasonable person would perceive that you could be influenced by a personal interest when carrying out your public duty.

Pecuniary interest

This is an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to the person or another person with whom the person is associated.

Non-pecuniary interest

This is any private interest that does not relate to money. A non-pecuniary interest may arise out of kinship, friendship, membership of an association, society or trade union, or involvement or interest in sporting, social or cultural activities.

Actual Conflict of Interest

This involves direct conflict between a Councillor's or Council employee's current duties and responsibilities and their existing private interests.

Perceived Conflict of Interest

This is where it could be perceived by others that a Councillor's or Council employee's private interests could improperly influence the performance of their public duties – whether or not this is actually the case.

Potential Conflict of Interest

This arises when a Councillor or Council employee has private interests that could interfere with their public duties in the future.

1.4 Legislative Context

Chapter 14 of the Local Government Act 1993 covers honesty and disclosure of interests and states that:

- The pecuniary interests of councillors, council delegates and other persons involved in making decisions or giving advice on council matters must be publicly recorded
- Councillors and staff must not take part in decisions on council matters in which they have a pecuniary interest.

Council's Code of Conduct and Code of Meeting Practice also provide direction on the declaration and management of conflicts of interest.

1.5 Related Documents

Code of Conduct

Fraud and Corruption Policy (Draft Pending)

Good Governance Policy

PART 2: POLICY CONTENT

2.1 Specific Provisions

2.1.1 Pecuniary Interests

1. Pecuniary interests must be disclosed.
2. A person will be considered to have a pecuniary interest if:
 - they or a person with whom they are associated has a pecuniary interest
 - their spouse, defacto partner, relative, partner or employer has a pecuniary interest (relative includes any of the following – parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descendant or an adopted child of the person or the person's spouse).
 - they, a nominee, partner or employer are a member of a company or other body that has a pecuniary interest.
3. A person is not taken to have a pecuniary interest if:
 - they are unaware of the relevant pecuniary interest of the spouse, defacto partner, relative, partner, employer or company or other body
 - just because the person is a member of, or is employed by, a Council or statutory body or is employed by the Crown
 - just because the person is a member of or a delegate of a council to, a company or other body that has a pecuniary interest in the matter, so long as the person has no beneficial interest in any shares of the company or body

4. A person does not have a pecuniary interest in a matter if the interest is so remote that it could not reasonably be regarded as likely to influence any decision the person might make in relation to the matter. (Section 442 of the Act).

2.1.2 Non Pecuniary Interests

1. Non-pecuniary interests must be disclosed. If this is at a meeting, it must be done as soon as possible.
2. Councillors and employees and volunteers who are members of clubs should seriously consider whether their club memberships could give rise to conflicts of interest in Council matters that may affect the clubs. The greater the involvement with the club, such as the holding of an office, the greater the likelihood of a real or perceived conflict of interest.
3. In cases of a non-pecuniary interest, employees should not do anything which they could not justify to the public and should avoid any occasion for reasonable suspicion or the appearance of improper conduct or only partial performance of their public or professional duties.
4. Options for dealing with a non-pecuniary conflict of interest will depend on the circumstances of the matter and an objective assessment of it. Options can include:
 - take no action because the conflict is assessed as minor in nature;
 - allow limited involvement (e.g., participate in discussion but not in decision making);
 - prohibit any involvement;
 - require that the individual concerned remove the source of conflict;
 - include an independent process to provide assurances of probity (eg, for tendering or recruitment selection panels).

2.1.3 Interests that Need not be Disclosed

Section 448 of the Local Government Act advises that the following interests do not have to be disclosed:

- an interest as an elector,
- an interest as a ratepayer or a person liable to pay a charge,
- an interest in any matter relating to the terms on which the provision of a service or the supply of goods or commodities is offered to the public generally, or to a section of the public that includes persons who are not subject to this Part,
- an interest in any matter relating to the terms on which the provision of a service or the supply of goods or commodities is offered to a relative of the person by the Council in the same manner and subject to the same conditions as apply to persons who are not subject to this part,
- an interest as a member of a club or other organisation or association, unless the interest is as the holder of an office in the club or organisation (whether remunerated or not),
- an interest of a member of a Council committee as a person chosen to represent the community or as a member of a non-profit organisation or other community or special interest group if the committee member has been appointed to represent the organisation or group on the committee,
- an interest in a proposal relating to the making, amending, altering or repeal of an environmental planning instrument, other than an instrument that effects a change of permissible uses of:

- land in which the person or another person with whom the person is associated as provided in Section 443 has a proprietary interest (which, for the purpose of this paragraph, includes any entitlement to the land at law or in equity and any other interest or potential interest in the land arising out of any mortgage, lease, trust, option or contract, or otherwise), or
- land adjoining, adjacent to or in proximity to land referred to in the subparagraph above, if the person or the other person with whom the person is associated would by reason of the proprietary interest have a pecuniary interest in the proposal,
- an interest relating to a contract, proposed contract or other matter if the interest arises only because of a beneficial interest in shares in a company that does not exceed 10 per cent of the voting rights in the company,
- an interest of a person arising from the proposed making by the Council of an agreement between the Council and a corporation, association or partnership, being a corporation, association or partnership that has more than 25 members, if the interest arises because a relative of the person is a shareholder (but not a director) of the corporation or is a member (but not a member of the committee) of the association or is a partner of the partnership,
- an interest of a person arising from the making by the Council of a contract or agreement with a relative of the person for or in relation to any of the following, but only if the proposed contract or agreement is similar in terms and conditions to such contracts and agreement as have been made, or as are proposed to be made, by the Council in respect of similar matters with other residents of the area:
 - the performance by the Council at the expense of the relative of any work or service in connection with roads or sanitation,
 - security for damage to footpaths or roads,
 - or any other service to be rendered, or act to be done, by the Council by or under any act conferring functions on the Council or by or under any contract,
- an interest relating to the payment of fees to the councillors (including the Chairman),
- an interest relating to the payment of expenses and the provision of facilities to councillors (including the Chairman) in accordance with a policy under Section 252 of the Local Government Act 1993,
- an interest relating to an election to the office of Chairman arising from the fact that a fee for the following 12 months has been determined for the office of Chairman,
- an interest of a person arising from the passing for payment of a regular account for wages or salary of an employee who is a relative of the person,
- an interest arising from being covered by, or a proposal to be covered by, indemnity insurance as a councillor or member of a Council committee,
- an interest arising from appointment of a councillor to a body as representative or delegate of the Council, whether or not a fee or other recompense is payable to the representative or delegate.

PART 3: POLICY IMPLEMENTATION GUIDELINES

3.1 Disclosing Interests

3.1.1 Councillors

- Councillors who believe they have an interest in a matter, pecuniary or otherwise, must declare that interest in any meetings or discussions where that matter is considered.
- Councillors must complete an annual *Disclosure of Interest Return*.

3.1.2 General Manager

- If the General Manager declares a conflict of interest in a matter then the Chairperson should decide future participation by the General Manager at any time during which the matter is being considered or discussed or voted upon by Council or the Committee.
- The General Manager must complete an annual *Disclosure of Interest Return*.

3.1.3 Employees and Delegates

- Employees and delegates who believe they have an interest in a matter, pecuniary or otherwise, must declare that interest in any meetings or discussions where that matter is considered. The conflict must be disclosed to the relevant supervisor or the General Manager in the first instance.
- Written notice of a conflict of interest must be given to the General Manager. Notice should be given on a *Conflict of Interest Declaration Form*.
- Designated employees must complete an annual *Disclosure of Interest Return*.
- *Purchasing Declaration Forms* must be completed by staff when purchasing goods/services according to RWCC purchasing policy and the declarations shall be kept on file with quotations or tenders.

3.2 Returns Disclosing Interests

1. A Councillor or designated person must complete and lodge with the General Manager, within 3 months after becoming a Councillor or designated person a return in the form in Part 1 of Schedule 3. (Refer Section 449 of the Local Government Act 1993).
2. Thereafter, the return must be lodged within 3 months of 30 June each year. Section 441 of the Act sets out the definitions of designated persons which are generally:
 - The General Manager
 - Senior staff of Council
 - Staff specifically designated by Council because the exercise of their functions could give rise to a conflict between that person's duty as a member of staff and the person's private interest

3.3 Disclosures at Meetings

1. A Councillor or a member of a Council committee who has a pecuniary interest in any matter with which the Council is concerned and who is present at a meeting of the Council or committee at which the matter is being considered must disclose the nature of the interest to the meeting as soon as practicable.
2. The Councillor or member must not be present at, or in sight of, the meeting of the Council or committee:

- at any time during which the matter is being considered or discussed by the Council or committee, or
 - at any time during which the Council or committee is voting on any question in relation to the matter.
3. A person does not breach Section 451 of the Local Government Act 1993 or the above clause if the person did not know and could not reasonably be expected to have known that the matter under consideration at the meeting was a matter in which he or she had a Pecuniary Interest. (Section 457 of the Act)
 4. The following criteria should be used to determine the extent of disclosure of the nature of the interest:
 - The details should be sufficient to enable other councillors, committee members and the public to appreciate in general terms the connection of the person with the matter under consideration;
 - The disclosure **must** not reveal sensitive information which is not relevant to the matter before the Council or Committee;
 - The disclosure **must** not reveal information which may be unnecessarily damaging to the reputation of some person(s) with whom the person disclosing the interest is associated;
 - The disclosure will not unnecessarily prejudice a sensitive commercial or legal situation.
 5. A person who, at the request or with the consent of Council or a Council committee, gives advice on any matter at any meeting of the Council or a Council committee must disclose the nature of any pecuniary interest the person has in the matter to that meeting at the time the advice is given.

Section 456 of the Local Government Act 1993 is not breached if the advisor did not know and could not reasonably be expected to have known that the matter under consideration at the meeting was a matter in which he or she had a Pecuniary Interest. (Section 457 of the Act)

3.4 Deciding if a Conflict of Interest Exists

The following questions may help in deciding whether a conflict of interest exists or whether a Councillor or staff member's conduct could create the impression that a conflict of interest exists:

- Do I, a relative, friend or associate stand to gain or lose financially from the Council's decision or action on this matter?
- Do I, a relative, friend or associate stand to gain or lose my/our reputation because of Council's decision or action on this matter?
- Have I contributed in a private capacity in any way to the matter before Council?
- Have I made any promises or commitments in relation to the matter?
- Have I received a benefit or hospitality from someone who stands to gain or lose from Council's decision or action?
- Am I a member of an association, club or professional organisation, or do I have particular ties and affiliations with organisations or individuals, who stand to gain or lose from Council's consideration of this matter?
- Is the person an election campaign donor or someone who helped during my election campaign?

- Could there be benefits for me in the future that could cast doubt on my objectivity?
- If I participate in assessment or decision making, would I be happy if my colleagues and the public became aware of my association or connection?
- Would a fair and reasonable person perceive that I was influenced by personal interest in performing my public duty?
- Do I need to seek advice or discuss the matter with an objective party?
- Am I confident of my ability to act impartially and in the public interest?
- Do I understand the possible penalties if I go on with the action?

Note: The references to “before Council”, “Council’s consideration”, etc, also refer to issues to be dealt with under delegated authority by Council officers.

3.5 Responsibility for Making a Disclosure

If a person is unsure as to whether or not they have a conflict of interest, they should give full written details to the General Manager (employees) or Chairman or General Manager (Councillors) or seek independent legal advice. The objective of notification is to protect both the individual and the Council.

Neither the Chairman nor General Manager has a responsibility to provide a person with a determination on whether or not they have a conflict of interest in a matter.

The responsibility rests with the individual. In many cases, only the individual will be aware of the potential for a conflict of interest. They are encouraged to err on the side of caution by declaring their interest and by not participating in discussion or in decision making if there is any doubt as to their interest in the matter.

3.6 Complaints Regarding Failure to Disclose an Interest

Staff may make a report under Council’s internal reporting system for protected disclosures if they think a colleague has failed to disclose a conflict of interest. The report will then be dealt with under the terms of Council’s Internal Reporting Policy.

Any person may make a complaint to the Director-General of the Department Local Government, or the Director General may make a complaint, that a person has or may have failed to disclose a pecuniary interest.

A complaint must be in writing; and

- must identify the complainant and the person against whom the complaint is made; and
- must give particulars of the grounds of the complaint; and
- must be verified by statutory declaration; and
- must be lodged with the Director-General at the following address:

Director-General, Division of Local Government

Locked Bag 3015, Nowra, NSW 2541

Fax: (02) 4428 4199

Phone: (02) 4428 4100

Email: dlg@dlg.nsw.gov.au

The Director General may investigate a complaint. The Director General may refer a complaint for investigation to an authority, being the Ombudsman, the Independent Commission Against Corruption, the Commissioner of Police or the Director of Public Prosecutions, if the authority agrees to the referral. Such referral may be made whether or not the Director General has begun to investigate the complaint.

The Director General may decide not to investigate a complaint but to authorise an investigation under Section 430 of the Local Government Act 1993 in respect of a matter to which the complaint relates.

The Pecuniary Interest Tribunal may consider reports concerning complaints.

3.7 Managing Conflicts of Interest

Apart from declaring an interest, Councillors and Council staff must manage that conflict.

Strategies for managing conflicts of interest include:

1. Take no action except to register the details in the case where the potential for a conflict is minimal.
2. Place restrictions on an employee's involvement in the matter in cases where they can be effectively separated from parts of the process.
3. Use a disinterested third party to oversee part or all of the process where it is not feasible or desirable for an employee to remove themselves for the decision-making process.
4. The employee or Councillor can choose to remove themselves completely from the matter5. The employee or Councillor may elect to relinquish the private interest that is the source of the conflict.

3.8 Conflicts of Interest Register

Council will maintain a register of all declared interests. This register will be available for public inspection under the Government Information (Public Access) Act 2009 and Regulation 2010.

19. DRAFT POLICY 1.7 - GIFTS AND BENEFITS

RECOMMENDATION that Riverina Water County Council adopt the Draft Gifts and Benefits Policy.

In October 2012 Riverina Water County Council adopted Policy 5.23 – Gifts and Benefits. The Policy is a guide to Councillors and staff as to the most appropriate way of dealing with gifts and benefits.

This Policy was renumbered in 2014 and is now called Policy 1.7 – Gifts and Benefits.

The Policy is due for review after an initial 2 year period. The Policy has been examined and the only changes suggested is that the review date be now extended to once each Council term (2020).

.A copy of a revised Policy is attached for Councillors' information.

The objectives of the Policy are:-

- explain gifts and benefits, including token gifts and benefits and gifts and benefits of value
- provide clear guidelines on how to deal with gifts and benefits
- ensure that Council officials understand and meet their obligations under Council's *Code of Conduct and Conflicts of Interest Policy* so as not to be compromised or appear to be compromised because of a gift or benefit
- demonstrate that Council has a fair, transparent and accountable mechanism for dealing with gifts and benefits

It is appropriate that this policy be adopted to ensure that Council officials are able to operate in a transparent and ethical manner when acting on behalf of Riverina Water County Council.

- **Draft Policy 1.7 – Gifts and Benefits**



POLICY REGISTER

RIVERINA WATER COUNTY COUNCIL GIFTS AND BENEFITS POLICY

POLICY REFERENCE NUMBER:		POL 1.7	
Original publication date		24 October 2012	
Revision number	Issue Date	Approved	Approval date
0	24 Oct 2012	Res: 12/149	24 Oct 2012
Name Changed from 5.23 on 22/11/13			
1	15 Oct 2014	Res: 14/129	15 Oct 2014
2	26 Oct 2016	Res: 16/???	26 Oct 2016
This document is to be reviewed once every Council term. Next review date: October 2020			
RESPONSIBLE OFFICER		General Manager	

PART 1: INTRODUCTION

Council is committed to preventing corruption in all its forms. One form of corruption that can seriously damage the credibility of an organisation is bribery.

Council recognises that gifts and benefits of nominal value are frequently offered and accepted and that there is little risk of harm in permitting this to occur. However, the Policy also recognises that on occasions, gifts and benefits are offered to influence the attitudes or decisions of Council officials in favour of the giver. In this case the gifts or benefits must be regarded as bribes and the giving and acceptance of them is a criminal offence.

1.1 Policy Objectives

The purpose of this policy is to establish guidelines for dealing with gifts and benefits and establish transparent processes so that the integrity and independence of the individual and the Council is not compromised.

The objectives of this policy are to:

- explain gifts and benefits, including token gifts and benefits and gifts and benefits of value
- provide clear guidelines on how to deal with gifts and benefits
- ensure that Council officials understand and meet their obligations under Council's *Code of Conduct and Conflicts of Interest Policy* so as not to be compromised or appear to be compromised because of a gift or benefit
- demonstrate that Council has a fair, transparent and accountable mechanism for dealing with gifts and benefits

1.2 Scope of Policy

This policy applies to all Council Officials as defined within this policy.

This policy does not deal with political donations and gifts that are dealt with under the *Environmental Planning and Assessment Act 1979*.

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

1.3 Definitions

Benefit	<p>A non-tangible item of value (e.g. a new job or promotion, preferential treatment or access to confidential information) that one person or organisation confers on another. Some examples include:</p> <ul style="list-style-type: none">• Tickets to sporting events or other entertainment;• use of facilities such as a gymnasium or holiday home;• free or discounted travel, Frequent Flyer points;
Bribery	<p>Is defined as receiving or offering any undue reward by, or to, any person in public office in order to influence his or her behaviour in that office, and to incline that person to act contrary to the known rules of honesty and integrity.</p>
Council Official	<p>An individual who carries out public official functions or acts in the capacity of a public official. These include Councillors, members of staff, members of Council committees, conduct reviewers and delegates of Council.</p>
Corruption	<p>The abuse of public office (ie public trust) for private or personal advantage.</p>
Cumulative Gifts	<p>A series of small gifts, each of which is of minimal value, may have an aggregate value that exceeds Council's stipulated nominal value. Such circumstances need to be treated in the same way as gifts which exceed nominal value.</p>
Delegate of Council	<p>A person or body, and the individual members of that body, to whom a function of Council has been delegated.</p>
Nominal Value	<p>A value that usually does not create a sense of obligation in the receiver that will influence, or appear to influence, the exercise of his or her official duties. For the purpose of this Policy, Council has determined that \$50 is the maximum nominal value of any gift or benefit.</p>
Gift	
Gift of influence	<p>A gift that is intended to generally ingratiate the giver with the recipient for favourable treatment in the future.</p>
Gift of gratitude	<p>A gift offered to an individual or agency in appreciation of performing specific tasks or for exemplary performance of duties. Gifts to staff who speak at official functions would be considered gifts of gratitude.</p>

Token Gifts	<p>Items of minimal value that are given in gratitude for services provided such as speaking at a conference or training seminar, end of year functions or local social or cultural events. Some examples of token gifts include:</p> <ul style="list-style-type: none"> • Modest bottle of wine • Chocolates • Ties/scarves • Stationery - pens or diaries • Coffee mugs, coasters - tie pins • Clothing – caps T-shirts, Polo's etc.
Ceremonial Gift	<p>An official gift from one agency to another agency e.g. commemorative plaque from an overseas delegation. Such gifts are often provided to a host agency when conducting official business with delegates from another organisation. Although these gifts may sometimes be offered to express gratitude, the gratitude usually extends to the work of several people in the agency, and therefore the gift is considered to be for the agency, not a particular individual.</p>
Gift register	<p>An official agency record that details gifts and benefits received by staff and how they were managed.</p>
Official duties	<p>The work done by a public official as defined by relevant or governing legislation (and regulations), the official's position description or lawful directions given by a supervisor.</p>
Staff	<p>All employees of Riverina Water County Council (full-time, part-time, temporary or casual). It also includes, for the purposes of this policy only, all volunteers and contractors (who principally provide their labour).</p>

1.4 Legislative Context

Corruptly receiving a gift or benefit is an offence under both the common law and NSW legislation.

(1) Crimes Act 1900 (NSW)

Section 249B(1) of the Crimes Act 1900 (NSW) creates an offence if any employee corruptly receives or solicits (or corruptly agrees to receive or solicit) from another person any benefit as an inducement to do, or not do, something in relation to their official duties. This also pertains to receiving benefits for showing favour or disfavour to any person in relation to their official duties.

(2) Local Government Act 1993

Section 440 of the Act requires that councils adopt a code of conduct. The section states that serious corrupt conduct, of which bribery is an example, may lead to the dismissal or temporary suspension from office of a Councillor or of a staff member.

(3) Independent Commission Against Corruption Act 1988 (ICAC Act)

Under s11 of the ICAC Act, the General Manager has a duty to inform the ICAC about any matter that he or she suspects on reasonable grounds concerns or may concern corrupt conduct.

1.5 Related Documents

- Code of Conduct
- Conflicts of Interest Policy
- Statement of Business Ethics
- Anti-fraud and Corruption Policy
- Good Governance Policy

1.6 Code of Conduct

Gifts and Benefits are dealt with under clause 8 of the *Code of Conduct (Personal Benefit)*. This policy expands on the provisions of the Code of Conduct and establishes a procedure for disclosing and, where necessary, surrendering certain gifts and benefits.

PART 2: POLICY CONTENT

2.1 General Provisions

- 1) Council generally discourages the acceptance of gifts or benefits by Councillors, Council staff or Council delegates (Council Officials) unless

such gifts are made to the Council as a corporate body rather than to an individual.

- 2) No gifts **of any value** (including nominal value) are to be accepted by Councillors, Council staff or Council delegates (Council Officials) in any circumstances during the course of a tender period.
- 3) If a gift or benefit is received in the course of a Council Official's duties and relates to the work of Council, or has a public benefit, it may be accepted. All such gifts become the property of Council and must be recorded in Council's Gifts and Benefits Register. Such gifts may be disposed of as provided for by clause 2.2.9 of this Policy.
- 4) No gifts or benefits of more than nominal value may be accepted by Council Officials, except in the circumstances set out in paragraph 2.2.1.(3) below.
- 5) Under no circumstances are offers of money, including items that can be redeemed for money such as gift vouchers, lotto/lottery/scratchie tickets, tickets to events, travel tickets, goods and/or services, to be accepted.
- 6) You must always consider the purpose, intent and value of the gift or benefit being offered before making a decision to accept such gift or benefit.

2.2 Specific Provisions

2.2.1 *Special Circumstances*

- 1) Gifts to family members – Council staff must take all reasonable steps to ensure that their immediate family members are not the recipients of gifts and benefits that could be perceived to be an attempt to influence the behaviour of that Council Official.
- 2) Prizes and gifts - On occasions Council officials may receive a prize or gift as a result of entering a competition while engaging in official Council business. Any such gifts/prizes that are received shall be deemed to be the property of Council, not the individual, and may be disposed of as provided under clause 2.2.9 of this Policy.
- 3) Gifts that cannot be returned – There may be circumstances where a gift, unacceptable under Council's policy, is inadvertently accepted by a Council official or may not be easily returned (for example, in some cultures where non-acceptance or returning a gift may cause offence, insult or embarrassment) or the value of such gift is unknown at the time of receipt. Such gifts shall be deemed to be the property of Council and disposed of appropriately as set out in clause 2.2.9 of this Policy.

2.2.2 *Forms of Gifts*

Gifts come in many forms and are given for a variety of reasons, some reasons being appropriate, whilst others inappropriate. Gifts may be categorised as ones of

influence, gratitude, token or ceremonial – each providing a different perspective of its intent.

The intent of the gift giving provides some basis for decision making in determining whether a gift should be accepted or declined, and should be considered in consult with the other parameters provided in this Policy.

2.2.3 Nominal value

One factor in determining whether a particular gift or benefit may be accepted is its value. The value of a gift or benefit will determine how it is dealt with. Council has a nominal value of \$50. Examples of gifts and benefits of nominal value would be:

- Inexpensive pen or stationery
- Box of chocolates
- Modest bottle of wine

By contrast, the following gifts and benefits would be likely to have more than the stated nominal value of \$50:

- Tickets to sporting events or other entertainment eg football matches, cocktail parties, concerts
- Works of art
- Jewellery
- Free or discounted travel

2.2.4 Token gifts

Token gifts and moderate acts of hospitality include:

- Free or subsidised meals and/or beverages provided infrequently (and/or reciprocally) by representatives of other public sector agencies or at corporate training or conferences
- Free meals and/or beverages provided to public officials who formally represent Council at government-related functions or events

If a Council Official attends any business meeting or a meeting with community members at which food and/or beverages are purchased, any costs incurred for that Council Official should be borne by that individual so as to avoid a perception of indebtedness, even though such amount may not exceed the nominal value.

2.2.5 The Giving of Gifts by Council

There may be occasions when it is appropriate for Council to give gifts or benefits to individuals from other public or private agencies. Such gift or benefit is to be of a value appropriate to the circumstances and with endorsement from the General Manager. Appropriate caution should be exercised when the proposed recipient or organisation has a continuing business relationship with Council.

2.2.6 Reporting of Offering of Gifts or Benefits

Council officials who receive a gift or benefit, regardless of the value, must complete the Gifts and Benefits Register Form as soon as practical after receiving the gift or benefit. Such gift or benefit is not to be used, consumed or disposed of prior to finalisation of the approval process including the General Manager's authorisation

2.2.7 The Offering of a Gift or Benefit During a Tender Period

Under no circumstances are gifts or benefits **of any value** (including nominal value) offered by a tenderer (or any related entity or individual) during the course of a tender period, to be accepted by a Councillor, Council staff or Council delegates (Council Officials).

If a gift or benefit is offered during a tender period the General Manager must be notified immediately.

2.2.8 Inappropriate Offering of a Bribe

If a Council Official is offered a bribe, corrupt inducement or reward, such matter must be reported to the General Manager immediately. The offer must not be accepted in any circumstances.

Any Council Official who believes they have been offered a bribe must:

- Immediately reject the offer
- Terminate the interaction with the person
- Keep a record of the events
- Inform their supervisor (or in the case of a Councillor, the General Manager)
- The supervisor must inform the General Manager immediately
- The General Manager must inform ICAC and the Police

The General Manager has a duty under section 11 of the Independent Commission Against Corruption Act 1988 to notify the Independent Commission Against Corruption of any possible corrupt conduct.

2.2.9 Conflicts of Interest

Consideration should also be given by Council officials as to whether or not acceptance of a gift or benefit is, or could be perceived to be, a conflict of interest. Council's Code of Conduct and Conflicts of Interest Policy should be applied in these circumstances.

2.2.10 Gifts or benefits that become the property of Council

The General Manager has the discretion to dispose of gifts or benefits, deemed to be those of the Council, in an appropriate manner. Such disposal may be by way of:

- Holding an auction with all proceeds going to a charity which provides services to the local community;

- Donating such goods to a charity that provides services to the local community;
- Sharing the gift or benefit amongst all staff for the purposes of performing Council operations (e.g. a computer printer that could be networked);
- Holding a fundraiser with the gifts or benefits as prizes.
- In the case of tickets to local functions of a token value, offer the tickets to staff and where responses exceed the number of tickets, conduct a draw.

20. DRAFT POLICY 1.8 COUNCILLOR'S TRAINING AND DEVELOPMENT

RECOMMENDATION that Riverina Water County Council adopt the Draft Policy 1.8 Councillor's Training and Development.

In October 2012 Riverina Water County Council adopted Policy 5.21 Councillor's Training and Development. This Policy was developed as a guide for Councillors and staff in accessing training and development opportunities.

This Policy was renumbered in 2013 and is now called Policy 1.8 – Councillor's Training and Development.

The policy has been reviewed and is attached for Councillors' information.

Only minor changes are suggested for the Policy. These include date of the next review from the initial 2 years to once each Council term (2020).

A draft policy is attached for Councillors' information.

The objectives of the Policy are:-

- Ensure Councillors have equal access to training and educational opportunities; and
- Ensure Councillors have the opportunity to maintain their knowledge and skill base to contemporary standards and expectations.

It is appropriate that this policy be adopted to ensure that Councillors are able to access suitable training.

- **Draft Policy 1.8 Councillor's Training and Development**

COUNCILLOR TRAINING AND DEVELOPMENT POLICY

POLICY REFERENCE NUMBER:		POL 1.8	
Original publication date		24 October 2012	
Revision number	Issue Date	Approved	Approval date
0	24 Oct 2012	Res: 12/147	24 Oct 2012
Name Changed 22/11/13 from 5.21			
1	26 Oct 2016	Res: 16/???	26 Oct 2016
<p>This document is to be reviewed once every Council term.</p> <p>Next review date: October 2020</p>			
RESPONSIBLE OFFICER		General Manager	

PART 1: INTRODUCTION

1.1 Policy Objectives:

The aims of the policy are to:

- Ensure Councillors have equal access to training and educational opportunities; and
- Ensure Councillors have the opportunity to maintain their knowledge and skill base to contemporary standards and expectations.

1.2 Scope of Policy

This policy applies to all elected representatives of Riverina Water County Council.

1.3 Legislative Context

Councillors are bound by the Local Government Act 1993 and the Local Government Regulations, together with a number of other statutory instruments:

- State Records Act
- Privacy and Personal Information Protection Act

1.4 Responsibilities

Councillors are responsible for identifying their own development needs, together with making themselves available to attend the development and training sessions held each year.

The General Manager is responsible for planning, scheduling and facilitating training and development sessions for Councillors.

It would be anticipated that much of Councillors training would be undertaken by their individual constituent Council.

1.5 Related Documents

This policy should be read in conjunction with Policy 1.10 "Payment of Expenses and Provision of Facilities to Councillors".

1.6 Review Procedures

This policy is to be reviewed every four years.

PART 2: POLICY CONTENT

2.1 Information Collection

Council will collect information regarding the development and training needs of Councillors in a number of ways, including:

- Councillor Surveys/questionnaires
- Councillor feedback
- Observations during Council meetings and workshops

Such information will be collected prior to the close of each financial year, in order to draft a training plan for the subsequent year.

2.2 Training Needs

Council will develop and adopt a Training and Development plan each year so as to ensure that training activities available to all Councillors contribute to the achievement of the strategic and good governance objectives of Council.

Particular emphasis will be given in the Training Plan to the training needs of new Councillors elected to Council following a general election.

It is recognised that Councillors will have training provided by their constituent Council and this information will be taken into account when drafting the Training Plan

The training and educational opportunities made available to Councillors will include content which specifically relates to Councillors' legislative and governance roles and functions. Accordingly the following components will be included at an introductory level in post-election induction sessions, as well as in more detail in at least one training session during the four year term of Council:

- Role and Responsibilities of Councillors
- Relationship between Councillors , the General Manager and Staff
- Meeting Procedures
- Conflict of Interest
- Code of Conduct
- Good Governance
- Strategic Management
- Media Skills

Additional development areas will be assessed as they arise and incorporated into the Annual training Plan. Where urgent training is required, this will be accommodated in addition to planned development sessions and in accordance with Councillors' availability.

2.3 Delivery Methods

A range of delivery methods will be required to support the training needs of Councillors including:

- Workshops ,seminars and informal briefing sessions conducted by Council with appropriate guest speakers and trainers
- Attendance at workshops, seminars and conferences offered by organisations such as Local Government Learning Solutions, Australian Local Government Association, Local

Government Managers Association of Australia and other private providers that offer an opportunity for Councillors to gain relevant skills.

- Distribution of training booklets and discussion papers for information.
- On line training delivery.

2.4 Annual Budget Allocation

A budget allocation will be provided to support the training and development activities undertaken by Councillors and expenditure will be reported on a quarterly and annual basis.

2.5 Reporting

In each financial year, the General Manager will maintain data pertaining to training undertaken by Councillors.

So much of this data, which is required by legislation, will be published in Council's Annual Report.

21. POLICY 1.9 COUNCILLOR'S ACCESS TO INFORMATION, INTERACTION WITH STAFF AND ACCESS TO COUNCIL PREMISES

RECOMMENDATION that Riverina Water County Council adopt Policy 1.9 - Councillor's Access To Information, Interaction With Staff And Access To Council Premises.

In October 2012 Riverina Water County Council adopted Policy 5.22 – Councillor's Access to Information and Interactions with Staff and Access to Council Premises. This Policy was adopted to guide Councillors and staff as appropriate ways that Councillors can obtain information, interact with staff and have access to Council premises.

This Policy has been renumbered and is now called Policy 1.9 – Councillor's Access to Information and Interactions with Staff and Access to Council Premises.

Only minor changes are suggested for the Policy. These include date of the next review from the initial 2 years to once each Council term (2020).

A copy of the proposed policy is attached for Councillors' information.

The objectives of the Policy are:-

- Provide a standard approach by which Councillors can access Council records.
- Ensure accessibility to Councillors of all documents that are required by them to undertake their statutory responsibilities.
- Ensure that Councillors receive accurate and timely advice to aid them in the performance of their civic responsibilities.
- Facilitate the appropriate level of access to staff.
- Facilitate a harmonious and respectful relationship between Councillors and staff, taking into account the differing roles that they are required to undertake as defined in the Local Government Act.
- Complement the Council's Code of Meeting Practice and the Council's Code of Conduct.

It is appropriate that this policy be adopted to ensure that Councillors are able to obtain information necessary to assist them in undertaking their role as a Councillor.

- **Policy 1.9 Councillor's Access to Information, Interaction with Staff and Access to Council Premises**

COUNCILLOR'S ACCESS TO INFORMATION AND INTERACTIONS WITH STAFF AND ACCESS TO COUNCIL PREMISES POLICY

POLICY REFERENCE NUMBER:		POL 1.9	
Original publication date		24 October 2012	
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0	24 Oct 2012	Res: 12/148	24 Oct 2012
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1	15 Oct 2014	Res: 14/130	15 Oct 2014
2	26 Oct 2016	Res 16/???	26 Oct 2016
<p>This document is to be reviewed once every Council term.</p> <p>Next review date: October 2020</p>			
RESPONSIBLE OFFICER		General Manager	

POLICY STATEMENT

Riverina Water County Council is committed to:

- Cooperation and collaboration between Council staff and its elected members;
- On-going professional development of elected members;
- Clear distinction between enquiries of civic and personal nature.

Objective

The objectives of this policy are to:

1. Provide a standard approach by which Councillors can access Council records.
2. Ensure accessibility to Councillors of all documents that are required by them to undertake their statutory responsibilities.
3. Ensure that Councillors receive accurate and timely advice to aid them in the performance of their civic responsibilities.
4. Facilitate the appropriate level of access to staff.
5. Facilitate a harmonious and respectful relationship between Councillors and staff, taking into account the differing roles that they are required to undertake as defined in the Local Government Act.
6. Complement the Council's Code of Meeting Practice and the Council's Code of Conduct.

Legislative Compliance – Intent

Councillors must have access to information and staff in order to ensure the smooth functioning of the Council. This policy establishes the protocols to be followed so that access to information and staff is facilitated through appropriate internal channels or legally available channels.

Provide direction on Councillors' rights of access the Council Administration Office.

Scope

This policy applies to all Councillors of Riverina Water County Council.

This policy applies to all employees, contractors and volunteers working on behalf of the Riverina Water County Council in whatever capacity.

Definitions

Councillors refer to all elected representatives of Riverina Water County Council as defined by the Local Government Act 1993.

The role of the Council is to determine the strategic direction and determine the policy framework of the Council.

The role and function of the General Manager is to effectively manage the organisation, direct staff and implement Council's policies and strategic objectives.

Statutory Provisions relating to Access to Council records are contained in the Local Government Act (LGA), the Government Information (Public Access) Act 2009 (NSW) and the Privacy and Personal Information Protection Act (PIPPA).

Council's Public Officer is the General Manager.

Junior Staff are defined as any staff member below the level of manager.

Public contact staff refers to:

Customer Service staff

Documents refer to:

- Files/correspondence
- Public Registers
- Development and other Applications

Provisions

Councillor Access Information

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

The General Manager/Public Officer is responsible for ensuring that members of the public and Councillors can gain access to the documents that are publically available.

Rights of Access to Information – The General Manager must provide Councillors with information sufficient to enable them to carry out their civic office functions.

A Councillor may request the General Manager to provide them with access to a document or other record of Council relating to a matter which is, or is to be, or has been, under consideration of the Council. Councillors 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 Council.

Councillors can request access to other documents of the Council by a GIPA application.

Information provided to a particular Councillor in the performance of their civic duties must also be available to any other Councillors who request it.

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

Refusal of Access to Documents – Where the General Manager/Public Officer determines to refuse access to a document sought by a Councillor, they must act reasonably in reaching this decision, and they must take into account whether or not the document sought is required for the Councillor to perform their civic duty. The General Manager/Public Officer must then give the option of applying for the documents under the GIPA and if access is still refused must state the reasons for the decision (as specified under the provisions of GIPA). Councillors will not be provided with access to staff records.

Responsibility/Accountability - Councillors must not release personal information about a third party except in accordance with the provisions of the Privacy and Personal Information Act. Information can be obtained in Council's Privacy Management Plan and the Public Officer can also advise on this.

In regards to information obtained in the capacity as a Council Official, Councillors must:

- Only access Council information needed for Council business;
- Not use that Council 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 Council; and
- Only release Council information in accordance with established Council policies and procedures and in compliance with relevant legislation.

Councillors and staff are responsible for ensuring that any breaches of this policy are reported to the General Manager.

Where the breach relates to the conduct of a Councillor, the General Manager is responsible for immediately reporting the matter to the Chairperson and where the breach relates to the conduct of the Chairperson, the General Manager is responsible for reporting this to Council.

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

Use and Security of Confidential Information – Councillors 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 Council information, Councillors must:

- 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 person;
- Not use confidential information with the intention to cause harm or detriment to the Council or any other person or body; and

- Not disclose any information discussed during confidential session of a Council Meeting.

Right of Review – If a Councillor is concerned about any refusal to provide information, he/she should firstly raise the matter with the General Manager (or the Chairperson if it was the General Manager who refused to provide the information) and refer to the Code of Conduct Policy.

For refusal of access under GIPA a Councillor may ask for an internal review or an external review by the Information Commissioner. For more information go to www.oic.nsw.gov.au.

Interaction between Councillors and Staff

During Meetings - Interaction between Councillors and staff at Council meetings and committee meetings is regulated by:

- Section 360 of the Local Government Act;
- Part 10 Divisions 1 to 4 of the Local Government (General) Regulation;
- Council's Code of Conduct; and
- Council's Code of Meeting Practice.

Councillors at Council Meetings can ask questions of other Councillors by going through the Chairperson, ask questions of Council staff by going through the Chairperson and then the General Manager and bring forward Notices of Motion, Questions on Notice and matters of urgency where relevant notice has been provided and procedure followed.

As defined by Council's Code of Meeting Practice, at a Council Meeting, Councillors may put a question through the Chairman to the General Manager to a member of staff to clarify a matter that is before the Council.

Access to staff outside of Meetings - The General Manager is responsible to the Council for the performance of all staff and day to day management of Council. 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 Council and Committee meetings, be directed to the General Manager or to person(s) nominated by the General Manager.

Persons nominated by the General Manager include the Director of Engineering. Only the General Manager and Director can provide advice to Councillors and any other officer nominated by the General Manager and/or Director, from time to time.

Requests for actions, services or maintenance may be made by contacting the Council Office or in writing and submitting it to the General Manager. Staff should ensure that all requests form part of Council records for as long as required.

When a detailed report is required, a Notice of Motion should be made to Council.

If a Councillor is concerned about any refusal to provide information, the matter should be raised with the General Manager. If the Councillor is still dissatisfied they should request the information by way of a Question on Notice to the Council.

Councillors who have lodged a Development Applicant or connection request must not discuss their application with junior staff unless the relevant Manager, Director or General Manager is present. All enquiries must be directed through the General Manager or Director. Discussions must be documented.

Councillors shall not approach junior members of staff directly for information or advice, other than public contact staff and then only for routine administrative matters.

The Chairperson may communicate with Council staff in the course of fulfilling the Chairperson's responsibilities and the General Manager is responsible for keeping the Chairperson informed of all matters relevant to those responsibilities.

Staff members will not approach Councillors directly on other than routine administrative matters. Any other contact with Councillors must be arranged through the Director of Engineering or the General Manager.

Staff members will not lobby Councillors on policy issues.

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

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

Councillor Access to Council Offices

As elected members of the Council, Councillors are entitled to have unimpeded access to all public areas and meeting room.

Councillors who are not in pursuit of their civic duties only have the same rights of access to Council buildings and premises as any other member of the public. Appropriate protocols with respect to meeting OH&S requirements need to be followed in this instance with building entry sign-in being required as is the case for any other member of the public.

Councillors may not enter "staff only" areas unless with the permission of the General Manager or Director of Engineering.

Appropriate interactions between Councillors and staff and vice versa are required to be respectful and courteous and in line with Council's Code of Conduct obligations.

Related Policies/Codes/Guidelines

The Policy should be read in conjunction with:

- The Code of Conduct
- The Code of Meeting Practice
- Local Government Act 1993
- Local Government (Meeting) Regulations
- Under Careful Consideration: Key Issues for Local Government (ICAC)

- Good Conduct & Administrative Practice-Guidelines for Councils (NSW
- Ombudsman)
- The Government Information (Public Access) Act 2009 (NSW)
- Office of Local Government Circular to Councils 30/10
- Privacy and Personal Information Protection Act 1998
- State Records Act 1996

22. DRAFT POLICY 1.10 COUNCILLOR'S EXPENSES AND FACILITIES

RECOMMENDED that the Draft Policy 1.10 Councillor's Expenses and Facilities be adopted.

A recent amendment to the local Government Act has changed the requirements for the review of Council's Policy regarding the Payment of expenses and provision of facilities for Councillors.

The previous version of the Act required that the policy be reviewed annually. The recent amendment requires them to be reviewed within the first 12 months of the term of a new Council. This Policy is now put before the new Council.

The Draft Policy 1.10 Councillor's Expenses and Facilities was placed on public exhibition, commencing 16 July 2016. There have been no changes to this Draft Policy from that adopted in 2015.

Following the exhibition of the Draft Policy 1.10 Councillor's Expense and Facilities, no submissions have been received. A copy of the Draft Policy is attached for Councillors information.

- **Draft Policy 1.10 Councillor's Expenses and Facilities**

COUNCILLOR'S EXPENSES AND FACILITIES POLICY

POLICY REFERENCE NUMBER:		POL 1.10	
Original publication date		27 August 1997	
Revision number	Issue Date	Approved	Approval date
0	27 August 1997	Res: 97/57	27 August 1997
1		Res: 05/86	19 October 2005
2		Res: 06/77	17 October 2006
3		Res: 07/65	22 August 2007
4		Res: 08/54	27 August 2008
5		Res: 09/73	26 August 2009
6		Res: 10/100	25 August 2010
7		Res: 11/87	24 August 2011
8		Res: 12/144	24 October 2012
9		Res: 13/107	23 August 2013
10		Res: 14/92	20 August 2014
11		Res 15/120	2 September 2015
12		Res 16/133	24 August 2016
13		Res 16/???	26 October 2016
<p>This document is to be reviewed in the first 12 months of the term of new Council. Next review date: October 2020</p>			
RESPONSIBLE OFFICER		General Manager	

PART A – INTRODUCTION

1.0 – GENERAL PROVISIONS

1.1 Purpose of the Policy

The purpose of the Policy is to ensure there is accountability and transparency in the reimbursement of expenses incurred or to be incurred by Councillors.

The Policy also ensures that the facilities provided to assist Councillors to carry out their civic duties are reasonable.

1.2 Objectives and coverage of the Policy

To give guidance to the Chairman and Councillors as to what facilities and resources are available to them.

To provide direction for the payment of expenses incurred, or to be incurred, by Councillors and the provision of facilities to the Chairman and other Councillors in relation to discharging the functions of their office.

Implementation of our legislative responsibility, in adopting a policy concerning the payment of expenses and the provision of facilities and resources to the Chairman and Councillors in carrying out their civic duty (Sections 252 and 253 of the Local Government Act 1993).

1.3 Making and Adoption of the Policy

Council must implement section 253 of the *Local Government Act 1993* before adopting or amending a policy. Council must give public notice of its intention and allow at least 28 days for public submissions.

Council must consider any submissions received and make any appropriate changes to the policy. Council does not need to give public notice of a proposed amendment to the policy, if the amendment is not substantial.

The term “not substantial” should be taken to mean minor changes to wording of the policy or changes to monetary provisions or rates that are less than 5%. It also means minor changes to the standard of the provision of equipment and facilities. Substantial amendments to the policy that could include larger changes to monetary limits than the limit noted above, and/or major changes to the standard provision of equipment and facilities, will require public notice of the amendment. Any new category of expenses, facilities and equipment included in the policy will also require public notice.

1.4 Promotion and Availability of the Policy

Council should promote its policies on the payment of expenses and the provision of facilities to councillors to the community by placing them on their websites and making them readily accessible. Council should ensure that the policy is easy to locate and view by the public.

1.5 Review

Councils are required within 12 months of the term of a new council to review and submit their policy to the Chief Executive of the Office of Local Government within 28 days of adoption by council.

1.6 Reporting Requirements

- Section 428 of the *Local Government Act 1993* requires council to include in its annual report:
- the council's policy on the provision of facilities for, and the payment of expenses to, mayors and councillors,
- the total amount of money expended during the year on providing those facilities and paying those expenses,
- additional information as required by the *Local Government (General) Regulation 2005*.

1.7 Legislative Provisions

1.7.1 Provisions under the *Local Government Act 1993*

Changes to sections 252(5) and 253 of the *Local Government Act 1993*, made by the *Local Government Amendment Act 2005*, require councils to make and submit their Expenses and Provision of Facilities Policy annually to the Department of Local Government.

Section 252 of the *Local Government Act 1993* requires councils to adopt or amend a policy annually for the payment of expenses and the provision of facilities to mayors, deputy mayors and other councillors. Mayors and councillors can only be reimbursed for expenses and provided with facilities in accordance with this policy.

Section 252 also makes provision for a council to reduce the amount payable to mayors and councillors (under sections 248-251 of the *Local Government Act 1993*) by the amount representing any private benefit of a facility provided by the council to them. It also requires that the policy be made under the provisions of this Act, the Local Government (General) Regulation and any relevant guidelines issued under section 23A of the Act.

Section 253 specifies actions that council must undertake before a policy concerning expenses and facilities can be adopted or amended. As earlier stated these actions include a requirement to give public notice with a minimum period of 28 days for the making of submissions, procedure for consideration

of any submissions received and circumstances where public notice is not required . This section also details the reporting requirements to the Chief Executive.

Section 254 requires that part of a council or committee meeting which considers the adopting or amending of such a policy must not be closed to the public.

The Government Information Public Access Act 2009 and Regulation 2009 provides that the public is able to inspect during office hours at the council, and at no charge, the current version and the immediately preceding version of the council's expenses and facilities policy. The public are also entitled to a copy of the policy, either free of charge, or, on payment of a reasonable copying charge.

Section 23A makes provision for the Director-General of the Division of Local Government to prepare, adopt or vary guidelines that relate to the exercising by a council of any of its functions. It also requires that a council must take the relevant guidelines into consideration before exercising any of its functions.

Section 428(4)(b) requires that councils must report on any other information required by the regulations.

1.7.2 Provisions under the *Local Government (General) Regulation 2005*

Clause 217 Provides details of information to be included in Councils Annual Report in addition to the above provisions, such as details of overseas trips by councillors and staff representing Council and details of expenses paid to Councillors.

Clause 403 (Payment of expenses and provision of facilities) states:

A policy under section 252 of the Local Government Act 1993 must not include any provision enabling a council:

- (a) to pay any councillor an allowance in the nature of a general expense allowance, or*
- (b) to make a motor vehicle owned or leased by the council available for the exclusive or primary use or disposition of a particular Councillor other than a mayor.*

1.8 Other NSW Government Policy Provisions

1.8.1 Department of Local Government Guidelines

As previously noted under section 252(5) of the Local Government Act 1993 the council expenses policy must comply with these guidelines issued under section 23A of the Act.

1.8.2 Department of Local Government Circulars to Councils

The policy must take into account the following Circulars:

- Circular 11/27 Findings from Review of Councillors Expenses and Facilities Policies
- Circular 10/26 Misuse of Council Resources
- Circular 09/36 Updated Guidelines for the Payment of Expenses and the provision of facilities to Mayors and Councillors – Additional annual reporting requirements and other matters
- Circular 05/08 Legal Assistance for Councillors and Council Employees
- Circular 02/34 Unauthorised Use of Council Resources

1.8.3 The Model Code of Conduct for Local Councils in NSW

The policy should be consistent with the Model Code of Conduct for Local Councils in NSW, Department of Local Government – June 2008.

1.8.4 ICAC Publication – *No Excuse for Misuse, Preventing the Misuse of Council Resources*

Councils should also be aware of and take account of the Independent Commission Against Corruption (ICAC) publication, *No Excuse for Misuse, Preventing the Misuse of Council Resources (Guidelines 2)* November 2002.

This publication is available on the ICAC website at www.icac.nsw.gov.au.

1.9 Approval Arrangements

Approval of councillors to attend conferences and other council business that involves travel and/or accommodation should be, where possible, approved by a full meeting of the council. If this is not possible, the approval should be given jointly by the Chairperson and General Manager.

If the Chairperson requires approval to travel outside of council meetings, it should be given jointly by the Deputy Chairperson, or another councillor, if the Deputy Chairperson is unavailable and the General Manager.

PART B – PAYMENT OF EXPENSES

2.0 GENERAL PROVISIONS

2.1 Payment of Expenses Generally

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

2.1.1 Allowances and Expenses

The Local Government Remuneration Tribunal determines the minimum and maximum limit of fees payable to Chairperson and councillors according to the category of council. The council will determine the actual level of fees between these limits on an annual basis following the determination of the Local Government Remuneration Tribunal.

The amount of the annual fee for the Chairperson and Councillors will be paid monthly in arrears.

During the month of June in each year, the Council will review the fees and expenses paid to or facilities provided for the Chairperson and Councillors and determine the amounts to be paid for the ensuing year.

The amount of expenses for conveyance to official Council functions by car will be determined by the rates provided in the Council's Award and will be paid monthly in arrears to Councillors that do not reside in the Local Government Area where the function is being held.

Provided that where a Councillor 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 Councillor remained the Chairperson.

Similarly, where a Councillor is elected Chairperson, the fee to be paid will be calculated on a daily basis for the proportion of the month in which the Councillor became Chairperson.

2.1.2 Reimbursement and Reconciliation of Expenses

Actual expenses incurred by councillors in carrying out civic duty are only reimbursed upon the production of appropriate receipts, tax invoices and other documentation, together with the completion of the required claim forms. Expenses and costs incurred must be in accordance with the requirements of this policy.

2.1.3 Payment in Advance

Councillors may request payment in advance in anticipation of expenses to be incurred in attending conferences, seminars and training away from home. Councillors may also request an advance payment for the cost of any other

service or facility covered by the policy. However, councillors must fully reconcile all expenses against the cost of the advance when they return within two months. No allowance type expense payment will be payable in any circumstances.

2.2 Establishment of Monetary Limits and Standards

2.2.1 Monetary Limits as to Expenses

The monetary limit for expenses will be generally guided by the budgeted items in the Operational Plan under the following line items:

- Travelling and Subsistence Allowance – Councillors
- Councillor Expenses

Some expenses will have a specific limit or rate set.

2.2.2 Standard of Provision of Equipment and Facilities

The standard of provision of equipment and facilities will be done so in conjunction with staff to ensure the most economically efficient method of delivery. This applies to accommodation, travel, services and facilities.

2.3 Spouse and Partner Expenses

There may be limited instances where certain costs incurred by the councillor on behalf of their spouse, partner or accompanying person are properly those of the councillor in the performance of his or her functions (hence they are properly incurred by, and reimbursable to the councillor). An accompanying person is a person who has a close personal relationship with the councillor and/or provides carer support to the councillor.

As a consequence, meeting the reasonable costs of spouses and partners or an accompanying person for attendance at official council functions that are of a formal and ceremonial nature, is considered appropriate where accompanying councillors within the Riverina Water County Council area. Such functions would be those that a councillor's spouse, partner or accompanying person could be reasonably expected to attend. Examples could include, but not be limited to, Australia Day award ceremonies, civic receptions and charitable functions for charities formally supported by the council.

Limited expenses of spouses, partners or accompanying persons associated with attendance at the Local Government New South Wales annual conference may be met by council. These expenses will be limited to the cost of registration and the official conference dinner. Travel expenses, any additional accommodation expenses, and the cost of partner/accompanying person tours etc. are the personal responsibility of individual councillors. Consideration will be given to the payment of expenses for the spouse, partner or accompanying person of the Chairperson, or councillor when they are representing the Chairperson, when they are called on to attend an official function of council or

carry out an official ceremonial duty while accompanying the Chairperson outside the council area, but within the general region of the Council. Examples include charitable functions to which the Chairperson has been invited and award ceremonies and other functions to which the Chairperson is invited to represent the council.

The above circumstances shall be distinguished from spouses, partners or accompanying persons who accompany a councillor at any event or function outside the council area, including interstate or overseas, where the costs and expenses of the spouse or partner or accompanying person should not be paid by council (with the exception of the attendance at the Local Government New South Wales annual conference, as noted above).

The above examples shall also be distinguished from circumstances where spouses, partners or accompanying persons accompany councillors at seminars and conferences and the like. In these situations all costs, including any additional accommodation costs, must be met by the councillor or the Spouse/partner/accompanying person.

The payment of expenses for spouses, partners or accompanying persons for attending appropriate functions as permitted above shall be confined specifically to the ticket, meal and/or the direct cost of attending the function. Peripheral expenses incurred by spouses, partners or accompanying persons such as grooming, special clothing and transport are not considered reimbursable expenses.

2.4 Incidental Expenses

Reasonable out of pocket or incidental expenses associated with attending conferences, seminars or training courses that councillors incur may be reimbursed upon the presentation of official receipts and the completion of the necessary claim forms.

Incidental expenses could reasonably include telephone or facsimile calls, refreshments, internet charges, laundry and dry cleaning, newspapers, taxi fares and parking fees. In addition, the cost of meals not included in the registration fees for conferences or similar functions may be reimbursed after reconciliation.

All advanced payments are required to be reconciled.

2.5 Authorisation of Claims

Travel claims will be authorised as follows:

- The General Manager will authorise travel expense claims made by the Chairperson and Councillors. The Chairperson will authorise the General Manager's travel claims.
- Travel expenses claimed by a traveller but not supported with receipts will not be paid for by Council

- supporting documentation should be dated to allow the authorising officer to determine if the expense item related to the authorised period of travel
 - receipts should also contain details of the nature of the transaction to allow the authorising officer to determine if the item is valid or not
- Registration fees for a conference can entitle the traveller to included meals at the conference venue. Claims for meals at other venues when these included conference meals are available will not be paid for by Council.
- Claims for meals / drinks / entertainment for "other people" will only be considered for possible authorisation if the name / position / organisation of the "other people" are detailed - if no details are provided, Council will not pay the claim.
- Payment in Advance - Provision of a payment in advance may be requested by a Councillor however such an advance must be fully accounted for upon return and any unspent portion returned to Council.

3.0 SPECIFIC EXPENSES FOR CHAIRPERSON AND COUNCILLORS

3.1 Attendance at Seminars and Conferences

Riverina Water Councillors are required to represent Council from time to time at a variety of seminars and conferences.

Attendance at these events will be approved by Council and recorded in the minutes of the relevant meeting. All travel, accommodation and seminar/conference fees, as well as incidental expenses will be met by Council.

Council will meet reasonable costs of accommodation and acknowledges the economic and practical benefits of being accommodated at the conference /seminar venue.

Council will also meet reasonable costs of main meals where any of these meals are not provided as part of the conference. Receipts of purchases will need to be presented for reimbursement. Costs for mini bar use will not be paid by Council

A written report shall be provided to the Council on the seminar/conference by the Councillor or accompanying staff member (Local Government New South Wales Annual Conferences excepted).

3.2 Training and Educational Expenses

It is desirable for Councillors to undertake training and development from time to time.

Attendance at these events will be approved by Council and recorded in the minutes of the relevant meeting. All travel, accommodation and training fees, as well as incidental expenses will be met by Council.

3.3 Motor Vehicle Travel Arrangements and Expenses

A Council vehicle shall be made available for the use of councillors wherever possible. However where it is not possible and councillors are required to provide their own private transport for travelling on authorised Council business then the councillors shall be paid an allowance for travelling at the rate specified in the Riverina Water Council Enterprise Award, currently:

- Under 2.6 Litres - \$0.74 per kilometre
- 2.6 Litres and Over - \$0.75 per kilometre

Council will also meet the costs associated with parking and road tolls. The driver of the vehicle is personally responsible for all traffic or parking fines incurred while travelling in private or Council owned vehicles and should abide by Council's *Safe Driving Policy* (Policy 3.4).

3.4 Overseas Travel

Councils shall avoid international visits unless direct and tangible benefits can be established for the council and the local community. Detailed proposals for overseas travel should be provided, including the nomination of the councillors undertaking the trip, purpose of the trip and expected benefits. The duration, itinerary and approximate total costs of each proposed visit, should also be provided.

Overseas travel must be approved by a meeting of the full council prior to a councillor undertaking the trip. Travel must be approved on an individual trip basis. Council shall not allow the retrospective reimbursement of overseas travel expenses unless prior authorisation of the travel has been obtained.

Travel proposals should be included in the council business papers. The use of a chairperson's minute to obtain council approval for travel is not appropriate and is not consistent with the principles of openness and transparency.

After returning from overseas, councillors, or accompanying member of council staff, should provide a detailed written report to council on the aspects of the trip relevant to council business and/or the local community. Councillors are also strongly encouraged to report back on their overseas travel to a full meeting of the council.

Details of overseas travel must also be included in council's annual reports.

3.5 Interstate Travel

Prior approval of travel should generally be required for interstate travel. The application for approval shall include full details of the travel including itinerary, costs and reasons for the travel.

3.6 Attendance at Dinners and Other Non-Council Functions

Consideration will be given to meeting the cost of councillors' attendance at dinners and other non-council functions which provide briefings to councillors from key members of the community, politicians and business. Approval to meet expenses shall only be given when the function is relevant to the council's interest. Only the cost of the service provided shall be met. No payment shall be reimbursed for any component of a ticket that is additional to the service cost of the function, such as a donation to a political party or candidate's electoral fund, or some other private benefit. An additional payment to a registered charity may be acceptable as part of the cost of the function after prior approval by Chairman and General Manager.

3.7 Care and Other Related Expenses

Riverina Water County Council will make the provision for the reimbursement of the reasonable cost of carer arrangements, including childcare expenses and the care of elderly, disabled and/or sick immediate family members of councillors, to allow councillors to undertake their council business obligations. This is in accordance with the principles of participation, access and equity and is considered by the Division of Local Government to be a legitimate expense. Councillors claiming the carer expense should not be subject to criticism for doing so.

Consideration shall be given to the payment of other related expenses associated with the special requirement of councillors such as disability and access needs, to allow them to perform their normal civic duties and responsibilities. Application shall be made for such expenses.

3.8 Insurance Expenses and Obligations

Section 382 of the *Local Government Act 1993* requires a council to make arrangements for its adequate insurance against public liability and professional liability. Councillors are covered under such following insurance policies held by Riverina Water County Council:

- *Professional Indemnity* (for matters arising out of councillors' performance of their civic duties and/or exercise of their council functions)
- *Public Liability* (for matters arising out of councillors' performance of their civic duties and/or exercise of their council functions)
- *Statutory Liability* (provides indemnity for fines and penalties arising out of conduct of the business of Council)

- *Personal Accident* (provides for the payment of non-medical expenses and loss of wages resulting from an accident whilst on official business for the Council and a capital payment if the accident results in death)

3.9 Legal Expenses and Obligations

Council may indemnify or reimburse the reasonable legal expenses of a hearing into a Councillor's conduct by an appropriate investigative or review body in the following actions:

- a. A Councillor defending an action arising from the performance in good faith of a function under the Local Government Act (section 731 refers) or
- b. A Councillor 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 or
- c. A Councillor for proceedings before the Council's Conduct Review Committee/Reviewer, Office of the NSW Ombudsman, Independent Commission Against Corruption, Division of Local Government, Department of Premier and Cabinet, NSW Police Force, Director of Public Prosecutions Local Government Pecuniary Interest and Disciplinary Tribunal or an investigative body provided the subject of the proceedings arises from the performance in good faith of a function under the Act and the Tribunal or investigative body makes a finding substantially favourable to the Councillor.

Council will not meet the costs of an action in defamation taken by a Councillor or council employee as plaintiff in any circumstances. Council will not meet the costs of a Councillor or council employee seeking advice in respect of possible defamation or in seeking a non-litigious remedy for possible defamation.

Legal assistance and reimbursement as specified above will only be provided upon resolution of Council.

PART C – PROVISION OF FACILITIES

4.0 GENERAL PROVISIONS

4.1 Provision of Facilities Generally

Councillors are provided with access and use of the following:

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

Councillors should not generally obtain private benefit from the provision of equipment and facilities, nor from travel bonuses or any other loyalty schemes. However it is acknowledged that incidental use of Council equipment and facilities may occur from time to time. Such incidental use is not subject to a compensatory payment. Where more substantial private use has occurred, the Act provides that a payment may be made to cover the level of that private use.

5.0 PROVISION OF EQUIPMENT AND FACILITIES FOR COUNCILLORS

Each Councillor will be provided with business cards and name badge and an IPAD. Any equipment issued to the Chairperson or Councillors remains the property of the Council and is to be returned to Council upon the Chairperson or councillor ceasing to hold office, unless Council makes a resolution otherwise.

6.0 ADMINISTRATIVE SUPPORT

The Chairperson shall be provided secretarial support in relation to official correspondence.

7.0 SUSTENANCE/MEALS

Councillors shall, at the discretion of the General Manager, be provided with a meal and/or refreshments in conjunction with their attendance at Committee/Council meetings or at any official ceremony or gathering authorised by Council or the Chairperson or in carrying out their Council responsibilities including meetings with its residents, ratepayers or guests of Riverina Water County Council.

8.0 DISPUTE PROCESS

Any dispute over the payment or reconciliation of expenses to a Councillor is to be addressed in writing to the General Manager outlining reasons. If available, the disputed claim should be supported with relevant documentation. The General Manager is to review the matter within 14 days and provide a written response detailing his/her resolution to the dispute.

23. POLICY 1.11 – PROTECTED DISCLOSURES

RECOMMENDATION that Riverina Water County Council adopt Policy 1.11 – Protected Disclosures.

In October 2012 Riverina Water County Council adopted Policy 5.26 – Internal Reporting. This Policy was developed under the aims of the Public Interest Disclosures Act and the Government Information (Public Access) Act, and provided a mechanism for dealing with protected disclosures by Councillors, staff and other persons engaged by Council.

This Policy was renumbered and renamed in 2014 and is now called Policy 1.11 – Protected Disclosures.

Only minor changes are suggested for the Policy. These include date of the next review from the initial 2 years to once each Council term (2016).

A copy of the proposed policy is attached for Councillors' information.

The objectives of the Policy are:-

This Policy establishes an internal reporting system for the reporting of disclosures of corrupt conduct, maladministration, the serious and substantial waste of public money or contravention of the GIPA Act by the Council, its staff and Councillors. The system enables such internal disclosures to be made to the Disclosure Coordinator, a Nominated Disclosure Officer, or the Chairman as an alternative to the General Manager.

It is appropriate that this policy be adopted to demonstrate Council's commitment to the Public Interest Disclosures Act.

- **Policy 1.11 Protected Disclosures**

PROTECTED DISCLOSURES POLICY

POLICY REFERENCE NUMBER:		POL 1.11	
Original publication date		14 December 2012	
Revision number	Issue Date	Approved	Approval date
0	14 Dec 2012	Res:12/174	14 Dec 2012
Name Changed from 5.26 on 22/11/13			
1	15 Oct 2014	Res: 14/131	15 Oct 2014
2	26 Oct 2016	Res: 16/???	26 Oct 2016
<p>This document is to be reviewed once every Council term.</p> <p>Next review date: October 2020</p>			
RESPONSIBLE OFFICER		General Manager	

PART 1 INTRODUCTION

Riverina Water County Council will not tolerate corrupt conduct, maladministration or the serious and substantial waste of public money and acknowledges the reporting of suspected wrongdoing by staff, Councillors and Council engaged persons as being vital to its integrity.

Council is committed to the aims and objectives of the Public Interest Disclosures Act 1994 (the PID Act). It recognises the value and importance of contributions of staff, Councillors and other Council engaged persons to enhance administrative and management practices and strongly supports disclosures being made by those individuals which disclose corrupt conduct, maladministration, the serious and substantial waste of public money or contravention of the *Government Information (Public Access) Act 2009* (GIPA Act).

1.1 Policy Objectives

This Policy establishes an internal reporting system for the reporting of disclosures of corrupt conduct, maladministration, the serious and substantial waste of public money or contravention of the GIPA Act by the Council, its staff and Councillors. The system enables such internal disclosures to be made to the Disclosure Coordinator, a Nominated Disclosure Officer, or the Chairman as an alternative to the General Manager.

1.2 Scope of Policy

This Policy covers complaints and reports made under the PID Act such as disclosures of corrupt conduct, maladministration, serious and substantial waste of public money or contravention of the GIPA Act.

This policy applies to:

- Councillors and Council staff (including permanent employees whether full-time or part-time, temporary or casual employees); and
- Other persons engaged by Council (including consultants, individual contractors working for Council and volunteers)

1.3 Legislative Context

The PID Act has the purpose of ensuring that public officials who wish to make disclosures under the legislation receive protection from reprisals, and that the matters raised in the disclosures are properly investigated.

The Act aims to encourage and facilitate the disclosure - in the public interest - of corrupt conduct, maladministration, serious and substantial waste in the public sector and/or contravention of the GIPA Act. This is achieved by:

- enhancing and augmenting established procedures for making disclosures concerning such matters,
- protecting persons from reprisals that might otherwise be inflicted on them because of these disclosures, and
- providing for those disclosures to be properly investigated and dealt with.

Under section 14 of the GIPA Act, Responsible and effective government, there is a public interest consideration against disclosure of information if disclosure of the information could reasonably be expected to prejudice the supply to an agency of confidential information that facilitates the effective exercise of that agency's functions.

1.4 Relevant legislation:

- Public Interest Disclosures Act 1994
- Local Government Act 1993
- Government Information (Public Access) Act 2009
- Independent Commission Against Corruption Act 1988
- Ombudsman Act 1974

PART 2: Reporting Process

2.1 Context of the policy

Riverina Water County Council is committed to protecting staff who report wrongdoing in the work place. Some reports of wrongdoing may be classified as “protected disclosures” under the Public Disclosures Act 1994 (PID Act). This policy specifically addresses those types of reports.

Other reports of wrongdoing may not meet the definition of “protected disclosures”, however the Riverina Water County Council supports and encourages such reports as Council does not condone or tolerate wrongdoing in the workplace.

In addition to this policy, staff and Councillors should refer to the Council's Code of Conduct and Ethics Policy as this sets out expected and required standards of conduct and behaviour.

This policy seeks to:

- To establish an internal reporting system for the reporting of disclosures of corrupt conduct, maladministration or serious and substantial waste of public money by Council, members of Council staff and Councillors. This enables protected disclosures to be made to the Disclosure Coordinator, a nominated Disclosures Officer, the Chairman, or the General Manager.
- To complement the normal means of communication between Managers and members of Council staff. (Members of Council staff are encouraged to raise appropriate matters at any time with their Managers but they also have to make protected disclosures in accordance with this policy).
- To ensure that Council will take all reasonable steps to protect any Councillor or member of Council staff or Council contractor who makes a disclosure from any detrimental action in reprisal for making that disclosure.

2.2 Organisational commitment

Riverina Water County Council will:

- create a climate of trust, where staff/Councillors are comfortable and confident about reporting wrongdoing.
- encourage staff/Councillors to come forward if they have witnessed what they consider to be wrongdoing within the Council.
- keep the identity of the staff/Councillor member disclosing wrongdoing confidential, wherever possible and appropriate.
- protect staff/Councillors who make disclosures from any adverse action motivated by their report.
- deal with reports thoroughly and impartially and if some form of wrongdoing has been found, take appropriate action to rectify it.
- keep complainants who make reports informed of their progress and the outcome.
- encourage staff/Councillors to report wrongdoing within the Council, but respecting any decision to disclose wrongdoing outside the Council – provided that disclosure outside the Council is made in accordance with the provisions of the PID Act

- ensure managers and supervisors at all levels in the Council understand the benefits of reporting wrongdoing, are familiar with this policy, and aware of the needs of those who report wrongdoing
- provide adequate resources, both financial and human, to:
 - encourage reports of wrongdoing
 - protect and support those who make them
 - provide training for key personnel
 - investigate allegations
 - properly manage any workplace issues that the allegations identify or create
 - correct any problem that is identified.
- Review the policy every two (2) years to ensure it is still relevant and effective.

2.3 Roles and responsibilities of staff

This policy will apply to:

- both Council staff and Councillors
- permanent employees, whether full-time or part-time
- temporary or casual employees
- consultants
- individual contractors working for the Council.

The policy may also apply to other people who perform public official functions and their conduct and activities could be investigated by an investigating authority. This can include volunteers and those contracted to work for the Council.

Staff and Councillors are encouraged to report known and suspected wrongdoing within the Council. This policy is just one of several relating to grievances and complaints. Council's policies including the Code of Conduct can be found on Council's web site www.rwcc.com.au. Human Resource policies can be found on Council's Intranet service or by contacting the Return to Work Coordinator Officer.

Staff and Councillors are encouraged to support those who have made disclosures, as well as to protect and maintain their confidentiality. Riverina Water County Council will not tolerate staff victimising or harassing anyone who has made a disclosure.

2.4 What should be reported?

Council staff should report any wrongdoing they see within the Riverina Water County Council. Reports about the four categories of serious wrongdoing – corrupt conduct, maladministration, serious and substantial waste of public money, and government

information contravention – will be dealt with under the PID Act as protected disclosures and according to this policy.

(a) Corrupt conduct

Corrupt conduct is the dishonest or partial exercise of official functions by a public official.

For example, this could include:

- the improper use of knowledge, power or position for personal gain or the advantage of others
- acting dishonestly or unfairly, or breaching public trust
- a member of the public influencing or trying to influence a public official to use their position in a way that is dishonest, biased or breaches public trust.

For more information about corrupt conduct, see the NSW Ombudsman's guideline on what can be reported.

(b) Maladministration

Maladministration is conduct that involves action or inaction of a serious nature that is contrary to law, unreasonable, unjust, oppressive or improperly discriminatory or based wholly or partly on improper motives.

For example, this could include:

- making a decision and/or taking action that is unlawful
- refusing to grant someone a licence for reasons that are not related to the merits of their application.

For more information about maladministration, see the NSW Ombudsman's guideline on what can be reported.

(c) Serious and substantial waste in local government

Serious and substantial waste is the uneconomical, inefficient or ineffective use of resources that could result in the loss or wastage of Council money. This includes all revenue, loans and other money collected, received or held by, for or on account of the Council.

For example, this could include:

- poor project management practices leading to projects running over time
- having poor or no processes in place for a system involving large amounts of public funds.

For more information about serious and substantial waste, see the NSW Ombudsman's guideline on what can be reported.

(d) Government information contravention

A government information contravention is a failure to properly fulfil functions under the *Government Information (Public Access) Act 2009* (GIPA Act).

For example, this could include:

- destroying, concealing or altering records to prevent them from being released
- knowingly making decisions that are contrary to the legislation
- directing another person to make a decision that is contrary to the legislation.

For more information about government information contravention, see the NSW Ombudsman's guideline on what can be reported.

(e) Other wrongdoing

Although reports about the previous four categories of conduct can attract the specific protections of the PID Act, you should report all activities or incidents that you believe are wrong.

For example, these could include:

- harassment or unlawful discrimination
- reprisal action against a person who has reported wrongdoing
- practices that endanger the health or safety of staff or the public.

These types of issues should be reported to a supervisor, in line with the Riverina Water County Council policies.

Even if these reports are not dealt with as protected disclosures, Council will consider each matter and make every attempt to protect the staff member making the report from any form of reprisal.

2.5 When will a report be protected?

Riverina Water County Council will support any member of staff who report wrongdoing. For a report to be considered a protected disclosure, it has to meet all of the requirements under the PID Act. These requirements are:

- The person making the disclosure must honestly believe on reasonable grounds that the information shows or tends to show wrongdoing.
- The report has to be made to one or more of the following:
 - a position nominated in this policy – see section 9 (b), (c) & (d)
 - the General Manager

- one of the investigating authorities nominated in the PID Act – see section 10

Reports by staff and Councillors will not be considered to be protected disclosures if they:

- mostly question the merits of government policy, including the policy of the governing body of the Council.
- are made with the sole or substantial motive of avoiding dismissal or other disciplinary action.

2.6 How to make a report

Staff can report wrongdoing in writing or verbally. Staff are encouraged to make a report in writing as this can help to avoid any confusion or misinterpretation.

If a report is made verbally, the person receiving the report must make a comprehensive record of the disclosure and ask the person making the disclosure to sign this record. The staff member should keep a copy of this record.

If you are concerned about being seen making a report, ask to meet in a discreet location away from the workplace.

2.7 Can a report be anonymous?

There will be some situations where a Council staff member may not want to identify themselves when making a report. Although these reports will still be dealt with by Riverina Water County Council it is best if the staff members identifies themselves. This allows Council to provide the staff member with any necessary protection and support, as well as feedback about the outcome of any investigation into the allegations.

It is important to realise that an anonymous disclosure may not prevent a person from being identified. If Council's Disclosure Officers do not know who made the report, it is very difficult for them to prevent any reprisal action.

2.8 Maintaining confidentiality

Riverina Water County Council realises that many staff will want their report to remain confidential. This can help to prevent any action being taken against staff for reporting wrongdoing.

Council is committed to keeping the identity of the staff member, and the fact that they have reported wrongdoing, confidential. However, there may be situations where this may not be possible or appropriate. Council's Disclosure Officer will discuss with the staff member whether it is possible to keep their report confidential.

If confidentiality cannot be maintained, Council will develop a plan to support and protect the staff member from risks of reprisal. The staff member will be involved in developing this plan. The staff member will also be told if their report will be dealt with under the Council's code of conduct, as this may mean certain information will have to be tabled at a Council meeting.

If members of staff report wrongdoing, they should only discuss their report with those dealing with it. This will include the Disclosures Coordinator and the General Manager. If a report is discussed more broadly, it may affect the outcome of any investigation.

2.9 Who can receive a report within Riverina Water County Council

Council staff are encouraged to report general wrongdoing to their supervisor. However, the PID Act requires that – for a report to be a protected disclosure – it must be made to a public official in accordance with the Council's disclosure procedures. For Riverina Water County Council, this means in accordance with this policy and any supporting procedures.

Any Council supervisor who receives a report that they believe may be a protected disclosure must refer the staff member making the report to one of the positions listed below. .

If you are Council staff and your report involves a Councillor, you should make it to the General Manager or the Chairman. If you are a Councillor and your report is about another Councillor, you should make it to the General Manager or the Chairman. The following positions are the only staff within Riverina Water County Council who can receive a protected disclosure.

a. General Manager

Wrongdoing can be directly reported to the General Manager. The General Manager is responsible for:

- deciding if a report is a protected disclosure
- determining what needs to be done next, including referring it to other authorities
- deciding what needs to be done to correct the problem that has been identified.

The General Manager must make sure there are systems in place in Council to support and protect staff who report wrongdoing. The General Manager is also responsible for referring actual or suspected corrupt conduct to the Independent Commission Against Corruption. The General Manager can be contacted on telephone 69220603.

b. Chairman

If a member of staff or a Councillor is making a report about the General Manager, the report should be made to the Chairman. The Chairman is responsible for:

- deciding if a report is a protected disclosure.
- determining what needs to be done next, including referring it to other authorities.
- deciding what needs to be done to correct the problem that has been identified.

The Chairman must make sure there are systems in place in Council to support and protect staff who report wrongdoing. The Chairman can be contacted on telephone 0402-885-669 or through the General Manager's Secretary.

If the report is about the General Manager, the Chairman is also responsible for referring actual or suspected corrupt conduct to the Independent Commission Against Corruption.

b. Disclosures Coordinator

The Disclosures Coordinator has a central role in dealing with reports made by staff. The Disclosure's Coordinator receives them, assesses them, and refers them to the people within Riverina Water County Council who can deal with them appropriately.

The Disclosures Coordinator is the Manager Corporate Services and may be contacted on telephone 69220617.

c. Disclosures Officers

Disclosures Officers work with the Disclosures Coordinator, and are responsible for receiving, forwarding and/or dealing with reports made in accordance with this policy. The Disclosures Officers are the Customer Services Officer and Return to Work Supervisor and can be contacted on telephone 6922 0609 and 6922 0613

2.10 Who can receive a report outside of Riverina Water County Council

Staff are encouraged to report wrongdoing within Riverina Water County Council, but internal reporting is not their only option. The guidance below provides details on how a report can still be a protected disclosure.

Members of Council staff can choose to make their report to an investigating authority either initially, or at any stage after an initial report to the *Riverina Water County Council*. If the report is about the General Manager or the Chairperson, the staff member should consider making it to an investigating authority.

Members of Council staff can also choose to make a report to a Member of Parliament or a journalist, but only in limited circumstances.

a. Investigating authorities

The PID Act lists a number of investigating authorities in NSW that staff can report wrongdoing to and the categories of wrongdoing each authority can deal with. In relation to Council, these authorities are:

- the Independent Commission Against Corruption (ICAC) — for corrupt conduct
- the Ombudsman — for maladministration
- the Police Integrity Commission (PIC) — for police misconduct
- the PIC Inspector — for disclosures about the PIC or its staff
- the Division of Local Government, Department of Premier and Cabinet — for serious and substantial waste in Local Government (reports about serious and substantial waste in State Government agencies should be made to the Auditor General)
- the ICAC Inspector — for disclosures about the ICAC or its staff
- the Information Commissioner — for disclosures about a government information contravention.

Members of Council staff should contact the relevant authority for advice about how to make a disclosure to them. Contact details for each investigating authority are provided at the end of this policy.

Members of Council staff should be aware that it is very likely the investigating authority will discuss the case with the Council. Council will make every effort to assist and cooperate with the investigating authority to ensure the matter is dealt with appropriately and there is a satisfactory outcome. Council will also provide appropriate support and assistance to staff who report wrongdoing to an investigating authority.

b. Members of Parliament or journalists

To have the protections of the PID Act, Council staff reporting wrongdoing to a Member of Parliament (MP) or a journalist must have already made substantially the same report to one of the following:

- the General Manager
- a person nominated in this policy
- an investigating authority in accordance with the PID Act.

Also, the Council or investigating authority that received the report must have either:

- decided not to investigate the matter
- decided to investigate the matter, but not completed the investigation within six months of the original report
- investigated the matter but not recommended any action as a result
- not informed the person who made the report, within six months of the report being made, whether the matter will be investigated.

Most importantly – to be protected under the PID Act – if you report wrongdoing to an MP or a journalist you will need to be able to prove that you have reasonable grounds for believing that the disclosure is substantially true and that it is in fact substantially true.

If a member of Council staff reports wrongdoing to a person or an organisation that is not listed above, you will not be protected under the PID Act. This may mean Council staff will be in breach of legal obligations or Council's Code of Conduct – by, for example, disclosing confidential information.

For more information about reporting wrongdoing outside the Council contact the Disclosures Coordinator or the NSW Ombudsman's Public Interest Disclosures Unit. Their contact details are provided at the end of this policy.

2.11 Feedback to Council staff who report wrongdoing

Council staff who report wrongdoing will be told what is happening in response to their report.

When they make a report, they will be given:

- an acknowledgement that a disclosure has been received
- the timeframe for when they will receive further updates
- the name and contact details of the people who can tell them what is happening.

This information will be given to member of Council staff within two working days from the date the report is made.

After a decision is made about how a report will be dealt with, Council staff will be given:

- information about the action that will be taken in response to their report
- likely timeframes for any investigation
- information about the resources available within Council to handle any concerns Council staff may have
- information about external agencies and services Council staff can access for support.

This information will be given to you within 10 working days from the date the staff member made the report.

During any investigation, Council staff making a disclosure will be given:

- information on the ongoing nature of the investigation
- information about the progress of the investigation and reasons for any delay

- advice if the identity of any member of Council staff needs to be disclosed for the purposes of investigating the matter, and an opportunity to talk about this.

At the end of any investigation, Council staff will be given:

- enough information to show that adequate and appropriate action was taken and/or is proposed to be taken in response to their disclosure and any problem that was identified
- advice about whether the staff member will be involved as a witness in any further matters, such as disciplinary or criminal proceedings.

2.12 Protection against reprisals

The PID Act provides protection for people reporting wrongdoing by imposing penalties on anyone who takes detrimental action substantially in reprisal for them making the protected disclosure.

The Council will not tolerate any reprisal action against Council staff who report wrongdoing. The criminal penalties that can be imposed include imprisonment or fines. Detrimental action is also misconduct that justifies disciplinary action. Council staff who take detrimental action against someone who has made a disclosure can also be required to pay damages for any loss suffered by that person.

Detrimental action means action causing, comprising or involving any of the following:

- injury, damage or loss
- intimidation or harassment
- discrimination, disadvantage or adverse treatment in relation to employment
- dismissal from, or prejudice in, employment
- disciplinary proceedings.

a. Responding to reprisals

Council will act to protect staff who report wrongdoing from reprisals. When a report is received, Council will ensure that a thorough risk assessment is conducted. This will identify any risks to the member of Council staff who reported the wrongdoing, as well as strategies to deal with those risks.

If a member of Council staff believes that detrimental action has been or is being taken against them or someone else who has reported wrongdoing in reprisal for making a report, they should tell your supervisor, the Disclosures Coordinator or the General Manager immediately. All supervisors must report any suspicions they have that reprisal action against a staff member is occurring, or any reports that are made to them, to the Disclosures Coordinator or the General Manager.

If the Disclosures Coordinator becomes aware of reprisal action against a person who has made a disclosure, they will:

- ensure a senior and experienced member of staff, who has not been involved in dealing with the initial disclosure, will investigate the suspected reprisal
- give the results of that investigation to the General Manager for a decision
- give the results of that investigation to the Chairman for a decision if the allegation of reprisal action is about the General Manager
- if it has been established that reprisal action is occurring against someone who has made a disclosure, take all steps possible to stop that activity and protect the member of staff who made the disclosure
- take appropriate disciplinary or criminal action against anyone proven to have taken or threatened any action in reprisal for making a disclosure.

If members of Council staff report reprisal action, they will be kept informed of the progress of any investigation and the outcome.

The General Manager may issue specific directions to help protect against reprisals. If the allegation of reprisal action is about the General Manager, the Chairman may issue similar directions. These may include:

- issuing warnings to those alleged to have taken reprisal action against the member of Council staff who made the disclosure
- relocating the member of Council staff who made the disclosure or the subject officer within the current workplace
- transferring the member of Council staff who made the disclosure or the staff member who is the subject of the allegation to another position for which they are qualified
- granting the member of Council staff who made the disclosure or the subject officer leave of absence during the investigation of the disclosure.

These directions will only be taken if the member of Council staff who made the disclosure agrees to it. The Disclosures Coordinator will make it clear to other Council staff that this action was taken in consultation with the staff member and with management support – and it is not a punishment.

If a member of Council staff has reported wrongdoing and feels that any reprisal action is not being dealt with effectively, contact the Ombudsman or the ICAC – depending on the type of wrongdoing you reported. Contact details for all these investigating authorities are included at the end of this policy.

b. Protection against legal action

If a member of Council staff makes a disclosure in accordance with the PID Act, they will not be subject to any liability and no action, claim or demand can be taken against

them for making the disclosure. They will not have breached any confidentiality or secrecy obligations and they will have the defence of absolute privilege in defamation.

2.13 Support for those reporting wrongdoing

Council will make sure that Council staff who have reported wrongdoing, regardless of whether they have made a protected disclosure, are provided with access to any professional support they may need as a result of the reporting process – such as stress management, counselling services, legal or career advice.

Council has staff who will support those who report wrongdoing. They are responsible for initiating and coordinating support, particularly to those who are suffering any form of reprisal. Council's Return Work Coordinator Officer can be contacted on telephone 6922 0613.

All supervisors must notify the Disclosures Coordinator if they believe a staff member is suffering any detrimental action as a result of disclosing wrongdoing.

2.14 Sanctions for making false or misleading disclosures (template)

It is important that all members of Council staff are aware that it is a criminal offence under the PID Act to wilfully make a false or misleading statement when reporting wrongdoing.

2.15 Support for the subject of a report

Council is committed to ensuring Council staff who are the subject of a report of wrongdoing are treated fairly and reasonably. If a member of Council staff is the subject of a report, they will be:

- treated fairly and impartially
- told their rights and obligations under Council policies and procedures
- kept informed during any investigation
- given the opportunity to respond to any allegation made against them
- told the result of any investigation.

2.16 Review

This policy will be reviewed by Council every two years. For any advice or guidance about this review, contact the NSW Ombudsman's Public Interest Disclosures Unit.

2.17 More information

Members of Council staff and Councillors can access further advice and guidance from the disclosures coordinator and the NSW Ombudsman's website at www.ombo.nsw.gov.au.

3. Resources

The contact details for external investigating authorities that members of Council staff can make a protected disclosure to or seek advice from are listed below.

For disclosures about corrupt conduct:

Independent Commission Against Corruption (ICAC)
Phone: 02 8281 5999
Toll free: 1800 463 909
Tel. typewriter (TTY): 02 8281 5773
Facsimile: 02 9264 5364
Email: icac@icac.nsw.gov.au
Web: www.icac.nsw.gov.au
Address: Level 21, 133 Castlereagh Street, Sydney NSW 2000

For disclosures about serious and substantial waste:

Auditor-General of the NSW Audit Office
Phone: 02 9275 7100
Facsimile: 02 9275 7200
Email: mail@audit.nsw.gov.au
Web: www.audit.nsw.gov.au
Address: Level 15, 1 Margaret Street, Sydney NSW 2000

For disclosures about maladministration:

NSW Ombudsman
Phone: 02 9286 1000
Toll free (outside Sydney metro): 1800 451 524
Tel. typewriter (TTY): 02 9264 8050
Facsimile: 02 9283 2911
Email: nswombo@ombo.nsw.gov.au
Web: www.ombo.nsw.gov.au
Address: Level 24, 580 George Street, Sydney NSW 2000

For disclosures about serious and substantial waste in local government agencies:

Office of Local Government
Phone: 02 4428 4100
Tel. typewriter (TTY): 02 4428 4209
Facsimile: 02 4428 4199
Email: olg@olg.nsw.gov.au
Web: www.olg.nsw.gov.au
Address: 5 O'Keefe Avenue, Nowra, NSW 2541

For disclosures about police misconduct:

Police Integrity Commission (PIC)

Phone: 02 9321 6700

Toll free: 1800 657 079

Facsimile: 02 9321 6799

Email: contactus@pic.nsw.gov.au

Web: www.pic.nsw.gov.au

Address: Level 3, 111 Elizabeth Street, Sydney NSW 2000

For disclosures about breaches of the GIPA Act:

Information Commissioner

Toll free: 1800 463 626

Facsimile: 02 8114 3756

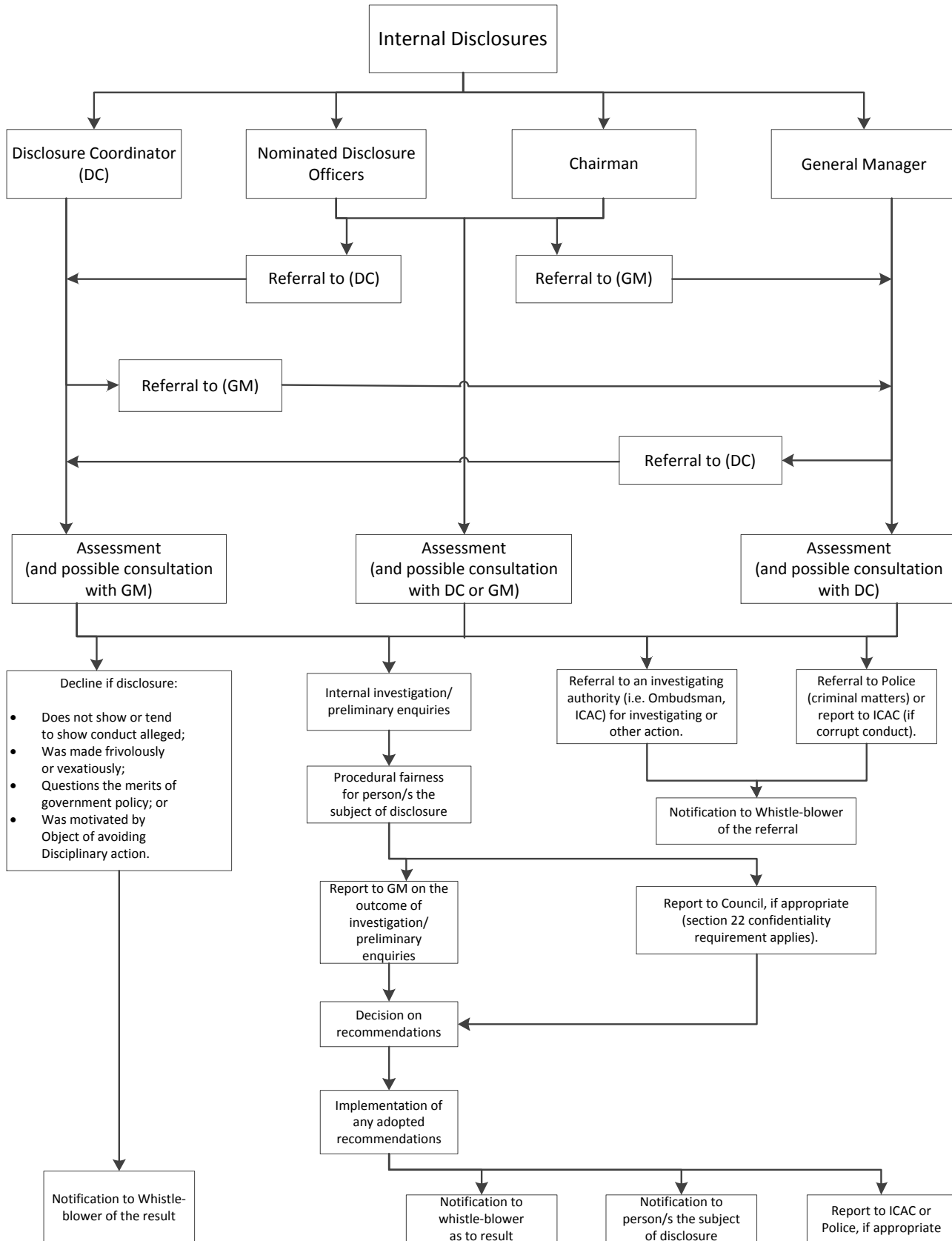
Email: oicinfo@oic.nsw.gov.au

Web: www.oic.nsw.gov.au

Address: Level 11, 1 Castlereagh Street, Sydney NSW 2000

Internal Reporting System

Attachment A



Attachment B

Summary of Riverina Water County Council – Internal Reporting (Protected Disclosures) Policy

Council does not tolerate corrupt conduct, maladministration or serious and substantial waste of public money.

Council is committed to the aims and objectives of the Public Interest Disclosures Act 1994. Council appreciates the value and importance of contributions from members of Council staff so as to improve administrative and management practices. Accordingly, Council strongly supports disclosures being made by members of Council staff which disclose corrupt conduct, maladministration, or serious and substantial waste.

1. What is Protected Disclosure?

Protection is available under the Public Interest Disclosures Act to public officials who voluntarily disclose information which shows or tends to show corruption, maladministration or serious and substantial waste of public money by a public authority or public official (refer to Policy for a more detailed description of these areas).

2. Who can receive a Protected Disclosure?

To be protected by the Public Interest Disclosures Act, a disclosure must be made by a member of Council staff or by a Councillor or a Council Contractor to the:

Disclosures Co-ordinator:
Manager Corporate Services– Ph. 6922 0617

Disclosures Officers:
Customer Services Officer– Ph 6922 0609
Return to Work Co-Ordinator – Ph 6922 0613

General Manager – Ph 6922 0608

Chairman – Ph 0402 885 669
NSW Ombudsman – Ph 9826 1000
Division of Local Government – Ph 4428 4100
Independent Commission Against Corruption – Ph 8281 5999

3. What protection is available?

The Public Interest Disclosures Act provides protection by imposing penalties, including fines and imprisonments, on persons who take detrimental action against another person in reprisal for a protected disclosure. Detrimental action means action causing, comprising or involving any of the following:

- Injury, damage or loss;
- Intimidation or harassment;
- Discrimination, disadvantage or adverse treatment in relation to employment or disciplinary proceedings.

A disclosure is not protected if:

- It is made frivolously or vexatiously (although all disclosures must be investigated);
- It is made to avoid disciplinary action; or
- It primarily questions the merits of a government policy.

4. What happens to the information provided?

The flowchart attached to this information sheet shows how a protected disclosure is dealt with after it has been made under the Internal Reporting Policy of Council. The flowchart provides an understanding of each step in the process.

The disclosure will be assessed by a Senior Officer of Council to determine whether it appears that the Public Interest Disclosures Act applies to the disclosure, and the appropriate action to be taken.

The disclosure may be internally investigated by a Senior Officer, or referred to ICAC, the NSW Ombudsman, the NSW Police, the Information Commissioner or the Division of Local Government (as appropriate) for investigation or other action.

The General Manager will determine the appropriate action to be taken as a consequence of any investigation that may be undertaken as a result of a disclosure. Any person who makes a disclosure will be notified within six months of the disclosure being made about the action taken or proposed in respect of his or her disclosure.

Any person who makes a disclosure and any Officer the subject of a disclosure will be advised of the outcome of any internal investigation.

5. Confidentiality

The identity of any person making a disclosure will be kept confidential by the member of Council staff responsible for dealing with the disclosure, except under the following circumstances:

- Where the person, himself or herself, discloses the information: or
- The person consents (in writing) to the release of his or her name: or
- It is essential, having regard to the principles of natural justice, that the identifying information should be disclosed to a person whom the disclosures concerns; or
- It is necessary to do so to investigate the matter effectively; or
- Release of the information is necessary in the public interest.

Decisions about fairness, effective investigation and public interest will be made by the Disclosure Co-ordinator, General Manager or Chairman, as appropriate. In all cases, the person who made the disclosure will be consulted about the matter.

ATTACHMENT C



Protected Disclosure Form (Confidential)

Report under the Public Interest Disclosures Act 1994

To a designated Officer Riverina Water County Council

Date:

**Name of Councillor/Member of Council
Staff/Contractor reporting the protected
disclosure:**

Contact Telephone number:

Name of designated
Officer receiving the
Protected Disclosure:

Type of Disclosure (circle relevant item or items):

a) Corrupt conduct (b) Maladministration (c) Substantial waste (d) Information contravention

Name(s) of person(s) who is/are the subject of this Protected Disclosure:

Nature and explanation of allegation. Attach any relevant supporting evidence or documents:

Signature of reporting
Councillor/Member of Council
staff/Councillor:

Date: Signed by Designated Officer receiving this
Protected Disclosure:

Refer to the Protected Disclosures and Business ethics policy for further information.

24. DRAFT POLICY 1.25 PROJECT MANAGEMENT FRAMEWORK

RECOMMENDED that the Draft Policy 1.25 Project Management Framework be adopted.

During late 2015 an internal audit was undertaken into Council's Capital Works and Expenditure Program. While the internal audit identified a few specific control weaknesses, these have been addressed. The internal audit did conclude, however, that the policies, procedures and interactions regarding Capital Works and Expenditure are adequate to provide reasonable assurance that risks are being managed and business objectives are able to be met.

In one of the observations made under the findings of the internal Audit, it was recommended that Council develop a formal Project Management Framework.

This Framework has been developed on Council's behalf, with a draft being presented to Council for its consideration and adoption. A copy of the draft Framework is attached.

The framework will not be utilised for all capital projects, however it will be used to ensure that key Project Management Principles are applied consistently across Council.

The aim of the framework is to demonstrate Council's commitment to the effective and efficient management of projects, and identify which situations that the Framework would apply.

- **Draft Policy 1.25 Project Management Framework**



POLICY REGISTER

PROJECT MANAGEMENT FRAMEWORK

POLICY REFERENCE NUMBER:		POL 1.25	
Original publication date		22 June 2016	
Revision number	Issue Date	Approved	Approval date
0	22/6/2016	Res: 16/??	24 August 2016
This document is to be reviewed every council term. Next review date: June 2020			
Responsible OFFICER		General Manager	

POLICY OBJECTIVES

Council has developed a Project Management Framework to achieve the following Objectives:

- To provide a consistent Council wide framework for managing projects.
- To align projects with Council's strategic plans.
- To increase project transparency and visibility to enable effective decision making regarding the optimal use of resources.
- To deliver services through improved project management capability.
- To improve the efficiency and consistency in project delivery.
- To reduce and manage project risks.
- Support the capability development of staff managing projects.

POLICY STATEMENT

Councils Project Management Framework provides a systematic, consistent approach to managing projects.

PROCEDURE

The purpose of the Project Management Framework is to promote a systematic, consistent and corporate wide approach to the management of projects. The framework also provides a sound basis for good decision making, allocation of resources, with improved stakeholder consultation from project conception to completion.

The scope of the framework comprises

- This policy
- Project Management Methodology
- Tools (systems and templates)
- Project management capability development
- Establishing a Project Management Office

These components are all designed to be applied together to manage a project through its lifecycle. The framework is designed to be used with other existing Council systems, policies and procedures.

PROJECT MANAGEMENT METHODOLOGY

Council has based its framework on the Project Management Institute (USA) 'A Guide to the Project Management Body of Knowledge (PMBOK Guide)', Fifth Edition.

The Project Management Methodology comprises of the following key processes:

- Initiation
- Planning
- Communications
- Executing
- Controlling
- Closing

SCOPE OF POLICY

The scope of this policy applies to “projects” as identified in the Project Management Framework as follows:

Project Work	Operational Work
Has a specific goal	Work repeats over a period of time
Finite	Occurs within company “status quo”
One time only	
Work is unique or “one off”	
Changes company “status quo”	

Based on this definition, the Project Management Framework may not apply to all capital expenditure due to the nature of the work involved. However there may be occasion where operational work may be required to be managed as a project due to the resources, risks and controls involved.

The table below provides a guide to determine whether work should be managed as a project with associated Project Management controls or as operational work.

	Manage as a Project	Manage as Operational Work
Time	1 Month duration or greater	Less than 1 month duration
		Or
Work	Unique and temporary Has defined start and finish	Not unique Ongoing
Risk	High risk – work effort not well understood Needs to be defined an planned	

PROJECT IDENTIFICATION

Under the Division of Local Government Integrated Planning and Reporting Framework, councils are required to produce a number of documents.

To satisfy these requirements, Council has the following documents which contribute to the identification of future projects:

- Strategic Business Plan and Resourcing Strategy
- Asset Management Plan
- Asset Management Strategy
- Work Force Plan
- 4 Year Delivery Program
- Operational Plan

Projects may also be identified through other sources including, but not limited to:

- Legislation change
- Resolutions of Council
- Unexpected events and natural disasters
- Business improvements

Council's forward planning contributes to the identification of programs and projects and allocation of funds each year to deliver priority projects to the community.

25. DRAFT POLICY 2.7 – PENSIONER CONCESSION REBATES

RECOMMENDATION: That the Draft Policy 2.7 – Pensioner Concession Rebates be adopted.

Policy 2.7 – Pensioner Rebate was adopted by Council in 2007 and reviewed in 2015.

Staff have undertaken another review of this policy and are recommending some minor changes. A copy of the revised Draft Policy that is attached for Councillors information.

Recommended changes are to enable Council to grant pensioner rebates, in the case of hardship, to persons not strictly speaking entitled to the rebate, e.g. a joint owner spouse of an eligible pensioner.

- **Draft Policy 2.7 – Pensioner Concession Rebates**

POLICY REGISTER

PENSIONER CONCESSION REBATES POLICY

POLICY REFERENCE NUMBER:		POL 2.7	
Original publication date		2007	
Revision number	Issue Date	Approved	Approval date
0	2007	Res: 07/89	2007
Name change			22 Nov 2013
1	2015	15/186	11 Dec 2015
2	2016	16/???	26 Oct 2016
<p>This document is to be reviewed once every Council term.</p> <p>Next review date: April 2021</p>			
RESPONSIBLE OFFICER	Manager Corporate Services		

PART 1: INTRODUCTION

1.1 Policy Objectives

The intent of this policy is to establish the parameters for backdating pensioner concession rebates for eligible customers.

1.2 Scope of Policy

This policy shall apply to eligible customers of Riverina Water County Council.

1.3 Legislative Context

- Local Government Act 1993;
- Local Government (General) Regulation 2005;
- Division of Local Government Circulars.

PART 2: POLICY PROVISIONS

2.1 Backdating of Pensioner Concession Rebates

Riverina Water County Council will, where a property owner has been an eligible pensioner for the longer than two years, backdate pensioner concession claims for a period of up to two (2) years from the date of application.

2.2 Backdating in the Case of Financial Hardship

Riverina Water County Council will in the case of genuine financial hardship give special consideration to extend the rebate period based on pension start date. This will be by approval of the General Manager or Manager Corporate Services.

2.3 Extension of Concession to Avoid Hardship

Riverina Water County Council may, if they consider it proper do so to avoid hardship, direct that Pensioners receive the full pension rebate where they may not be fully eligible.

- 1) Riverina Water reserves the right to extend the Pension rebate to non-eligible persons. This will be by approval of the General Manager or Manager Corporate Services.
- 2) Riverina Water County Council will in all cases, if a pensioner is found eligible for any pension rebate, grant the full possible value of the rebate.

26. APPLICATION FOR ANNUAL LEAVE - GENERAL MANAGER

RECOMMENDATION that annual leave be approved for the period requested by the General Manager and that the Director of Engineering, Mr Bede Spannagle, be appointed as Acting General Manager during this time.

Application is made for annual leave to be granted to the General Manager for the following periods in 2017:

16 March 2017 until 21 March 2017 inclusive (4 days)
16 May 2017 until 22 May 2017 inclusive (5 days)
4 August 2017 until 20 August 2017 inclusive (12 days)

27. COUNCIL RESOLUTION SHEET

Council Resolution Sheet – Meeting held 2/09/2015				
Report Ref	Subject	Responsible Officer	Council Decision	Action Taken
Meeting held 12 December 2014				
14/190	Purchase of Land for Alternative Access to Hammond Ave	GM	That Council: 1) Purchase land for operational and access requirements in accordance with Section 187 of the Local Government Act 1993. 2) Delegate authority to the General Manager to negotiate the land purchase and sign the relevant sale documents. 3) Affix Council's Common Seal to documentation as required.	Negotiations continuing. Business Valuation completed. Additional investigations underway. Update report to December 2016 Council Meeting.
14/191	Purchase Of Land – New Shires Reservoir	GM	That Council: 1) Purchase the land for the Shires Reservoir of approximately 6,400 sq. metres on Lot 143 DP 754567, Olympic Highway. 2) Delegate authority to the General Manager to negotiate the land purchase and establishment of easements for pipeline and access. 3) Affix Council's Common Seal to documents as required.	Agreement reached with landowner Tenders called for earthworks. Tenders close 24 th September 2016. Tender report to 26 October 2016 Council Meeting.
Meeting held 28 October 2015				
15/170	Land and Environment Court – Nash Bros Case	GM	That Council authorise the General Manager to negotiate a settlement to recover legal costs from Nash Bros Builders Pty Ltd in relation to the Grange Retirement Village Land & Environment Court case.	Nash Brothers appeal against the decision of the L&E Court. Matter dismissed, with costs awarded to RWCC. Council pursuing costs. Discussions ongoing between legal representatives. No progress to date.

Meeting held 27 April 2016				
16/50	Local Government NSW 2016 Annual Conference	GM	that: a) Council be represented the Local Government NSW 2016 Annual Conference; b) Council delegate be the Chairman and the General Manager (observer); c) Approve the attendance of up to 2 other councillors as observers;	Chairperson, Deputy Chairperson and GM registered. Accommodation booked.
16/66	Tender W.208 for Purchase of Backhoe / Loader	DoE	That Council not accept any of the tenders, and that replacement be deferred to 2016/2017 financial year.	Fresh tenders called, closing 18 th September 2016. Report to 26 October 2016 Council Meeting.
Meeting held 24 August 2016				
16/115	Financial Statements 2015/2016	GM	That: (i) Council's Draft Financial Statements be referred to audit by Council's auditors, Crowe Howarth, (ii) Council make a resolution in accordance with section 413 (2c) that the annual financial report is in accordance with: - the Local Government Act 1993 (as amended) and the Regulations made there under, - the Australian Accounting Standards and professional pronouncements, - the Local Government Code of Accounting Practice and Financial Reporting, - presents fairly the councils operating results and financial position for the year, - accords with Council's accounting and other records, and - that Council is not aware of any matter that would render this report false or misleading in any way. (iii) That Council adopt the abovementioned Statement and that the Chairman, Deputy Chairman and General Manager be authorised to complete the "Statement by Members of the Council" in relation to Council's 2015/16 Financial Statements and Special Purpose Financial Reports and be attached thereto. (iv) That Council delegate to the General Manager the authority to "finalise the date" at which the Audit Report and Financial Statements are to be presented to the public.	(i) Financial Statement referred to Auditor. (ii) Noted (iii) Statement Completed (iv) Noted
16/117	Revoted Budget 2015/2016	GM	That expenditure totalling \$723,250 be revoted and included in the 2016/2017 budget.	Noted
16/121	Council Meeting Dates and Times	GM	That Council's December Council Meeting be held on Friday 9th December 2016 commencing at 2.00 pm.	Noted – Invitations sent to current Councillors. Invitations will be sent to new Councillors following election.

16/123	Extension of Term of Appointment for Community Members of Audit and Risk Committee	GM	That Council extend the term of the two community members of the Audit and Risk Committee until March 2017.	Noted – Community members advised.
16/130	Request for Contribution – Lockhart Bowling Club	GM	That Riverina Water County Council make a contribution towards the cost of a defibrillator at the Lockhart Bowling Club of \$500.	Request made to Lockhart Bowling Club for a tax invoice to facilitate payment.
16/131	Request for Financial Assistance – The Quinty Mens Shed	GM	That Council sponsor the Quinty Men's Shed in the amount of \$4,063 in the form of a water connection to 80 Connorton Street, Uranquinty.	Credit made to water connection account.
16/132	Request for Financial Assistance – Wagga Wagga Country Club	GM	That Council contribute \$5,000 towards the cost of new water connection of the Wagga Wagga Country Club.	Credit made to main extension account.
16/133	Draft Policy 1.10 Councillor's Expenses and Facilities	GM	That Draft Policy 1.10 Councillor's Expenses and Facilities be adopted.	Policy will be resubmitted to October meeting – due to amendment to Local Government Act
16/134	Draft Policy 3.1 Asset Management	GM	That Riverina Water County Council adopt Draft Policy 3.1 Asset Management.	Noted and included on web page
16/135	Policy 1.14 – Fraud and Corruption Prevention	GM	That Riverina Water County Council adopt draft Policy 1.14 Fraud and Corruption Prevention.	Noted and included on web page
16/139	Director of Engineering's Annual Report Statistics for 2015/2016	DoE	That the Director of Engineering's report covering 2015/2016 annual statistics be accepted and the contents noted.	Noted – will be included in RWCC Annual Report.
16/140	Control of Noxious Weeds	DoE	That: a) Council note the report, and b) As a community leader, Council develop a policy on best practice training of field staff to assist our community contain the spread of noxious and invasive weeds.	Ongoing
16/141	Contestability of Capital Works	DoE	That: a) Council endorse the implementation of the six recommendations of the independent review of capital works at RWCC Sheet, and b) A further report be provided in 12 months on the contestability of new works.	Report to be submitted to August 2017 Meeting.
16/158	Performance Review – General Manager	Chairperson	That the report be received and adopted.	Noted
16/159	High Security Water License	GM	That Riverina Water County Council retain the ownership of its high security water license.	Noted

QUESTION TRACKING		
Meeting held 22 June 2016		
Cr Meyer OAM	Asked if the new pipeline in Henty railway crossing could be laid before new Streetscape implemented?	Consultation with GHSC undertaken. RWCC staff working in with GHSC.
Cr Funnell	Requested GM to contact Minister regarding TCorp Borrowing facility for County Councils.	Letter written 23 rd June 2016. GM & Chairperson discussed with Minister 2 nd August 2016. Minister to address the issue.
Meeting held 24 August 2016		
Cr Verdon	Requested that he would like a review of water delivery in The Rock relating to water pressure issues. Requested it be put on Agenda for first 3-4 months of new Council	DoE to report to 26 October 2016 Council Meeting.
Cr Meyer	Paid tribute to Cr McInerney's long service to Riverina Water County Council	A letter of appreciation will be sent to Councillors not returning to RWCC for the next term

Yours faithfully



Graeme Haley
GENERAL MANAGER

DIRECTOR OF ENGINEERING'S REPORTS TO COUNCIL

1. WORKS REPORT COVERING AUGUST 2016

RECOMMENDATION that this report be received and noted.

- **Works Report for August 2016**

DIRECTOR OF ENGINEERING'S REPORTS TO OCTOBER 2016 COUNCIL MEETING

26th September 2016

1 WORKS REPORT COVERING AUGUST 2016

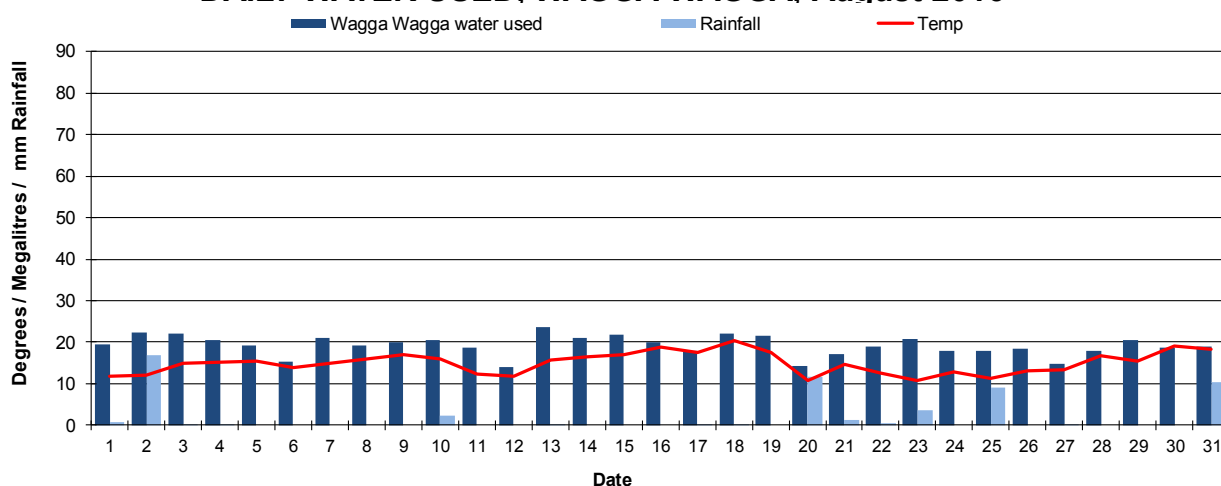
RECOMMENDATION: That this report be received and noted.

1.1 WATER SOURCED AND USED

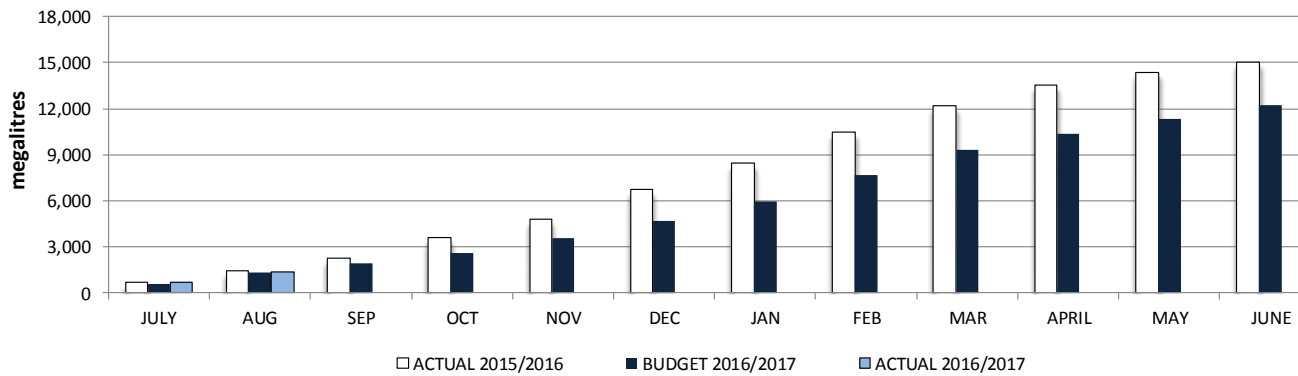
August	2014	2015	2016
Rainfall	25.4	86.0	57.8
Wet Days	17	19	15
WATER SOURCED August 2016 (MI)			
North Wagga bores	160.48	136.78	142.04
West Wagga bores	248.44	302.39	279.83
East Wagga bores	331.97	592.51	229.80
Murrumbidgee River	0.00	33.51	0.00
SUB-TOTAL	740.89	1,065.19	651.67
Bulgary Bores	25.92	23.14	23.06
Urana Source	0.00	0.00	0.00
Ralvona Bores	17.13	15.93	12.67
Walla Walla Bores	0.00	0.00	0.00
Goldenfields Water Supply System	0.63	1.89	6.16
SUB-TOTAL	43.68	40.96	41.89
Woomargama	1.54	0.75	1.16
Humula	0.61	0.55	0.41
Tarcutta	2.99	1.98	2.18
Oura	1.66	1.63	1.88
Walbundrie/Rand	1.82	1.71	2.16
Morundah	0.37	0.37	0.30
Collingullie	3.24	2.21	2.45
SUB-TOTAL	12.23	9.20	10.54
TOTALS	796.80	1,115.35	704.10

WATER USED August 2016 (MI)			
	2014	2015	2016
East Bomen	19.49	17.59	25.57
Estella	30.07	35.12	41.23
North Wagga	96.03	70.15	60.94
Wagga Wagga – Low Level	129.05	105.57	102.91
Wagga Wagga – High Level	337.52	302.35	290.67
Wagga Wagga – Bellevue Level	27.03	33.34	32.49
SUB-TOTAL	639.19	564.12	553.81
Ladysmith System	2.67	2.34	3.29
Brucedale Scheme	10.15	10.75	15.83
Currawarna Scheme	7.32	7.15	6.91
Rural south from Wagga Wagga	79.34	63.72	73.08
Rural from Walla Walla Bore	0.00	0.00	0.00
Bulgary, Lockhart and Boree Creek	14.70	15.17	12.26
From Boree Crk to Urana and Oaklands	10.93	9.07	11.06
Holbrook	17.13	15.93	12.67
SUB-TOTAL	142.24	124.13	135.10
Woomargama	1.54	0.75	1.16
Humula	0.61	0.55	0.41
Tarcutta	2.99	1.98	2.18
Oura	1.66	1.63	1.88
Walbundrie/Rand	1.82	1.71	2.16
Morundah	0.37	0.37	0.30
Collingullie	3.24	2.21	2.45
SUB-TOTAL	12.23	9.20	10.54
TOTALS	793.66	697.45	699.45

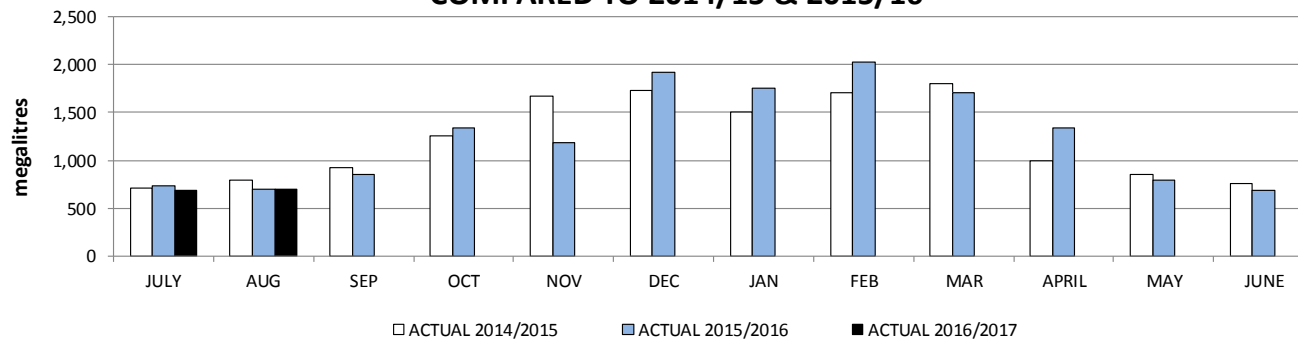
DAILY WATER USED, WAGGA WAGGA, August 2016



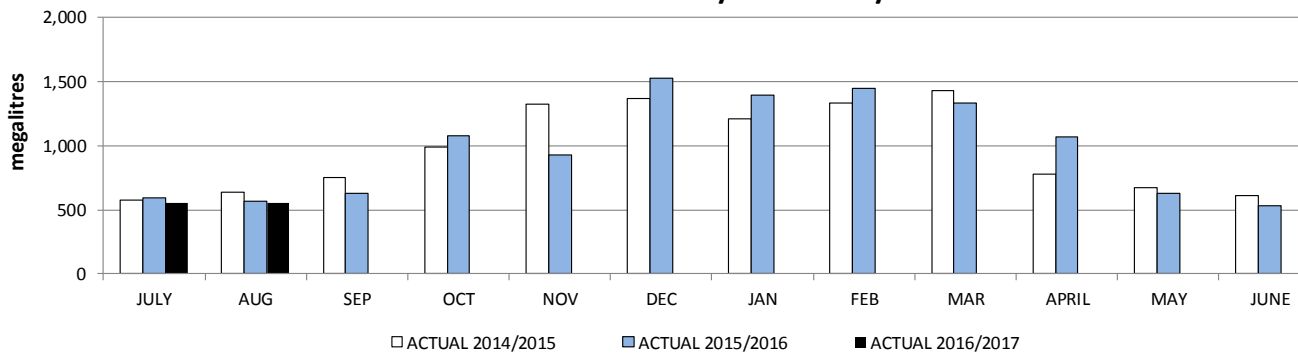
TOTAL CUMULATIVE WATER USED 2016/2017



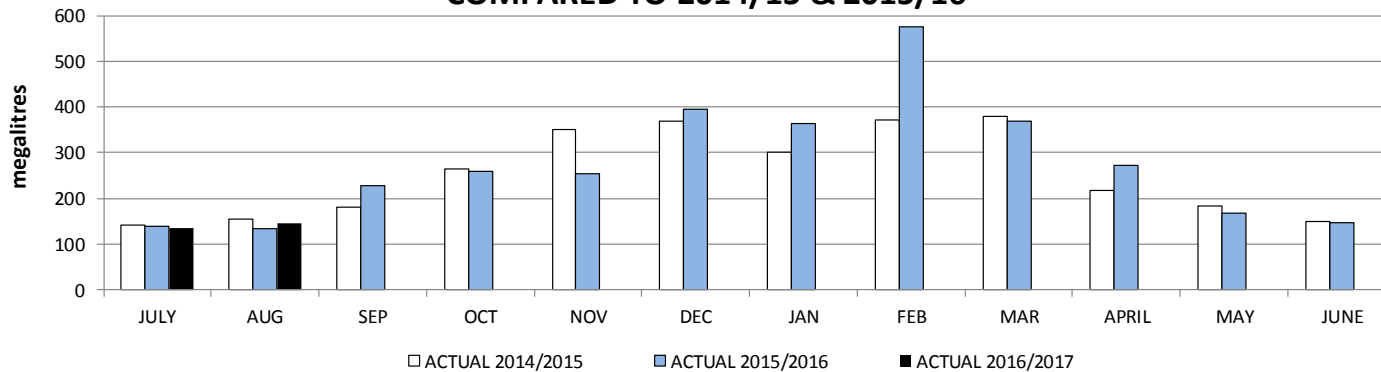
MONTHLY TOTAL WATER USED 2016/17 COMPARED TO 2014/15 & 2015/16



MONTHLY WAGGA WATER USED 2016/17 COMPARED TO 2014/15 & 2015/16



MONTHLY RURAL WATER USED 2016/17 COMPARED TO 2014/15 & 2015/16



1.2 NEW SERVICE CONNECTIONS, REPAIRS, METERS, LOCATIONS & COMPLAINTS FOR THE MONTH OF AUGUST 2016

Location	New Connect., Residential	New connect., Non Residential	Services Renewed	Services Repaired	Quality Complaints	Supply Complaints *	Customer dealings complaints	Other Complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Wagga	20	1	1	14	9	3				41		14
Brucedale												
Currawarna												
Euberta												
Humula												
Ladysmith												
Oura				1								
San Isidore												
Tarcutta										2		
The Gap												
Bulgary												
Collingullie												
French Park												
Lockhart	2	1			2							
Mangoplah												
Milbrulong												
Pleasant Hills	1											
The Rock	1				1							
Uranquinty												
Yerong Creek												
Culcairn					1							
Henty				1	1					3		
Holbrook				2						1		
Morven												
Walbundrie												
Walla Walla			1		1	1						
Woomargama				2							1	
Boree Creek												
Morundah												
Oaklands												
Rand												
Urana				2						1		
TOTAL	24	2	2	22	15	4	0	0	0	48	1	14

1.3 WATER SYSTEM REPAIRS

WAGGA WAGGA								
Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected (no supply)	Water Lost KI
4	5 Bluett Cres	Turvey Park	100 AC	Pipe Failure - Ground Movement	No	3:00	23	10
6	423 Mitchell Rd	Wagga Wagga	100 AC	Tree Roots	Yes	0:00	0	0
26	34 Williams St	North Wagga	100 CI	Pipe Failure (not specified)	Yes	0:00	0	0
TOTALS						3:00	23	10
				Breaks needing			Breaks affecting	
	Total Breaks –	3		shut off -	1		customers –	1

RURAL								
Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected (no supply)	Water Lost KI
9	13 Ferrier St	Lockhart	100 AC	Pipe Failure (not specified)	Yes	0:00	0	10
20	Olympic hwy	Yerong Creek	250 DICL	Pipe Failure - Ground Movement	No	7:00	15	30
4	Alfred St	Oura	32 PVC	Pipe Failure (not specified)	Yes	0:00	0	0
26	658 Melbourne st	Woomargama	75 AC	Pipe Failure - Ground Movement	Yes	0:00	0	12
30	Old trunk rd	The Rock	80 CI	Pipe Failure - Ground Movement	Yes	0:00	0	32
18	Gap Hall - Coolamon Rd	The Gap	100 WPVC	Pipe Failure (not specified)	Yes	0:00	0	0
24	Gap Hall - Coolamon Rd	The Gap	100 AC	Pipe Failure (not specified)	Yes	0:00	0	0
TOTALS						7:00	15	84
			Breaks needing shut off -				Breaks affecting customers -	
	Total Breaks – 7			1			1	

1.4 WATER QUALITY COMPLAINTS

Water quality complaints received during August 2016 were:

Date	Location	Problem	Action Taken
3/08/2016	41 Kilpatrick St, Koorungal	Dirty and deposits from bathroom tap	Flushed taps. Results within ADWG. Advised to get plumber
11/08/2016	114 Urana St, Lockhart	Dirty water & leak out front	Flushed main. Leak is sewer
10/08/2016	2/34 Stirling Blvd, Tatton	Ca deposits & bad taste	Taste OK, within ADWG. Flushed kitchen taps. Wipe up water to stop Ca depositing
3/08/2016	Wagga City Golf Club	Dirty water	Slug of dirty water. Cleared up
22/08/2016	13 Graham St, Henty	Dirty water	Flushed meter & service
22/08/2016	38 Bradman Dr, Boorooma	Water making customer sick	WQ within ADWG. Flush dead end
8/08/2016	7 Garra Pl, Glenfield	Dirty water	Flushed at cul-de-sac end
8/08/2016	11 Coolong Pl, Koorungal	Dirty water	Flushed at cul-de-sac end
30/08/2016	33 Balfur St, Culcairn	Dirty and air	Flushed main & service
29/08/2016	59 Ferrier St, Lockhart	Dirty water	Flushed main & service
31/08/2016	Rods Rd, The Rock	Dirty water	Flushed main
31/08/2016	Queen St, Walla Walla	Air	Flushed main & service
5/08/2016	25 Cowan St, Lloyd	Dirty water	Dirty HWS. Flushed service

1.5 MAINS CONSTRUCTIONS

1.5.1 MAINS EXTENSIONS AND NEW WORKS

New water mains laid during August 2016 include:

LOCATION	PROJECT	100		150	200
		OPVC	DICL	OPVC	OPVC
Wagga Wagga	Lloyd Stage 6		36		
Wagga Wagga	Pine Gully Road	185		15	20
	TOTAL	185	36	15	20

1.5.2 REPLACEMENT OF EXISTING MAINS

Mains replaced during August 2016 include:

LOCATION	PROJECT	150		200	375
		OPVC	DICL	DICL	DICL
Lake Albert Rd	Mains Replacement	320	12		
Henty Rail Crossing	Mains Replacement			93	
Bomen Rising Main	Mains Replacement				452
Beckwith Street	Mains Replacement		285		
	TOTAL	320	297	93	452

1.6 OTHER CONSTRUCTION

Other construction works during August 2016 include:

LOCATION OR PROJECT	WORK DONE
Lake Albert Road	Water Service Replacement

1.7 MAJOR REPAIRS / OVERHAULS

Major repairs/overhauls during August 2016 include:

LOCATION OR PROJECT	WORK DONE
Tarcutta WTP	Repair iron filter wall
Bulgary WTP	Highlift #2 pump and motor overhaul & recommission
Bulgary WTP	Pressure sustaining valve overhaul
Oura WTP	Highlift #2 pump and motor overhaul & recommission
10Million Reservoir	Repair inlet valve gears
Waterworks	Replace CWS stirrer
Walbundrie Bore #1	Replace motor and recommission
Humula Reservoir	Replace inlet pipework, Centre post and clean and recommission
Ralvona WTP	Highlift #1 pump and motor overhaul & recommission

1.8 WATER FILLING STATION ACTIVITY

Water Filling Station activity during August 2016 include:

LOCATION	NUMBER OF FILLS
Bomen	38
Estella	32
Forest Hill	32
Glenfield	78
Henty	0
Holbrook	18
Lake Albert	3
Lockhart	2
Pleasant Hills	1
The Rock	0
Yerong Creek	25

1.9 STAFF TRAINING & SAFETY

The following training and/or safety activities were undertaken during August 2016:

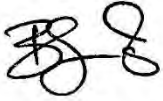
Training or Programme	Number of Staff
Leadership Program	16
Digital Literacy	15
Confined Space Training	28

1.10 FLEET DISPOSALS

No fleet disposals made during August 2016.

1.11 FLEET ACQUISITIONS

No fleet acquisitions made during August 2016.

A handwritten signature in black ink, appearing to be 'Bede Spannagle', with a stylized, cursive script.

Bede Spannagle
DIRECTOR OF ENGINEERING

2. WORKS REPORT COVERING SEPTEMBER 2016

RECOMMENDATION that this report be received and noted.

- Works Report for September 2016

DIRECTOR OF ENGINEERING'S REPORTS TO OCTOBER 2016 COUNCIL MEETING

17th October 2016

1 WORKS REPORT COVERING SEPTEMBER 2016

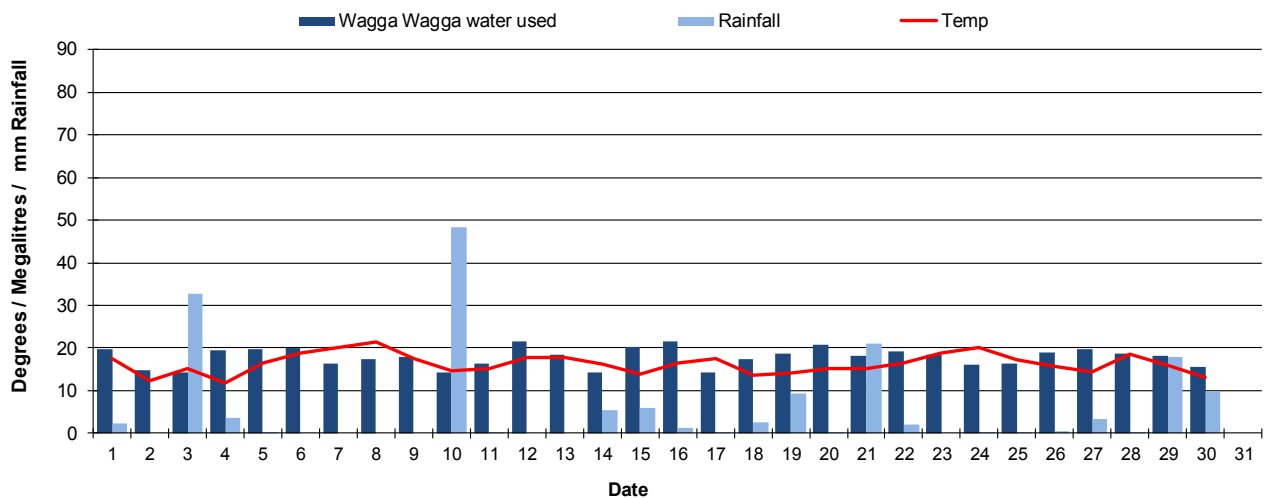
RECOMMENDATION: That this report be received and noted.

1.1 WATER SOURCED AND USED

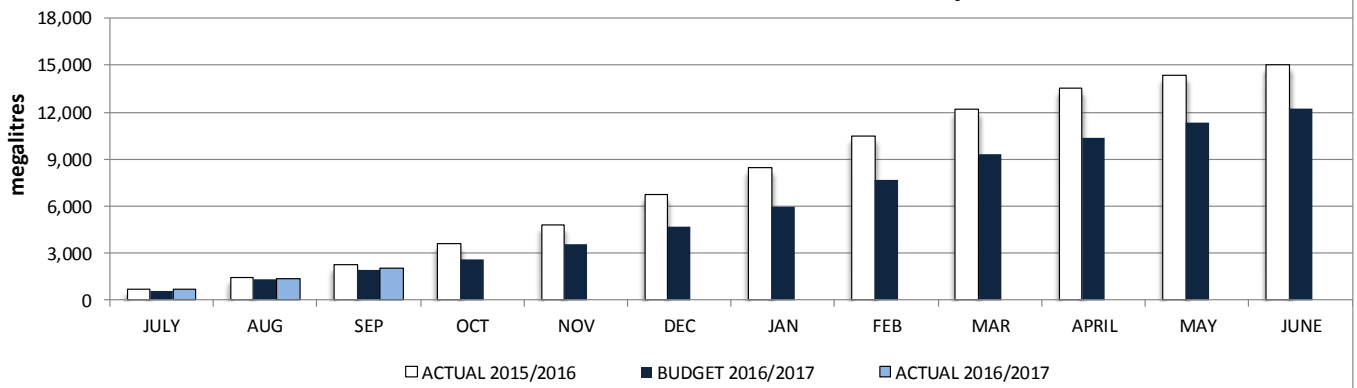
September	2014	2015	2016
Rainfall	35.8	18.2	167.8
Wet Days	8	6	22
WATER SOURCED September 2016 (MI)			
North Wagga bores	182.80	148.25	126.71
West Wagga bores	271.24	400.77	208.14
East Wagga bores	422.81	175.84	285.56
Murrumbidgee River	0.00	0.00	0.00
SUB-TOTAL	876.85	724.86	620.41
Bulgary Bores	30.46	26.95	18.84
Urana Source	1.33	0.00	0.00
Ralvona Bores	17.20	18.78	12.84
Walla Walla Bores	0.00	0.00	0.00
Goldenfields Water Supply System	1.32	2.99	5.94
SUB-TOTAL	50.31	48.72	37.62
Woomargama	1.31	1.00	0.85
Humula	0.52	0.41	0.41
Tarcutta	4.31	2.52	2.75
Oura	1.95	1.69	1.64
Walbundrie/Rand	2.44	2.19	1.24
Morundah	0.58	0.57	0.36
Collingullie	3.83	2.22	2.35
SUB-TOTAL	14.94	10.60	9.60
TOTALS	942.10	784.18	667.63

WATER USED September 2016 (MI)			
	2014	2015	2016
East Bomen	21.81	17.49	17.76
Estella	39.74	38.12	33.73
North Wagga	96.15	77.17	60.01
Wagga Wagga – Low Level	150.28	132.07	103.63
Wagga Wagga – High Level	393.82	328.46	282.05
Wagga Wagga – Bellevue Level	46.55	36.65	30.74
SUB-TOTAL	748.35	629.96	527.92
Ladysmith System	3.50	2.62	3.23
Brucedale Scheme	15.50	11.78	15.07
Currawarna Scheme	7.03	9.01	7.93
Rural south from Wagga Wagga	91.12	148.59	65.62
Rural from Walla Walla Bore	0.00	0.00	0.00
Bulgary, Lockhart and Boree Creek	18.34	13.99	10.51
From Boree Crk to Urana and Oaklands	13.72	12.64	8.70
Holbrook	17.20	18.78	12.84
SUB-TOTAL	166.41	217.41	123.90
Woomargama	1.31	1.00	0.85
Humula	0.52	0.41	0.41
Tarcutta	4.31	2.52	2.75
Oura	1.95	1.69	1.64
Walbundrie/Rand	2.44	2.19	1.24
Morundah	0.58	0.57	0.36
Collingullie	3.83	2.22	2.35
SUB-TOTAL	14.94	10.60	9.60
TOTALS	929.70	857.97	661.42

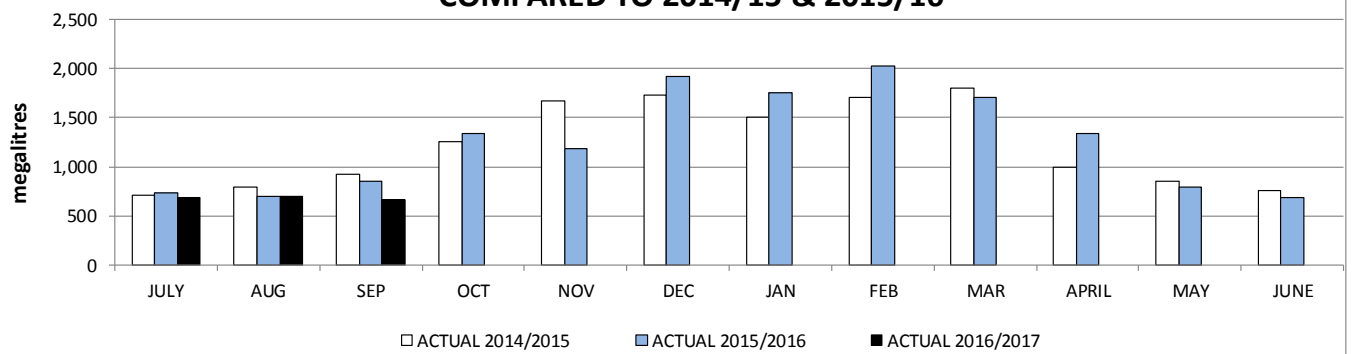
DAILY WATER USED, WAGGA WAGGA, September 2016



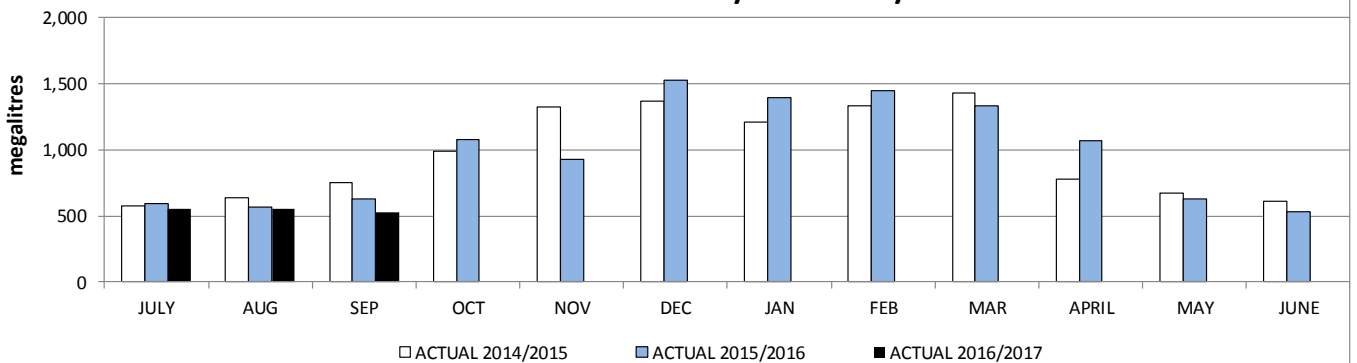
TOTAL CUMULATIVE WATER USED 2016/2017



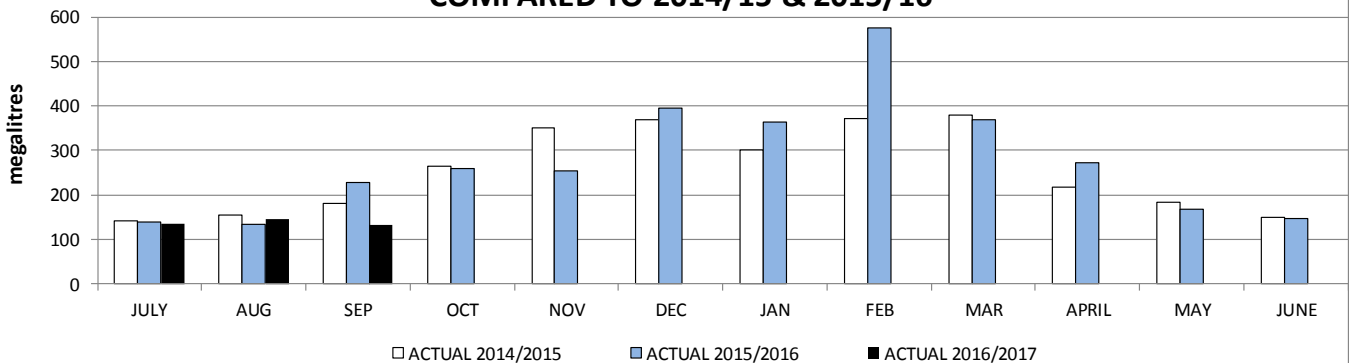
MONTHLY TOTAL WATER USED 2016/17 COMPARED TO 2014/15 & 2015/16



MONTHLY WAGGA WATER USED 2016/17 COMPARED TO 2014/15 & 2015/16



MONTHLY RURAL WATER USED 2016/17 COMPARED TO 2014/15 & 2015/16



1.2 NEW SERVICE CONNECTIONS, REPAIRS, METERS, LOCATIONS & COMPLAINTS FOR THE MONTH OF SEPTEMBER 2016

Location	New Connect., Residential	New connect., Non Residential	Services Renewed	Services Repaired	Quality Complaints	Supply Complaints *	Customer dealings complaints	Other Complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Wagga	13	1	3	7	13	2				34		7
Brucedale												
Currawarna												
Euberta												
Humula												
Ladysmith					2							
Oura												1
San Isidore						1				1		
Tarcutta										1		
The Gap												
Bulgary												
Collingullie												
French Park												
Lockhart												
Mangoplah												
Milbrulong											1	
Pleasant Hills												
The Rock			12	1	2							
Uranquinty											1	
Yerong Creek										1		
Culcairn											1	
Henty				2		1						
Holbrook				1						1	1	
Morven												
Walbundrie												
Walla Walla												
Woomargama			1		1							
Boree Creek												
Morundah												
Oaklands												1
Rand												
Urana										1		
TOTAL	13	1	16	11	18	4	0	0	0	39	4	9

1.3 WATER SYSTEM REPAIRS

WAGGA WAGGA								
Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected (no supply)	Water Lost KI
6	Farrer Rd / Amunsden	Boorooma	100 AC	Pipe Failure (not specified)	Yes		0	0
6	195 Morgan St	Wagga Wagga	100 AC	Pipe Failure (not specified)	Yes		0	0
9	21 Thorne St	Wagga Wagga	200 DICL	Tree Roots	Yes		0	0
12	9 Taupo Dr	Lake Albert	100 AC	Pipe Failure (not specified)	Yes		0	5
3	4 Burradulla St	Wagga Wagga	200 BPVC	Pipe Failure - Ground Movement	No	2:30	50	0
4	221 Coolamon Rd	Wagga Wagga	32 PVC	Pipe Failure (not specified)	No	1:15	5	2
22	103 Ashmont Ave	Ashmont	100 AC	Pipe Failure - Ground Movement	No	2:00	10	80
22	Forsyth St	Wagga Wagga	200 AC	Pipe Failure (not specified)	No	1:30	0	0
11	Cowells Rd	Forest Hill	100 AC	Tree Roots	Yes		0	0
17	94 Plumpton Rd	Wagga Wagga	80 PVC	Pipe Failure (not specified)	Yes		0	80
19	113 Ashmont Ave	Ashmont	100 AC	Pipe Failure (not specified)	No	4:30	0	0
20	Elizabeth Ave	Forest Hill	250 AC	Pipe Failure (not specified)	No	6:30	15	1,000
25	107 Ashmont Ave	Wagga Wagga	100 AC	Pipe Failure (not specified)	No	3:00	10	20
TOTALS						3:00	90	1,187
				Breaks needing		Breaks affecting		
	Total Breaks –	13		shut off -	7		customers – 5	

RURAL								
Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected (no supply)	Water Lost Kl
15	Railway st	Walla Walla	100 AC	Pipe Failure - Ground Movement	No	2:30	0	2
23	19 Brookong st	Lockhart	100 AC	Pipe Failure - Ground Movement	No	1:00	17	4
24	Olympic Hwy	Brucedale	150 AC	Pipe Failure (not specified)	No	5:00	107	750
TOTALS						7:00	124	756
			Breaks needing shut off -			Breaks affecting customers -		
	Total Breaks – 3				3			2

1.4 WATER QUALITY COMPLAINTS

Water quality complaints received during September 2016 were:

Date	Location	Problem	Action Taken
2/09/2016	The Rock	Dirty water from mains break	Bacteriological test and house flushed
3/09/2016	Brooklyn Dr- Bourkelands	Cloudy Water	Mains flushed after burst
3/09/2016	Osterly St - Bourkelands	Cloudy Water	Mains flushed after burst
3/09/2016	53 Peppermint Dr - Springvale	Cloudy Water	Checked and tested after burst
3/09/2016	24 Peppermint Dr - Springvale	Dirty water from mains break	Unable to contact
16/09/2016	4 Warrawong - Koorungal	Dirty water	Main flushed - 1.0 cl2, 0.3 NTU
16/09/2016	Woomargama Way - Woomargama	Dirty water	Main flushed - Put on monthly flush cycle
16/09/2016	Mercury Motor Inn - Sturt Hwy	Dirty water	Main flushed
17/09/2016	Sturt Hwy - Forest Hill	Dirty water	Main and service flushed
19/09/2016	18 Tarcutta St - Ladysmith	Milky water	Main flushed
20/09/2016	22 Cunningdroo -Ladysmith	Dirty water	Main flushed
20/09/2016	Carriage House - East Wagga	Dirty water	Main flushed
27/09/2016	71 Simmons St- Wagga	Dirty water	Main flushed

1.5 MAINS CONSTRUCTIONS

1.5.1 MAINS EXTENSIONS AND NEW WORKS

New water mains laid during September 2016 include:

LOCATION	PROJECT	100	150	200
		OPVC	OPVC	OPVC
Pine Gully Road	New Subdivision		24	
Farrer Road	New Subdivision			52
Estella Rise Stage 5	New Subdivision	69		
Lloyd West	New Subdivision	55.6		
	TOTAL	124.6	24	52

1.5.2 REPLACEMENT OF EXISTING MAINS

Mains replaced during September 2016 include:

LOCATION	PROJECT	100	150	375
		DICL	DICL	OPVC
Beckwith Street Wagga	Mains Replacement		150	
Bomen North Rising main	Mains Replacement			205
Broad Street	Mains Replacement	18		
	TOTAL	18	150	205

1.6 OTHER CONSTRUCTION

Other construction works during September 2016 include:

LOCATION OR PROJECT	WORK DONE
Wagga Depot Rising Main	600 & 375 DICL pipework

1.7 MAJOR REPAIRS / OVERHAULS

Major repairs/overhauls during September 2016 include:

LOCATION OR PROJECT	WORK DONE
Waterworks	#4 Low level pump - repair mechanical seals
Estella Pump Stn	#2 Pump overhaul pump & motor
Bulgary Pump Stn	#2 Pump overhaul pump & motor
Collingullie WTP	Replace filter media
East Bomen Pump Stn	#2 Pump overhaul motor
Walbundrie Reservoir 2	Drain and clean
Woomargama Reservoir (new)	Clean and fill prior to commissioning

1.8 WATER FILLING STATION ACTIVITY

Water Filling Station activity during September 2016 include:

LOCATION	NUMBER OF FILLS
Bomen	20
Estella	11
Forest Hill	27
Glenfield	26
Henty	1
Holbrook	18
Lake Albert	2
Lockhart	0
Pleasant Hills	0
The Rock	1
Yerong Creek	3

1.9 STAFF TRAINING & SAFETY

The following training and/or safety activities were undertaken during September 2016:

Training or Programme	Number of Staff
First Aid Refresher	4
Water Treatment for Engineers	1
Dip LG Procurement	1




1.10 FLEET DISPOSALS

No Fleet disposals made during September 2016.

1.11 FLEET ACQUISITIONS

No Fleet acquisitions made during September 2016.

1.12 MAJOR CAPITAL PROJECTS PROGRESS

	- On track
	- Behind Schedule
	- Unlikely this Financial Year

MAJOR PROJECTS 2016/17 (> Over \$100,000) - September 2016

Description	2016/17 Budget	Actual & Committed to Date	Comments
MANAGEMENT			
Land & Buildings for Admin, Depot & Workshops			
Replace Administration Airconditioning - Urban	\$175,000	\$3,133	Tender recommendation to October Council Meeting.
Access, Parking and Landscaping			
Levee protection stage 2 Hammond Ave - Urban	\$1,618,000	\$157,616	Design 95% complete. Project Manager engaged for support during tendering and construction.
PLANT & EQUIPMENT			
IT Equipment			
Corporate IT software upgrade/improvements - Urban	\$130,000	\$28,608	
Working Plant & Vehicle Purchases			
Routine plant & vehicle replacements	\$858,000	\$530,061	
Telemetry & Control Systems Upgrade			
West Wagga WTP & Bores Control System Upgrade	\$108,000	\$0	
Radio Telemetry SCADA Upgrade	\$130,000	\$42,491	
Radio Communications Upgrade/Replacements/Improvements			
Radio Communication	\$100,000	\$9,676	
SOURCES			
Bores-renew/refurbish/decommission			
Bores-renew/refurbish/decommission - Urban	\$170,000	\$34,572	

TREATMENT PLANTS			
Aeration Tower Covers			
East Wagga Aeration Basin cover - Urban	\$160,000	\$0	To commence after completion of WTP
Treatment Plant Refurbishments			
WTP Stage 1 - Urban	\$15,605,809	\$11,425,341	Completion scheduled for June 2017. Delays have occurred in construction of Raw Water intake and repairs to the Lamella Clarifier frames.
Urana WTP replacement - Non-Urban	\$217,171	\$139,936	Stainless Steel Flocculation tank installed. Temporary connection to be completed for Summer operations.
Woomagama WTP - Non-Urban	\$120,000	\$2,036	
RESERVOIRS			
New/Replacement Reservoirs			
Woomargama Reservoir 3	\$100,000	\$47,824	Construction of concrete tank completed. Tank passed the hydrostatic test. Only minor defects to be repaired before being put into service.
Shires Reservoir Relocation - Non-Urban	\$1,317,430	\$58,164	Tender recommendation for Earthworks to October Council Meeting.
Main Low Level Reservoir 2x11ML Investigation & Design - Urban	\$575,221	\$22,511	Received consent from NSW Department Education for purchase of land. Site survey completed and draft Review of Environmental Factors (REF) report received.
MAINS, SERVICES & METERS			
MAINS			
System Improvements			
System Improvements - Urban	\$150,000	\$0	
Reticulation for Developers (including other extensions)			
Reticulation for Developers - Urban	\$800,000	\$94,863	
Trunk Mains Extensions			
Southern Trunk (Uranquinty Power Station) 6km x 150mm oPVC - Non-Urban	\$330,000	\$0	No requirement from the Power Station at present. Defer this project until an identified need.

Renew Reticulation Mains			
Renew Reticulation Mains - Non-Urban	\$200,000	\$93,511	
Lake Albert Rd Replacement	\$106,000	\$112,257	Completed
Renew Reticulation Mains - Urban	\$400,000	\$0	
The Gap / Brucedale System - Non-Urban	\$100,000	\$0	
Main St, Lake Albert - Urban	\$150,000	\$0	
Angel St, Lake Albert - Urban	\$100,000	\$0	
Beckwith St - Urban	\$100,000	\$112,635	In progress
Renew Trunk Mains			
Bomen Trunk Main B (north of river) - Urban	\$300,000	\$42,865	In progress
Southern Trunk - Highway to New Reservoir 1.8km 450mm DICL	\$900,000	\$47,280	
SERVICES			
Service Connections, new including Meters			
Service Connections, new - Urban	\$500,000	\$94,085	
Renew Services			
Renew Services - Urban	\$100,000	\$55,137	
METERS			
Water Meters Replacement			
Water meters replacement - Urban	\$150,000	\$24,572	
Remote Metering			
Remote metering - Urban	\$250,000	\$42	



Bede Spannagle
DIRECTOR OF ENGINEERING

3. WATER SUPPLY TO THE ROCK 30 YEAR PLAN FOR FUTURE GROWTH

RECOMMENDATION: That Council:

- Include the 1000m of main replacement in The Rock in the current 2016/17 Capital Works,
 - Further investigate the site location for the proposed reservoir and proceed with land negotiations.
-

BACKGROUND

Lockhart Shire Council has medium to long term plans that would see new residential developments at The Rock. At this stage, Lockhart Shire's concept is 500 -700 additional lots (1500 additional population) within a 30 year strategic plan.

The majority of future residential development is likely to be on the south side of the railway line.

The Rock (North) is currently supplied from a service reservoir approximately 1200m NE of the town. The Top Water Level (TWL) of the reservoir is 241m. At this level, pressures in The Rock are barely adequate.

For the last 20 years or so, the South side of the Rock has been connected to the Rural Trunk Main via a pressure reducing valve because The Rock Reservoir was unable to provide adequate pressure – particularly in peak demand times.

Ground levels at The Rock are typically 210m on the North side and 220m on the South side.

The following factors indicate that it is now the opportune time to investigate a more suitable reservoir site at The Rock.

- Barely adequate pressures throughout the town
- Potential for significant growth over the next 30 years
- Supply to The Rock South through pressure reducing valve can only accommodate small number of additional connections (30 maximum)
- A large part of The Rock reticulation is Asbestos Cement pipe laid in 1940s. Replacement pipes can be sized to suit the new direction of feed into the town. For relatively small additional cost, the existing 100mm AC mains running east-west could be replaced with 150mm pipe. Hydraulic modelling will determine this. This also raises the issue of old AC pipes condition. It is highly likely that some of these pipes will regularly fail when subjected to higher pressures such as those proposed. Uranquinty was a good example of this where there were a number of pipe failures after commissioning of the new Uranquinty Reservoir. Some AC pipes have now been replaced at Uranquinty, but there are still a number of older AC pipes in service.
- Rural system from Wagga Wagga is currently being upgraded and or replaced. The trunk main from the new Rural Reservoir to the Rock will be gradually replaced and will be upgraded to take into account future growth in the rural system.

OPTIONS FOR NEW RESERVOIR SITE

There are three primary requirements for a new reservoir site at The Rock

- Adequate elevation – ideally TWL of 280m
- Close to Rural Trunk Main
- Close to the township

Inspection of ground levels around The Rock indicate that the only viable option is a site approximately 2km to the South of the town. This location would only be about 400m from the trunk main.

HYDRAULIC ANALYSIS

A hydraulic model has been developed to ascertain what new infrastructure will be required to provide a more suitable reservoir at The Rock.

Demands:

4kl per day has been adopted for existing water connections. This figure is somewhat conservative based on current demands throughout the RWCC system. However it does provide some allowance for additional demands from commercial developments and some future developments in The Rock North. Relatively large blocks in The Rock North could see some future increase in housing density.

3kl per day has been previously adopted for new connections in the rural area. This was adopted after work performed by Hunter Water towards the development of a 30 year strategic plan for the Rural System. The draft 30 year plan from Hunter Water recommended 2 kl new connection, however it was decided to upgrade this to 3kl.

Total demands in the model are (442 existing consumers x 4kl)
+ (700 future consumers x 3kl)
= 1.768 ML (existing demand) + 2.1 ML (future demand)
= 3.868 ML per peak day

It has been assumed that the 700 new consumers would be located at The Rock South.

As a general rule of thumb, reservoir sizes will typically have a capacity of 1 days peak demand. In this case, any new reservoir would have a capacity of 2ML with provision for a second 2 ML in the future.

The modelling indicates that, given the distance between a new reservoir site and the town (approx. 2km) a 375mm pipeline will be required to serve the projected future demand.

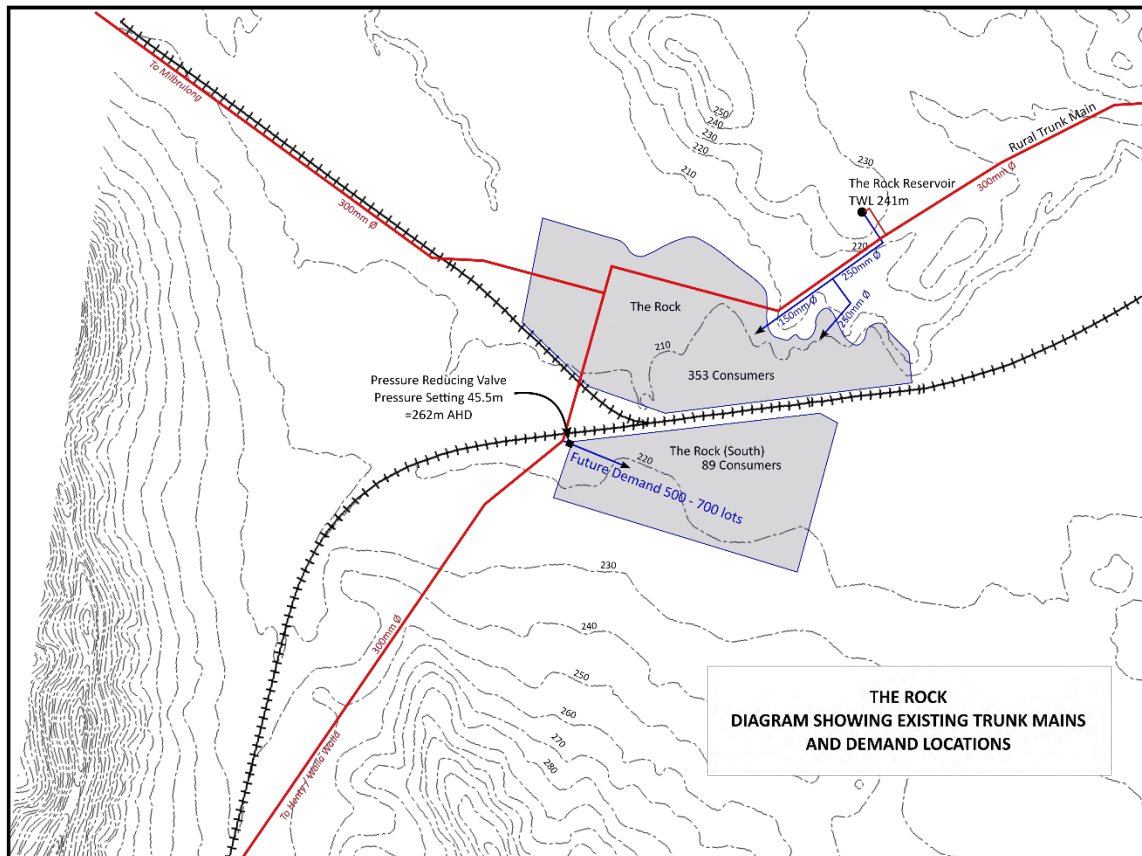
If a 300mm pipeline is adopted, head losses between the reservoir and the town would increase by 10m in peak times. This could be compensated for by constructing the reservoir at a higher level (TWL 290m) however this then placed higher pressures on the reticulation system. These higher pressures would be up to 80m at the lowest parts of The Rock.

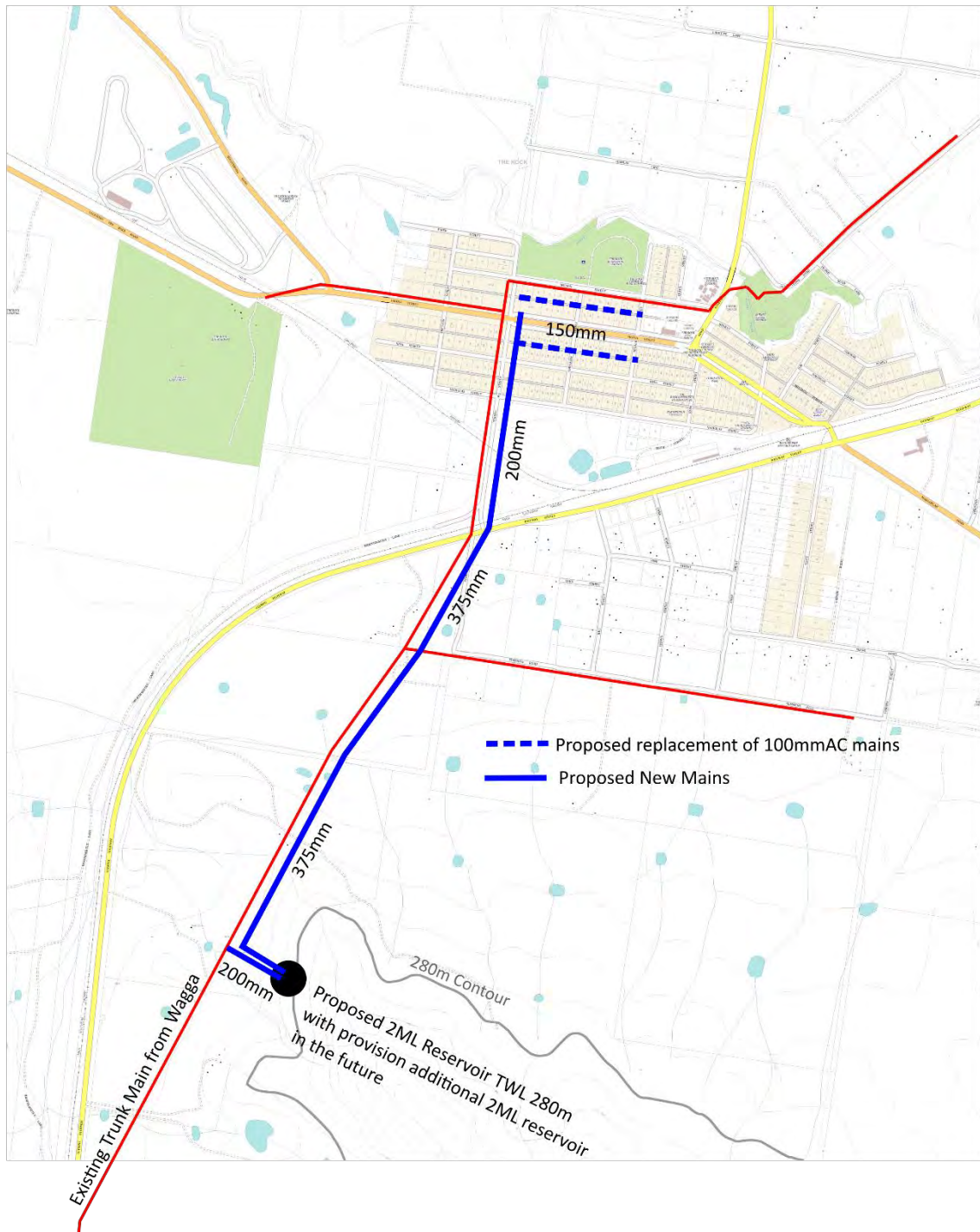
As a comparison, a 375mm pipeline from the reservoir can accommodate 700 new connections, a 300mm pipeline can accommodate 200 new connections with the same head loss. Head loss from the reservoir to the offtake for The Rock South would be 6m in both cases. It has been assumed that each new connection would place an additional demand of 3kl per peak day on the system.

Other pipework required is:-

- 300m of 200mm DICL from Rural Trunk Main to proposed reservoir
- 600m of 200mm pipe would also be required from the Olympic Highway to a point adjacent to The Rock pumphouse.
- Replacement of 1km of 100mm AC with 150mm PVC. Modelling also indicated that there would be significant benefit in replacing some of the aging 100mm AC pipelines in The Rock North with 150mm pipelines. Given that these pipes are due for replacement, the marginal cost is quite minimal. This increase in pipe size compensates for the fact that the water supply feed into the town will be from the western side rather than the existing eastern side.

The following diagrams summarise the existing system and the proposed upgrades





CONCEPT DIAGRAM - SUPPLY FOR FUTURE GROWTH AT THE ROCK

SUMMARY

The following summarises the outcome of the hydraulic analysis for an additional 700 residential lots at The Rock

New 2 ML reservoir with provision for an additional 2 ML. Total cost for 2 reservoirs	\$1,680,000
2km of 375mm DICL pipeline	\$780,000 <i>(c.f. \$580,000 for 300mm pipe)</i>
300m of 200mm DICL from Rural Trunk Main to proposed reservoir	\$75,000
600m of 200 DICL pipe at The Rock North	\$150,000
Replacement of 1000m of 100mm AC with 1000m of 150mm PVC	\$140,000
TOTAL	\$2,825,000

Given that a second 2ML reservoir is not required immediately, the initial outlay would be \$1,985,000

$$\text{TOTAL COST OF PROJECT PER CONSUMER} = \$2,825,000 / 1142 \\ = \$2,475$$

If the total cost was to be attributed to growth,
the cost per consumer would be = $\$2,825,000 / 700$

$$= \$4,035$$

There will ultimately be some additional costs associated with upgrades to the rural trunk main from Wagga Wagga. This upgrade will occur regardless of the potential development at The Rock since the 30 year strategic plan had assumed 750 new connections in the southern section of the rural system.

Hunter Water did some modelling as part of the 30 Year Strategic Plan, however that model does not reflect final decisions of predicted demands and it does not run properly with our modelling software. A new model will need to be developed for the Rural System at which time future demands at the Rock can be included as one of the scenarios.

4. REPLACEMENT OF LOW LEVEL RESERVOIR LAND MATTERS

RECOMMENDATION: That Council consider the report “Replacement of Low Level Reservoir land matters”, whilst the meeting is closed to the public, as it relates to commercial information the disclosure of which would prejudice the commercial position of the person who supplied it, as prescribed by Section 10A(2)(c) of the Local Government Act 1993.

5. TENDER W.215 FOR A/C UPGRADES AT RIVERINA WATER ADMINISTRATION BUILDING

RECOMMENDATION: That Council consider the report “Tender W.215 for A/C upgrades at Riverina Water administration building”, whilst the meeting is closed to the public, as it relates to commercial information the disclosure of which would prejudice the commercial position of the person who supplied it, as prescribed by Section 10A(2)(c) of the Local Government Act 1993.

6. TENDER W.216 FOR PURCHASE OF BACKHOE/LOADER

RECOMMENDATION: That Council consider the report “Tender W.216 for Purchase of Backhoe/Loader”, whilst the meeting is closed to the public, as it relates to commercial information the disclosure of which would prejudice the commercial position of the person who supplied it, as prescribed by Section 10A(2)(c) of the Local Government Act 1993.

7. TENDER W.185 FOR THE CONSTRUCTION OF RESERVOIRS PAD AND ACCESS ROAD AT DUNNS ROAD, WAGGA WAGGA

RECOMMENDATION: That Council consider the report “Tender W185 – Construction of Reservoirs Pad and Access Road at Lot 11 DP 1054410, Dunns Road, Wagga Wagga”, whilst the meeting is closed to the public, as it relates to commercial information the disclosure of which would prejudice the commercial position of the person who supplied it, as prescribed by Section 10A(2)(c) of the Local Government Act 1993.

8. TENDER W.217 FOR SUPPLY AND DELIVERY OF WATER SUPPLY PRESSURE PIPES

RECOMMENDATION: That Council consider the report “Tender W217 For supply and Delivery of Water Supply Pressure Pipes”, whilst the meeting is closed to the public, as it relates to commercial information the disclosure of which would prejudice the commercial position of the person who supplied it, as prescribed by Section 10A(2)(c) of the Local Government Act 1993.

9. CONTRACT W195 – WATER TREATMENT PLANT (WTP) PROGRESS REPORT

RECOMMENDATION: that Council receive and note this report.

UGL Engineering Pty Ltd continue to make progress on the Wagga Wagga Water Treatment Plant project. The focus for the past 2 months has been on the chemical building and Sludge Treatment Plant which need to be completed to allow the existing WTP to operate this Summer.

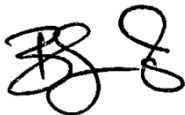
Construction of the Raw Water Intake has not progressed and the temporary coffer dam has been inundated for the past 2 months.

Some of the quality issues reported at the August Council meeting have now been resolved. The appropriate compliance certificates for electrical cabling have been received and non-compliant painting is removed and redone. Work continues on Stainless Steel Lamella frames weld repairs. This work is taking much longer than expected.

The Contract Senior Executives have met twice to work on a resolution for the Raw Water Issues related to the scope of the work. The Senior Executive has reached an in principle agreement in relation to the scope for the concrete inlet channel. A further meeting is scheduled in late October to work on remaining issues.

The September and October 2016 UGL project status reports are attached.

- UGL Project Status report – September 2016
- UGL Draft Project Status report – October 2016



Bede Spannagle
DIRECTOR OF ENGINEERING



PROJECT STATUS REPORT



PROJECT: Wagga Wagga WTP Upgrade

CLIENT: Riverina Water County Council

CONTRACT NO.: W195

UGL PROJECT NO.: 3200-0485

REPORT DATE: 23rd September 2016

REPORT NO.: 13

PROJECT MANAGER: David Murphy

PREPARED BY: David Murphy

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1.0 SUMMARY

Construction continues to progress in September focussed heavily on the mechanical and electrical works and underground piping in the centrifuge area in preparation for operation to support the existing plant.

The Chemical area installation ramped up in earnest with installation of chemical dosing skids and storage tanks. Underground piping focussed on the process water lines, in-ground chemical and ancillary service lines will ramp up installation in September.

Concrete works this month have been limited and focussed on miscellaneous equipment supports and access pads.

Underground process pipework and conduits are now focussed on the complex suite of works associated with the centrifuge and clear water discharge piping.

Mechanical installation progress has continued to process with a significant focus on the centrifuge building area with this area now advanced for main process, chemical and ancillary installations have commenced. The other area of progress has been the structural steel installation at the Lamella and Filter area.

Electrical installation works are progressing across all plant areas. The major focus for electrical has been on the centrifuge building and commencing works on communications cabling in preparation for commissioning of this area in October. Works also ramped up in the chemical building with cables being pulled and terminations commenced.

PLC/SCADA system development is now essentially complete. The Factory Acceptance Test (FAT) was held in Melbourne and attended by RWCC operations teams.

The Raw Water Intake works continue to be significantly impacted by the river levels and ongoing wet weather, these works are now unlikely to proceed until 2017.

Key Milestones achieved in the Period were:

- Substantial completion of buildings.
- Major road crossings for piping and electrical conduits.
- Installation of chemical storage tanks and chemical dosing skids.
- Installation of electrical equipment and cabling works at the centrifuge building.

Safety performance has improved this month following the significant reset undertaken last month which has been pleasing.

2.0 SCOPE OF WORK

The project scope of works is to replace the Wagga Wagga Water Treatment Plant (WTP) to provide additional process capacity and asset reliability to produce up to 55ML/day of water for the residents of Wagga Wagga.

Refer to Appendix A for a summary of scope of works for the project

3.0 HSSE

Total hours worked on the project in August were 12,473 hours. Subcontractor hours recorded on site was 10,560 hours. Total hours worked on the project to date is 123,634.

No lost time injuries (LTI) and no first aid injuries (FAI) were recorded in the month of September.

Site inductions of 36 individuals have been undertaken and 30 HSSE pre-start toolboxes were held. No significant safety incidents were recorded in the month of September; a number of minor events occurred including; a partially constructed stairway was left un-barricaded, some bonded asbestos was discovered, and a dropped load occurred when some handrails were dropped during delivery unloading;

Proactive measures undertaken include 320 Utake-5 observation cards, 38 Hazard Observation Cards and 48 Safety Inspections. Routine random blood alcohol testing was undertaken on a number of occasions with total tests completed now 1695.

The August Safety Report is shown in Appendix B.

4.0 RISK / CRITICAL ACTION AREAS

During the period the significant risk associated with inclement weather continued to materialise. This impacted site wide productivity but had a particularly significant impact on the works in the raw water preventing welding of the bracing for the coffer and inundation preventing the pumping down of the structure.

While the remaining in ground works have reduced, we continue to find in most new locations incidents of contaminated soil which frustrates progress to finalise the underground piping.

Another risk that materialised during the period has been further design development based on observations made during construction.

The materialisation of a number of quality issues associated with third party vendor supplied goods have impacted construction activities last month. Plans were implemented during the period to rectify these issues and allow installation to progress. The most significant of these is the clarifier internals which are now under a programme of rectification and inspection.

The cumulative impacts of the inclement weather, supplemented with some of the other risks have impacted the ability of the project to finish sufficient early to mitigate the risks of meeting early water demands. To mitigate the risks of production further more detailed planning of the mitigation strategies has been undertaken and the commissioning manager mobilised to ensure sufficient focus on their implementation. This has seen construction resources taken off other plant areas to particularly focus on the centrifuge and dewatering area to assist to ensure RWCC summer water production.

Summary of Top Risks at August:-

Risk Description	Potential Impact	Control Measures
Defect rectification works take longer than anticipated	Overrun to construction programme	Offsite quality inspection Use of independent inspectors Adequately plan rectification works and apply additional resources
Program Construction Overrun - critical path	Overrun above the construction program impacting on-time	Additional staff & blue collar resources required.

	production of water	Spread workload through multiple subcontractors to share risk and increase capacity Utilise weekend works
Compressed schedule results in Labour productivity lower than planned	Subcontractors falling behind on program schedule.	Additional resources brought in to increase productivity on site. Increase direct supervision and interaction. Weekend work required to increase productivity.
Commissioning Program Overrun	Plant not ready for performance trial by the required date.	Commission plant in stages and work with RWCC to optimise witnessing process. Weekend work required to commission plant by the required date. Additional commissioning resources required.
Exceptional Inclement Weather	Delays associated with site inundation due to additional rainfall on site and rise in river levels.	Dewatering equipment readily available and established to dewater deep excavations. Purchase/implementation of additional site stabilisation material. Inlet structure works completed during low flows in the river.

5.0 CONTRACT/COMMERCIAL

5.1 Progress Claim

Monthly progress meeting number 13 was held at site. The fourteenth progress claim was agreed. The table below summarises the progress to the 23rd September.

WAGGA WAGGA WATER TREATMENT PLANT		Month	Sep-16
Item No.	Schedule of Prices	Total Claim to date	
1	Provision of Preconstruction Activities		
	Preconstruction Activities subtotal (1)	100%	
2	Provision of Project Management and Site Running Activities		
	Project Management Activities subtotal (2)	80%	
3	Complete all additional designs, where required		
	Design and Documentation subtotal (2)	98%	
4	Intake Works		
	Intake Works - General subtotal (3)	25%	
5	Raw Water Piping System		
	Raw Water Piping subtotal (4)	37%	
6	Lamella & Rapid Mix Tank		
	Lamella & Rapid Mix Tank subtotal (5)	79%	
7	Filters		
	Filters subtotal (7)	92%	
8	Filter Water Tank & Backwash		
	Filter Water Tank & Backwash subtotal (8)	98%	
9	Machinery Room		
	Machinery Room subtotal (9)	91%	
10	Clear Water Storage & Pumping System		
	Clear Water subtotal (10)	77%	
11	Aluminium Dosing Plant		
	Aluminium Dosing Plant subtotal (11)	68%	
12	PACL Dosing Plant		
	PACL Dosing Plant subtotal (12)	67%	
13	Caustic Soda Dosing Plant Facilities		
	Caustic Soda Dosing Plant subtotal (13)	64%	
14	Sodium Hydrochlorite Dosing Plant		
	Sodium Hydrochlorite Dosing Subtotal (14)	79%	
15	Polymer Dosing Plant		
	Polymer Dosing Plant subtotal (15)	57%	
16	Fluoride Dosing Plant		
	Fluoride Dosing subtotal (16)	73%	
17	Other Items		
	Other Items subtotal (17)	54%	
18	Electrical Items		
	Electrical subtotal (18)	78%	
19	Testing Demonstration Commissioning		
	Testing Demonstration and Commissioning (19)	5%	
20	Post Process Proving		
	Post Process Proving (20)	0%	
21	Sludge Handling & Dewatering System		
	Sludge Handling subtotal (19)	82%	
22	Other Options Accepted		
	Options subtotal (20)	81%	
23	Variations		
	Variations Subtotal	99%	

5.2 Variations

During the period no variations were approved and five additional variations submitted relating to design development and site conditions.

The raw water area continues to have most material differences in this scope and impacts from delay, these differences are being worked through to a resolution through senior executive engagement.

The table below provides a summary of variations against the contract.

Variation No.	Title	Amount (\$ 000) Incl. GST	Status (September)
VO01	Control System Design for fully networked plant	15	Approved
VO02	AC Road Surface	101	Approved
VO03	Future UV	21	Approved
VO04	Disabled Access	305	Approved
VO05	Aggressive Water Response	87	Approved
VO06	NSC02 – removal of Gyprock	5	Approved
VO07	Transformer supplied by principle	- 244	Approved
VO08	Existing Balance Tank Permanent Walkway	82	Not accepted
VO09	Chemical Dosing – Alum Storage	81	Approved
VO10	Switchboards additional spare capacity	8	Approved
VO11	Lamella plate capacity	45	Approved
VO12	Sewer pump station	6	Approved
VO13	Manual Penstocks on Clarifier Inlet	10	Approved
VO14	Increased bearing capacity in the filters	30	Approved
VO15	Waste in excavation NSC04 & NSC06	11	Approved
VO16	Asbestos in Levee	29	Approved
VO17	Warehouse Facility	- 14	To be revised
VO18	Filter Gallery Trenches	41	Approved
VO19	Additional 25mm cover to Slab	9	Approved
VO20	Raw Water Intake		Senior Exec Review
VO21	Material Compatibility Changes	- 17	Approved
VO22	Non-relocation of Workshop Sewer	- 6	Submitted
VO23	Pits under existing centrifuge building - NSC10	7	Submitted
VO24	Clear Water Pumps Mechanical Seal	Tba	Not accepted

VO25	Bomen Line		Submission
VO26	NSC11 Material Excavated under UGL Carpark	27	Under revision
VO27	NSC12 Asbestos at Wash Water Holding Tank	3	Under revision
VO28	NSC13 Poor Ground at Sludge Thickener Tank	20	
VO29	Filter Water Overflow Changes		Alternative proposed
VO30	Site Road Realignment	16	
VO31	Roof Access Ladder to Centrifuge Building	14	
VO32	NSC14 Damage to Scour Line & Repair	11	

A number of extensions of time remain submitted but unassessed, these are primarily associated with inclement weather, in particular numbers no.'s 6-12, 15, 16 and 18.

6.0 FINANCE

The table below summarises the invoices and payment status within each of the contract.

Claim Description	Invoice no.	Amount	Claim/Invoice Status
W195 Progress Claim 1	Invoice # 1	\$ 879,128.59	Paid
W195 Progress Claim 2	Invoice # 2	\$ 1,428,346.00	Paid
W195 Progress Claim 3	Invoice # 3	\$ 1,246,918.00	Paid
W195 Progress Claim 4	Invoice # 4	\$ 2,341,562.00	Paid
W195 Progress Claim 5	Invoice # 5	\$ 2,269,089.00	Paid
W195 Progress Claim 6	Invoice #6	\$ 1,652,403.00	Paid
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W195 Progress Claim 10	Invoice #10	\$ 2,510,494.00	Paid
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W195 Progress Claim 13	Invoice #13	\$1,416,136.00	Paid
W195 Progress Claim 14	Invoice #14	\$ 967,609.00	Submitted

During the period no variations were approved as part of the W195 Contract. The table below summarises the current approved Contract value of the Contract.

Contract	Value (ex GST)	Contract Value Status (Sept)
W195	\$ 32,737,491	Unchanged

7.0 PROGRAMME

The combined construction programme is attached in Appendix C. The Programme has been revised to show the Raw Water works occurring in 2017 with the formal performance testing to follow. The schedule therefore shows a completion date of at August 30, 2017. The team is focussed on operation production of water utilising the existing plant and leveraging the new waste water facilities

due to the main plant being unavailable for the Early November start date. It is still planned to drive to complete construction of the balance of main plant in 2016 and undertake partial commissioning in preparation for the raw water intake being available, this is also reflected in the Programme.

Construction continues to progress in September focussed heavily on the mechanical and electrical works and underground piping in the centrifuge area in preparation for operation to support the existing plant. In this area we have put additional effort into developing some temporary works plans to allow the existing filters to function using the new dewatering facility.

The Chemical area installation ramped up in earnest with installation of chemical dosing skids and storage tanks. Underground piping focussed on the process water lines, in-ground chemical and ancillary service lines will ramp up installation in September.

Concrete works this month have been minimal and focussed on miscellaneous equipment supports and access pads.

Underground process pipework and conduits are now focussed on the complex suite of works associated with the centrifuge and clear water discharge piping.

Mechanical installation progress has continued to process with a significant focus on the centrifuge building area with this area now advanced for main process, chemical and ancillary installations have commenced. The other area of progress has been the structural steel installation at the Lamella and Filter area. Although this progress was impacted by some design revisions requested for stairs and platforms. Finalisation of the filter area has been impacted by a review of the filter dividing wall layout, this is impacting finalisation of construction in this area including the nozzle installation.

Electrical installation works are progressing across all plant areas. The major focus for electrical has been on the centrifuge building and commencing works on communications cabling in preparation for commissioning of this area in October. Works also ramped up in the chemical building with cables being pulled and terminations commenced.

PLC/SCADA system development is now essentially complete. The Factory Acceptance Test (FAT) was held in Melbourne and attended by RWCC operations teams. The PLC's will be mobilised to site in October in preparation for commissioning of the dewatering facility as part of ramping up operations. Some temporary programming will be required and this will be developed in consultation with RWCC operations.

As noted above the Raw Water Intake works continue to be significantly impacted by the river levels and ongoing wet weather, these works are now unlikely to proceed until 2017.

Key Milestones achieved in the Period were:

- Substantial completion of buildings.
- Major road crossings for piping and electrical conduits.
- Installation of chemical storage tanks and chemical dosing skids.
- Installation of electrical equipment and cabling works at the centrifuge building.

Key revised target construction dates for the month ahead are as follows:-

Activity	Target
Centrifuge Building M & E Completion (Permanent)	30 September 2016
Temporary Dewatering Works	Mid-October 2016
Pre-commissioning Commencement	8 th October 2016

Dewatering/Centrifuge	
Chemical Piping Installation	Various commencing late-September 2016

8.0 QUALITY

Production of Inspection and Test Reports (ITPs) continues for civil/structural, mechanical and electrical works across the site. Weekly meetings have been implemented to improve timely ITP sign-offs and communication between the site UGL and RWCC teams.

More manufactured equipment continues to be delivered site. Disappointingly there have been some issues with quality of this equipment which we continue to work through resolving and attempting to mitigate impacts to the schedule. We are also working through answering a number of RWCC queries on specification compliance which has generally been met but takes time to demonstrate on some occasions due to the highly technical nature of some items. In order to ensure that the team is more proactively aware of these issues we have mobilised our most senior process engineer to undertake a review.

A number of Non-Conformance Reports (NCRs) We are working through resolving these issues with the suppliers to ensure the final product meets our expectations.

9.0 ENVIRONMENTAL

Project Construction Environmental Management Plan continues to be implemented. In the month of August, four Environmental inspections were conducted. There was also the routine visit by the Environmental Representative with no significant issues identified.

10.0 INDUSTRIAL RELATIONS

No significant issues.

11.0 DESIGN AND TECHNICAL

Design is ostensibly complete barring the control systems, resources are continuing to provide adhoc construction support as required. The controls system works are virtually completed and the FAT was successfully held in Melbourne during the month.

The remaining elements of design are associated with D&C packages for the Clear Water Pump Station Building and the Filter Gallery crane. Both of which have been tendered but it has been difficult to get both acceptable offers and adequate design information as part of the tender process.

O&M Manual development is under review, one element of this is undertaking an alignment activity on RWCC objectives and expectations for the O&M Manuals.

12.0 COMMISSIONING

The Commissioning Manager, Jack DeVries, has been ramping up his involvement with the project and has undertaken more detailed planning of commissioning activities associated with dewatering facility as a priority. Commissioning activities will commence in the next month.

13.0 STAKEHOLDERS

The UGL site have continued to experience constructive working relations established with other contractors on site as well RWCC staff and construction teams and no issues arising.

No significant issues to report with External Stakeholders in the month of August.

The Environmental Representative carried out another site visit during the period broadly positive outcomes from this process.

14.0 SITE PROGRESS



Photo 1: Centrifuge and Control Panel



Photo 2: Centrifuge Switchroom Wiring



Photo 3: Centrifuge Polymer Dosing Systems



Photo 4: Chemical Storage Tanks and Dosing Skids



Photo 5: Lamella Sludge Piping



Photo 6: Clear water discharge piping road crossing

APPENDIX A – SCOPE OF WORKS SUMMARY

The project scope of works is to replace the Wagga Wagga Water Treatment Plant (WTP) to provide additional process capacity and asset reliability to produce up to 55ML/day of water for the residents of Wagga Wagga.

The WTP shall be designed to operate at a treated water production rate anywhere between 60 ML/d (695 L/s) and 22 ML/d (255 L/s).

The main treatment process of the WTP shall include coagulation and flocculation, inclined plate clarification, dual media filtration, chlorination, and fluoridation. Process wastewater shall be managed using gravity thickening and mechanical dewatering.

Product water shall be produced to meet the quality requirements of the specification and shall treat the required quality. The project target completion periods are for a design and construction period of 60 weeks, followed by a 10 week commissioning and proving period.

The scope of on-site works for UGL Engineering and its subcontractors as described in the contract are limited to the following;

The new water treatment facility shall consist of the following elements for a new 60ML/d Water Treatment Plant:

- Raw water intake and pumping station. The intake would be constructed within the river. The pumping station would be built on Crown Land adjacent to the WTP on the bank of the Murrumbidgee River to supply raw water to the plant;
- Alum and polymer dosing systems;
- Inclined plate clarifiers (Lamella clarifiers);
- Six dual media filters including backwash pumps and air scour blowers;
- Chlorine storage and dosing system and channel-type static mixer for clear water storage;
- Fluoride dosing system;
- pH correction dosing systems;
- Dewatering building with two new centrifuges to dewater sludge material produced from clarification and filtration during the water treatment process.
- Backwash wastewater collection tank and pumping station for the wastewater produced from the clarification and filtration process;
- Clear water system upgrade including a new 3 ML clear water storage tank and low level and high level pumping stations each fitted with three pumps;
- Electrical works including switch-rooms, automation and control infrastructure, electrical substations and two new 1500kVA transformers;
- Filter wastewater collection sump and transfer pumps;
- Pipework and valves;
- Control room, water testing and analysing facilities;
- Internal access roads;

UGL is responsible for undertaking the detailed design, construction, commissioning, training and handover for aspects of the scope of works above.

UGL will also provide post completion technical support comprising, where necessary some site visits, to assist RWCC in operating and optimising the plant.

APPENDIX B – AUGUST MONTHLY SAFETY REPORT

HSSE Monthly Safety Report –August 2016

1.0 Overview Statistics

	August 16	Total to Date
UGL Hours	1,913	35,219
Subcontractor hours	10,560	88,415
Total Site Hours	12,473	123,634
LTIFR: Target <.50	0	0
TRIFR: Target 2.70	0	0
MTIFR:	0	0
Lost Time Injuries (LTI)	0	0
Days lost to LTI	0	0
Medical Treatment Injuries (MTI)	0	0
1 st Aid Injuries	0	4
Incidents:		
Injury	0	4
Damage/ Loss	2	7
Near Miss	0	29
Hazard	2	8
Report Only	0	6
Journey Incident	0	0
Non-work related injury	0	0
Environmental	0	6
Safety Initiatives:	0	9
Workplace Safety Inspections	47	401
Environmental Inspections	4	38
Safety Conversations (UGL)	67	672

Utake 5 (UGL)	400	3240
Hazobs	27	383
Site audit (e.g. Plant pre-start)	4	26
SWMS reviews	34	204
Site inductions	36	481
Tool box meetings	4	38
Training hours	0	95
Plant delivery inspections	5	107
Checkit compliance (UGL)	90%	100%
UGL/ External Audits	0	0
Alcohol Breath tests	207	2090
Drug tests	0	105

2.0 Incident Summary

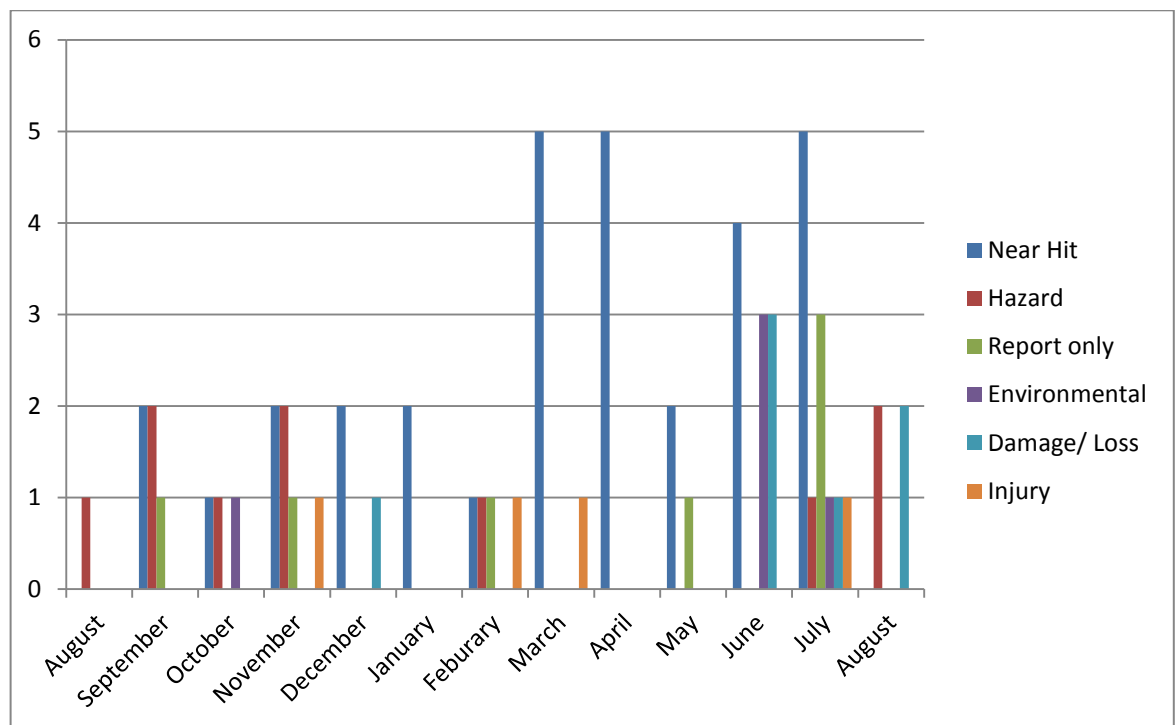
The following incidents occurred on site in August 2016.

- Hazards:** DTD where undertaking the installation of permanent steps at the rear of the filtered water building electrical switch room after DTD personnel had installed the steps at the rear of the building the DTD personnel left the work location with the steps having no handrail installed producing the hazard of personnel walking off steps from outside of the electrical switch room building as the door of electrical switch room was barricaded on the inside so personnel would not have been able to walk out the door onto the steps. Hazard identified by UGL supervisor and work stopped
- Action:** Steps barricaded- DTD works on site suspended
- Hazard:** Keough plumbers where excavating to install new underground pipe to current thickener tank when large pieces of old bonded roof sheeting containing asbestos was identified in the excavation by the excavator operator. The asbestos is currently covered with wet soil material.
- Action:** Asbestos removed
- Damage:** Keough plant hire has stuck a 100mm underground pipe at the old water treatment plant area while excavating with a 13 ton excavator to lay a new underground drainage pipe from the centrifuge plant. RWCC (client) water plant

operator identified the pipe as a underground scour line from the current RWCC Clearwater storage tank that is under Floc tank 1. The site services plan of the area provided by RWCC (client) including pipe lay out of their current pipe system in this location showed the pipe as approx. 100mm in size and no identified RL (depth) shown

- **Action:** Pipe repaired
- **Damage:** DTD while unloading handrails secured to a large pallet the securing steel band broke and 2 handrails slipped off the pallet and fell to the ground within the delineated work area
- **Action:** DTD to provide UGL with photos of truck and receive approval for truck to be sent to site or truck & load will be rejected and returned to DTD workshop.

Wagga Wagga WTP Incident trends



- August 2016 Site inductions 36 not including visitors inductions
- Continuing education of local subcontractors in regards to SWMS & Safety Culture Development/ Awareness

3.0 Project Safety Initiatives for September 2016

➤ **Training:**

- SWMS development by subcontractors
- Continuing training site personnel in UGL Utake 5

➤ Continuing with Construction Manager Monthly Safety Awards

➤ **UGL Daily Pre-start meetings:**

Daily site hazards, site hazard board updates, continuing discussion of subcontractor interfacing requirement to, site personnel consultation

➤ **Subcontractor** individual pre-start meetings. Subcontractor individual work tasks & hazards involved

➤ **UGL Weekly Toolbox meeting:**

Site incidents / actions, industry safety alerts, continuing discussion of site safety hazards, site personnel consultation

➤ **Site Safety Inspections:**

Continuing compliance with UGL WWTP Project Safety Management Plan via:

- ✓ Site safety inspections
- ✓ UGL Safety conversations
- ✓ UGL UTake 5
- ✓ UGL Hazobs
- ✓ Plant operator pre-start inspection audits
- ✓ SWMS reviews, work permit audits

➤ **Fitness for Work:**

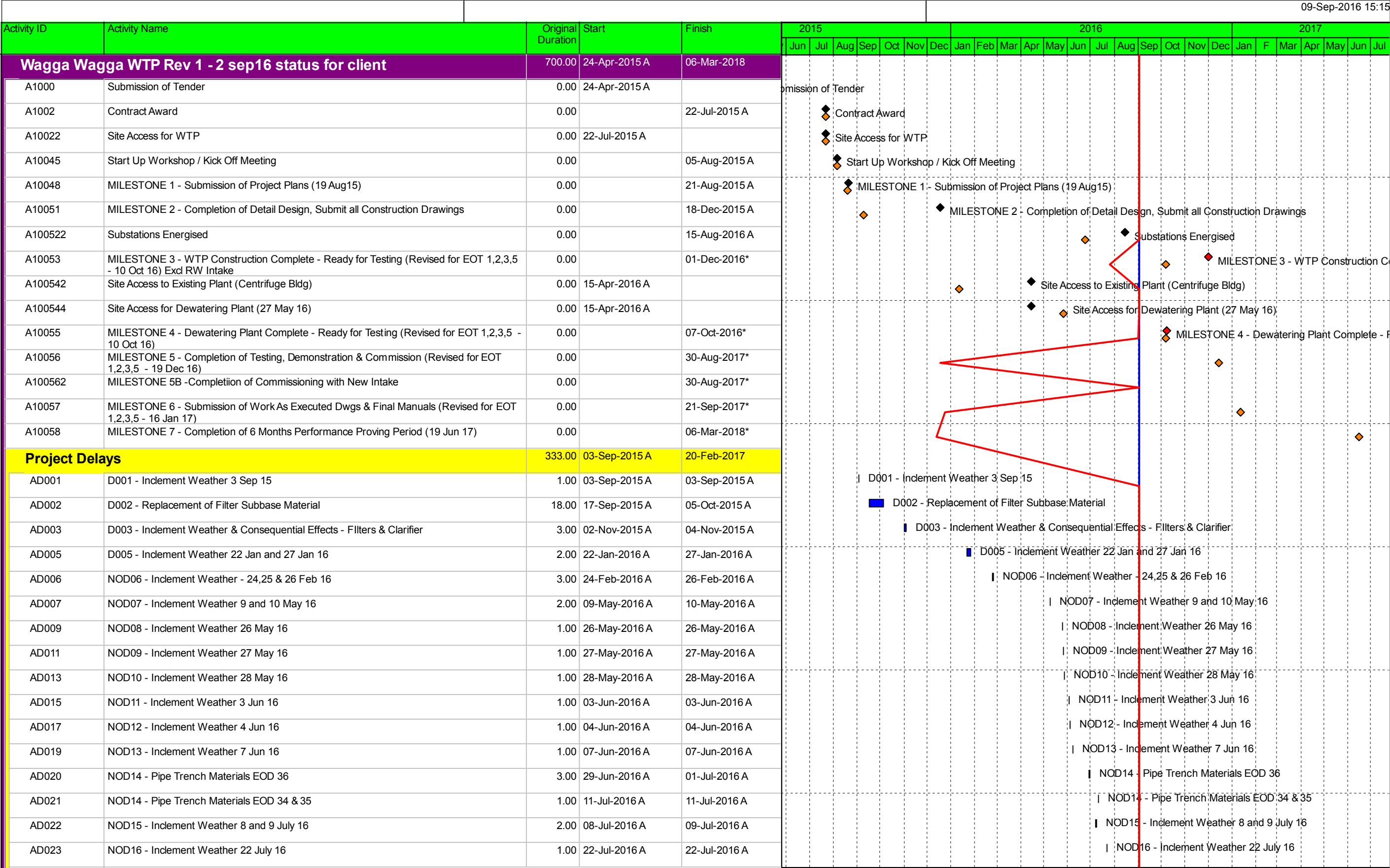
- Continuing Alcohol testing at pre-start meetings
- Drug testing as per Project Safety Management Plan

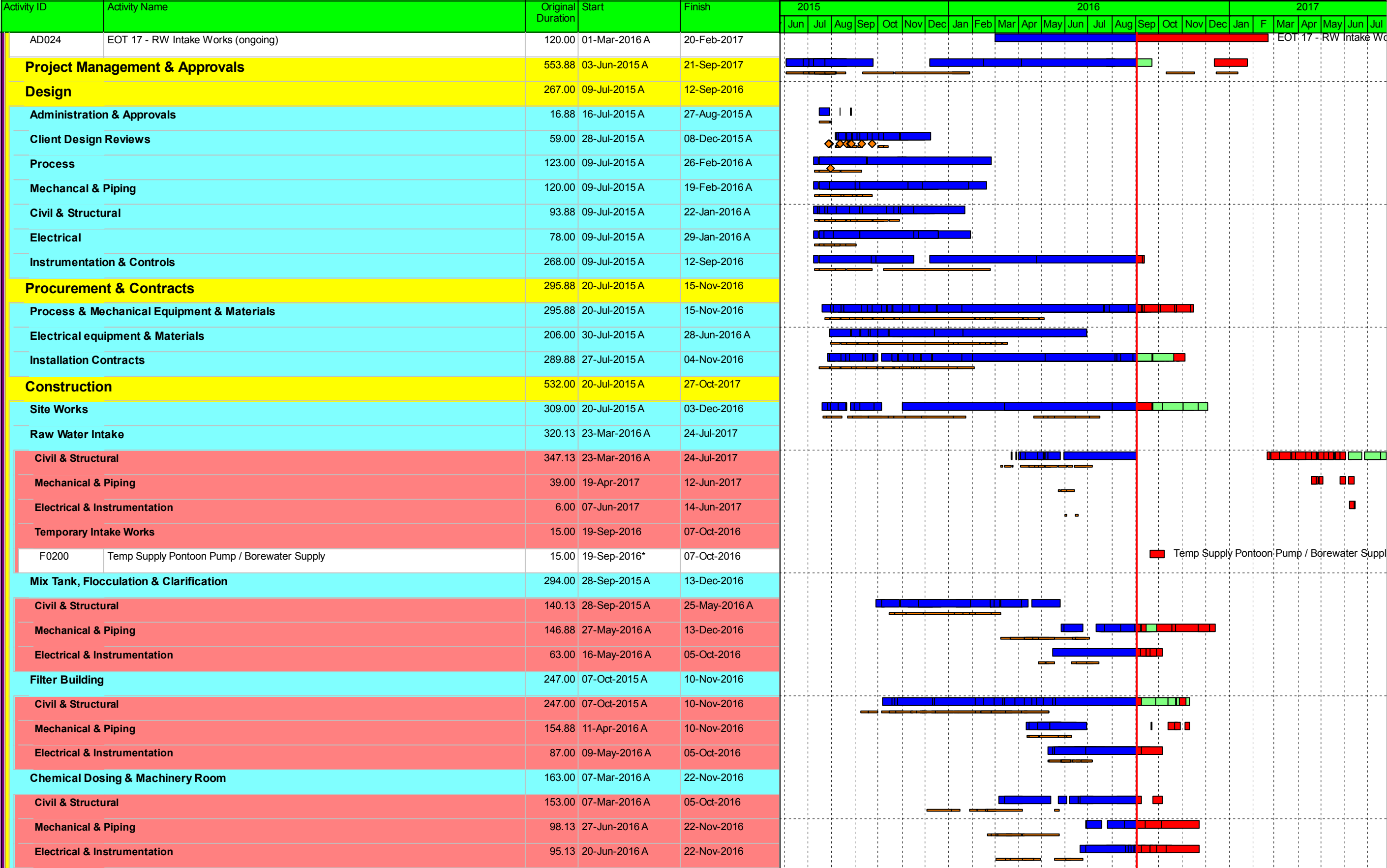
➤ Continuing Site Environmental inspections

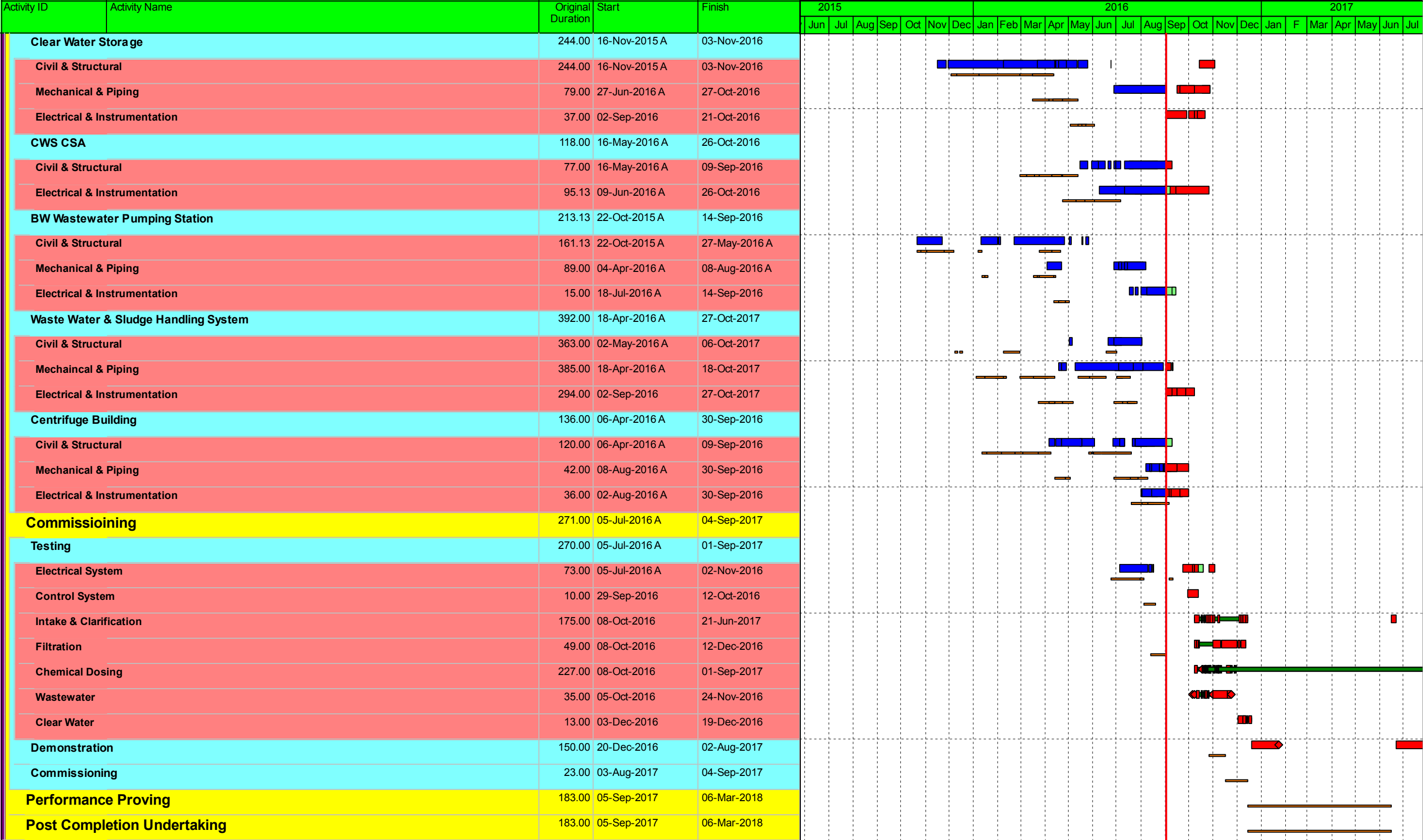
Mark Hunter

UGL Safety Advisor

APPENDIX C – SEPTEMBER PROJECT PROGRAMME







File No:
Data Date : 02-Sep-2016
3 of 3

- Remaining Level of Effort
- Primary Baseline
- Actual Work
- Critical Remaining Work
- Remaining Work

WAGGA WAGGA WTP
Program of Works - Summary



Date	Revision	Chec...	Approved
07-Sep-2016	Status as at 2 Sep 16		



PROJECT STATUS REPORT



PROJECT:	Wagga Wagga WTP Upgrade
CLIENT:	Riverina Water County Council
CONTRACT NO.:	W195
UGL PROJECT NO.:	3200-0485
REPORT DATE:	23 rd October 2016 (Draft)
REPORT NO.:	14
PROJECT MANAGER:	David Murphy
PREPARED BY:	David Murphy

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1.0 SUMMARY

Construction progressed in October focussed heavily on the mechanical and electrical works and underground piping in the centrifuge area in preparation for operation to support the existing plant.

The Chemical area installation mechanical and civil works focussed on the underground chemical and ancillary service lines and the chemical delivery bund preparation and pouring.

Mechanical installation progress has been substantively focussed on the erection of structural steel and installation of the flocculator mixers.

Electrical installation works continue to progress across all plant areas. The major focus has been on completion of the centrifuge building, including temporary works, finalising communications cabling across the site and termination of field wiring in the chemical dosing skids.

PLC/SCADA programmer mobilised to site in preparation for commissioning and worked on developing temporary software code.

A number of sessions were held with the operations team to plan the interfaces between the new centrifuge and existing plant in preparations for operations in November.

The Raw Water Intake works continue to be significantly impacted by the river levels.

Key Milestones achieved in the Period were:

- Substantial completion of the centrifuge/dewatering area.
- Energisation and commissioning commencement centrifuge/dewatering area
- Underground chemical and ancillary pipework installed
- Substantial works on chemical delivery bund and HV crossings completed

Safety performance across the site continues to return to the desired levels with no significant incidents occurring during the month.

2.0 SCOPE OF WORK

The project scope of works is to replace the Wagga Wagga Water Treatment Plant (WTP) to provide additional process capacity and asset reliability to produce up to 55ML/day of water for the residents of Wagga Wagga.

Refer to Appendix A for a summary of scope of works for the project

3.0 HSSE

Total hours worked on the project in September were 8,026 hours. Subcontractor hours recorded on site was 1,820 hours. Total hours worked on the project to date is 131,660.

No lost time injuries (LTI) and no first aid injuries (FAI) were recorded in the month of October.

Site inductions of 8 individuals have been undertaken and 30 HSSE pre-start toolboxes were held. No significant safety incidents were recorded in the month of October; a number of near miss events occurred including; a positive BAC test was received and a concrete truck failed to stop at a stop sign.

Proactive measures undertaken include 250 Utake-5 observation cards, 14 Hazard Observation Cards and 31 Safety Inspections. Routine random blood alcohol testing was undertaken on a number of occasions with total tests completed now 2245.

In addition to this as part of a companywide risk review, a critical risk audit was undertaken General Manager of Safety on the project. This generally went well with only two minor actions arising. The September Safety Report is shown in Appendix B.

4.0 RISK / CRITICAL ACTION AREAS

During the period the significant risk associated with inclement weather continued to materialise. This impacted site wide productivity to a lesser degree due to more undercover areas being available and the effort that has been invested in stabilising the site. The river level peaked at approximately 9m during the period, further validating impacting the raw water works preventing welding of the bracing for the coffer and inundation preventing the pumping down of the structure.

The materialisation of a number of quality issues associated with third party vendor supplied goods have impacted construction activities last month. Plans were implemented during the period to rectify these issues and allow installation to progress. The most significant of these is the clarifier internals which are now under a programme of rectification and inspection.

The cumulative impacts of the inclement weather, combined with some of the other risks have impacted the ability of the project to finish sufficient early to mitigate the risks of meeting early water demands. This has seen the implementation of a series of temporary works undertaken to allow the connection of the old treatment plant and new dewatering/centrifuge facility to allow for the production of water to meet summer demands. This has been prioritised as construction activity and along with the early mobilisation of the commissioning team to be complete in early November.

Summary of Top Risks at September:-

Risk Description	Potential Impact	Control Measures
Centrifuge commissioning and old plant interfaces prove more complex	Overrun to commissioning programme Impact to production of water	Pre-planning meetings held with operations existing plant Separate PLC to be used to run old plant (to separate from new plant) Simplify design and implementation of temporary works
Defect rectification works take longer than anticipated	Overrun to construction programme	Offsite quality inspection and expediting Apply additional resources
Commissioning Program Overrun	Plant not ready for performance trial by the required date.	Commission plant in stages and work with RWCC to optimise witnessing process. Weekend work required to commission plant by the required date. Additional commissioning resources required.
Exceptional Inclement Weather	Delays associated with site inundation due to additional rainfall on site and rise in river levels.	Purchase/implementation of additional site stabilisation material. Inlet structure works completed during low flows in the river. Insurance policies in place Ensure familiarity with RWCC flood response plan

5.0 CONTRACT/COMMERCIAL

5.1 Progress Claim

Monthly progress meeting number 14 was held at site. The fourteenth progress claim was agreed. The table below summarises the progress to the 23rd October.

WAGGA WAGGA WATER TREATMENT PLANT		Month	Oct-16
Item No.	Schedule of Prices	Total Claim to date	
1	Provision of Preconstruction Activities		
	Preconstruction Activities subtotal (1)	100%	
2	Provision of Project Management and Site Running Activities		
	Prooject Management Activities subtotal (2)	84%	
3	Complete all additional designs, where required		
	Design and Documentation subtotal (2)	98%	
4	Intake Works		
	Intake Works - General subtotal (3)	25%	
5	Raw Water Piping System		
	Raw Water Piping subtotal (4)	37%	
6	Lamella & Rapid Mix Tank		
	Lamella & Rapid Mix Tank subtotal (5)	79%	
7	Filters		
	Filters subtotal (7)	92%	
8	Filter Water Tank & Backwash		
	Filter Water Tank & Backwash subtotal (8)	99%	
9	Machinery Room		
	Machinery Room subtotal (9)	95%	
10	Clear Water Storage & Pumping System		
	Clear Water subtotal (10)	77%	
11	Aluminulium Dosing Plant		
	Aluminium Dosing Plant subtotal (11)	88%	
12	PACL Dosing Plant		
	PACL Dosing Plant subtotal (12)	80%	
13	Caustic Soda Dosing Plant Facilities		
	Caustic Soda Dosing Plant subtotal (13)	86%	
14	Sodium Hydrochlorite Dosing Plant		
	Sodium Hydrochlorite Dosing Subtotal (14)	90%	
15	Polymer Dosing Plant		
	Polymer Dosing Plant subtotal (15)	72%	
16	Fluoride Dosing Plant		
	Fluoride Dosing subtotal (16)	77%	
17	Other Items		
	Other Items subtotal (17)	57%	
18	Electrical Items		
	Electrical subtotal (18)	81%	
19	Testing Demonstration Commissioning		
	Testing Demonstration and Commissioning (19)	5%	
20	Post Process Proving		
	Post Process Proving (20)	0%	
21	Sludge Handling & Dewatering System		
	Sludge Handling subtotal (19)	92%	
22	Other Options Accepted		
	Options subtotal (20)	81%	
23	Variations		
	Variations Subtotal	100%	

5.2 Variations

During the period no variations were approved and five additional variations submitted relating to design development and site conditions.

The raw water area continues to have most material differences in this scope and impacts from delay, these differences are being worked through to a resolution through senior executive engagement.

The table below provides a summary of variations against the contract.

Variation No.	Title	Amount (\$ 000) Incl. GST	Status (October)
VO01	Control System Design for fully networked plant	15	Approved
VO02	AC Road Surface	101	Approved
VO03	Future UV	21	Approved
VO04	Disabled Access	305	Approved
VO05	Aggressive Water Response	87	Approved
VO06	NSC02 – removal of Gyprock	5	Approved
VO07	Transformer supplied by principle	- 244	Approved
VO08	Existing Balance Tank Permanent Walkway	82	Not accepted
VO09	Chemical Dosing – Alum Storage	81	Approved
VO10	Switchboards additional spare capacity	8	Approved
VO11	Lamella plate capacity	45	Approved
VO12	Sewer pump station	6	Approved
VO13	Manual Penstocks on Clarifier Inlet	10	Approved
VO14	Increased bearing capacity in the filters	30	Approved
VO15	Waste in excavation NSC04 & NSC06	11	Approved
VO16	Asbestos in Levee	29	Approved
VO17	Warehouse Facility	- 18	Approved
VO18	Filter Gallery Trenches	41	Approved
VO19	Additional 25mm cover to Slab	9	Approved
VO20	Raw Water Intake		Senior Exec Review
VO21	Material Compatibility Changes	- 17	Approved
VO22	Non-relocation of Workshop Sewer	- 6	Submitted
VO23	Pits under existing centrifuge building - NSC10	7	Approved
VO24	Clear Water Pumps Mechanical Seal	75	Not accepted
VO25	Bomen Line		Submitted
VO26	NSC11 Material Excavated under UGL Carpark	27	Under revision
VO27	NSC12 Asbestos at Wash Water Holding Tank	3	Under revision
VO28	NSC13 Poor Ground at Sludge Thickener Tank	20	

VO29	Filter Water Overflow Changes	-40	Revised & resubmitted
VO30	Site Road Realignment	16	Submitted
VO31	Roof Access Ladder to Centrifuge Building	14	Approved
VO32	NSC14 Damage to Scour Line & Repair	11	Not accepted
VO33	Flowmeter Modbus Communications	14	Submitted
VO34	Caustic Building Lighting Changes	2	Submitted

A number of extensions of time were approved during the period some still remain submitted but unassessed, these are primarily associated with inclement weather.

6.0 FINANCE

The table below summarises the invoices and payment status within each of the contract.

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W195 Progress Claim 15	Invoice #15	\$ 714,741.00	Draft

During the period three variations were approved as part of the W195 Contract. The table below summarises the current approved Contract value of the Contract. Two variations were not accepted for adverse site conditions we will be engaging to discuss the basis of this decision as we thought they had merit.

Contract	Value (ex GST)	Contract Value Status (Sept)
W195	\$ 32,740,491	Unchanged

7.0 PROGRAMME

The combined construction programme is attached in Appendix C. The Programme has been revised to show the Raw Water works occurring in 2017 with the formal performance testing to follow. The schedule therefore shows a completion date of at August 30, 2017. The team is focussed on operation production of water utilising the existing plant and leveraging the new waste water facilities due to the main plant being unavailable for the Early November start date. It is still planned to drive to complete construction of the balance of main plant in 2016 and undertake partial commissioning in preparation for the raw water intake being available, this is also reflected in the Programme.

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A number of sessions were held with the operations team to plan the interfaces between the new centrifuge and existing plant in preparations for operations in November.

The Raw Water Intake works continue to be significantly impacted by the river levels.

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- Energisation and commissioning commencement centrifuge/dewatering area
- Underground chemical and ancillary pipework installed
- Substantial works on chemical delivery bund and HV crossings completed

Key revised target construction dates for the month ahead are as follows:-

Activity	Target
Centrifuge Building M & E Completion	30 October 2016
Centrifuge Commissioning (depending on WTP Plant Operations)	Mid-November 2016
Chemical Delivery Bund	30 October 2016
Chemical Piping Installation	30 October 2016
Filter Media Delivery	Early November 2016
Lamella Installation Commencement	Early November 2016

8.0 QUALITY

Production of Inspection and Test Reports (ITPs) continues for civil/structural, mechanical and electrical works across the site. Weekly meetings continue to be held to improve timely ITP sign-offs and communication between the site UGL and RWCC teams.

Disappointingly there have been some issues with quality of fabricated equipment which we continue to work through resolving and attempting to mitigate impacts to the schedule. We are also working through answering a number of RWCC queries on specification compliance which has generally been met but takes time to demonstrate on some occasions due to the highly technical nature of some items. In some instances remedial works have been required to meet the aspects of the specification and we are working with suppliers as needed to remedy these. In order to ensure that the team is more proactively aware of these issues we have mobilised our most senior process engineer to support the team

A number of Non-Conformance Reports (NCRs) have been issued associated with these items which will be used for assessing the impact, supplier assessments

9.0 ENVIRONMENTAL

Project Construction Environmental Management Plan continues to be implemented. In the month of September, four Environmental inspections were conducted. There was also the routine visit by the Environmental Representative with no significant issues being identified however, as a result of recent heavy rain events, it was noted that some the silt management at the stormwater points measures required renewal.

10.0 INDUSTRIAL RELATIONS

No significant issues.

11.0 DESIGN AND TECHNICAL

Design is ostensibly complete barring the control systems, resources are continuing to provide adhoc construction support as required. The controls system works are virtually completed and the FAT was successfully held in Melbourne during the month.

The remaining elements of design are associated with D&C packages for the Clear Water Pump Station Building and the Filter Gallery crane. Both of which have been tendered but it has been difficult to get both acceptable offers and adequate design information as part of the tender process.

O&M Manual development is under review, one element of this is undertaking an alignment activity on RWCC objectives and expectations for the O&M Manuals.

12.0 COMMISSIONING

Commissioning activities have commenced in centrifuge area with energisation of the switchboard, electrical checks, hydro-testing and bumping of the thickener rake.

The commissioning of the balance of the dewatering systems including the temporary works will occur throughout late October and Early November in parallel with the ramp-up and operation of the existing water treatment plant.

13.0 STAKEHOLDERS

The UGL site have continued to experience constructive working relations established with other contractors on site as well RWCC staff and construction teams and no issues arising.

No significant issues to report with External Stakeholders in the month.

The Environmental Representative carried out another site visit during the period broadly positive outcomes from this process.

14.0 SITE PROGRESS

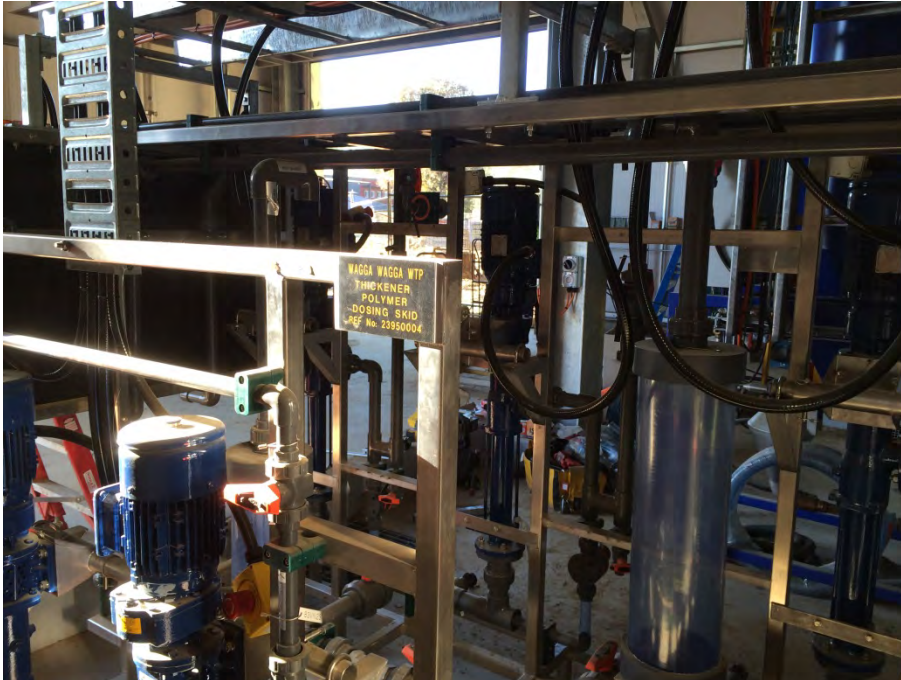


Photo 1: Centrifuge Polymer Dosing Skid



Photo 2: Centrifuge Feed Pump Installation



Photo 3: Centrifuge centrate lines



Photo 4: Chemical delivery pipework trenches and pits



Photo 5: Chemical Delivery bund foundation works



Photo 6: Clear water discharge piping

APPENDIX A – SCOPE OF WORKS SUMMARY

The project scope of works is to replace the Wagga Wagga Water Treatment Plant (WTP) to provide additional process capacity and asset reliability to produce up to 55ML/day of water for the residents of Wagga Wagga.

The WTP shall be designed to operate at a treated water production rate anywhere between 60 ML/d (695 L/s) and 22 ML/d (255 L/s).

The main treatment process of the WTP shall include coagulation and flocculation, inclined plate clarification, dual media filtration, chlorination, and fluoridation. Process wastewater shall be managed using gravity thickening and mechanical dewatering.

Product water shall be produced to meet the quality requirements of the specification and shall treat the required quality. The project target completion periods are for a design and construction period of 60 weeks, followed by a 10 week commissioning and proving period.

The scope of on-site works for UGL Engineering and its subcontractors as described in the contract are limited to the following;

The new water treatment facility shall consist of the following elements for a new 60ML/d Water Treatment Plant:

- Raw water intake and pumping station. The intake would be constructed within the river. The pumping station would be built on Crown Land adjacent to the WTP on the bank of the Murrumbidgee River to supply raw water to the plant;
- Alum and polymer dosing systems;
- Inclined plate clarifiers (Lamella clarifiers);
- Six dual media filters including backwash pumps and air scour blowers;
- Chlorine storage and dosing system and channel-type static mixer for clear water storage;
- Fluoride dosing system;
- pH correction dosing systems;
- Dewatering building with two new centrifuges to dewater sludge material produced from clarification and filtration during the water treatment process.
- Backwash wastewater collection tank and pumping station for the wastewater produced from the clarification and filtration process;
- Clear water system upgrade including a new 3 ML clear water storage tank and low level and high level pumping stations each fitted with three pumps;
- Electrical works including switch-rooms, automation and control infrastructure, electrical substations and two new 1500kVA transformers;
- Filter wastewater collection sump and transfer pumps;
- Pipework and valves;
- Control room, water testing and analysing facilities;
- Internal access roads;

UGL is responsible for undertaking the detailed design, construction, commissioning, training and handover for aspects of the scope of works above.

UGL will also provide post completion technical support comprising, where necessary some site visits, to assist RWCC in operating and optimising the plant.

APPENDIX B – SEPTEMBER MONTHLY SAFETY REPORT

HSSE Monthly Safety Report –September2016

1.0 Overview Statistics

	September 16	Total to Date
UGL Hours	1,820	38,859
Subcontractor hours	6,240	94,655
Total Site Hours	8,026	131,660
LTIFR: Target <.50	0	0
TRIFR: Target 2.70	0	0
MTIFR:	0	0
Lost Time Injuries (LTI)	0	0
Days lost to LTI	0	0
Medical Treatment Injuries (MTI)	0	0
1 st Aid Injuries	0	4
Incidents:		
Injury	0	4
Damage/ Loss	1	8
Near Miss	2	31
Hazard	3	11
Report Only	0	6
Journey Incident	0	0
Non-work related injury	0	0
Environmental	0	6
Safety Initiatives:	0	9
Workplace Safety Inspections	31	432
Environmental Inspections	4	42
Safety Conversations (UGL)		672

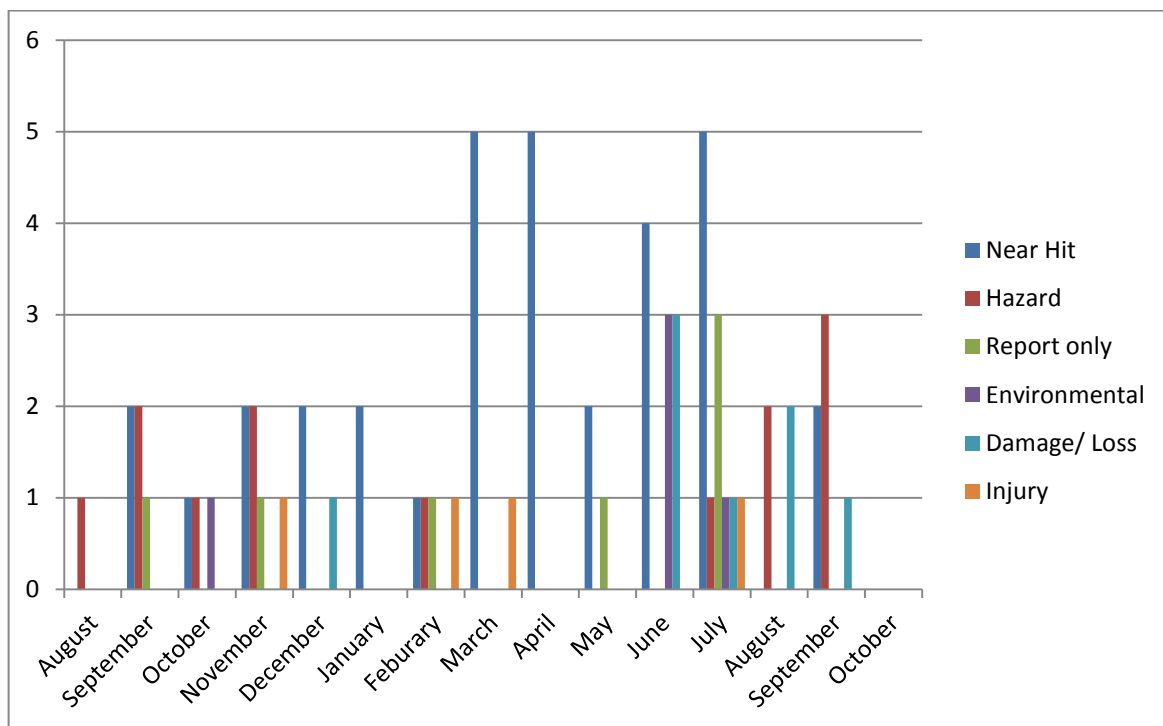
Utake 5 (UGL)	250	3490
Hazobs	14	383
Site audit (e.g. Plant pre-start)	4	30
SWMS reviews	2	204
Site inductions	8	491
Tool box meetings	4	42
Training hours	0	95
Plant delivery inspections	9	116
Checkit compliance (UGL)	85	90%
UGL/ External Audits	0	0
Alcohol Breath tests	155	2245
Drug tests	0	105

2.0 Incident Summary

The following incidents occurred on site in September 2016.

- **Hazard:** Barricade remove by truck driver
 - **Action:** CM spoke to subcontractor truck driver and HSE discussed incident & the direction that barricades are only to be removed by personnel placing barricade at pre-start meeting
- **Hazard:** Scaffold left a 6 meter scaffold ladder access to back wash tank- fall hazard
 - **Action:** Ladder removed- subcontractor instructed to use man box as access
- **Damage:** Damage to convex mirror
 - **Action:** Reported to RWCC
- **Near Miss:** Positive alcohol test result returned
 - **Action:** Personnel driven home for the day & 1st & final warning letter issued
- **Near miss:** Boral concrete truck did not stop at site stop sign & travelling over site speed limit
 - **Action:** UGL construction manager discussed incident with Boral

Wagga Wagga WTP Incident trends



- September 2016 Site inductions 8 not including visitors inductions
- Continuing education of local subcontractors in regards to SWMS & Safety Culture Development/ Awareness
- Wagga WTP project site held a morning tea for RU OK day with discussion regarding suicide prevention & mental health problems on construction sites.

3.0 Project Safety Initiatives for October 2016

- **Training:**
 - SWMS development by subcontractors

- Continuing training site personnel in UGL Utake 5

➤ Continuing with Construction Manager Monthly Safety Awards

➤ **UGL Daily Pre-start meetings:**

Daily site hazards, site hazard board updates, continuing discussion of subcontractor interfacing requirement to, site personnel consultation

➤ **Subcontractor** individual pre-start meetings. Subcontractor individual work tasks & hazards involved

➤ **UGL Weekly Toolbox meeting:**

Site incidents / actions, industry safety alerts, continuing discussion of site safety hazards, site personnel consultation

➤ **Site Safety Inspections:**

Continuing compliance with UGL WWTP Project Safety Management Plan via:

- ✓ Site safety inspections
- ✓ UGL Safety conversations
- ✓ UGL UTake 5
- ✓ UGL Hazobs
- ✓ Plant operator pre-start inspection audits
- ✓ SWMS reviews, work permit audits

➤ **Fitness for Work:**

- Continuing Alcohol testing at pre-start meetings
- Drug testing as per Project Safety Management Plan

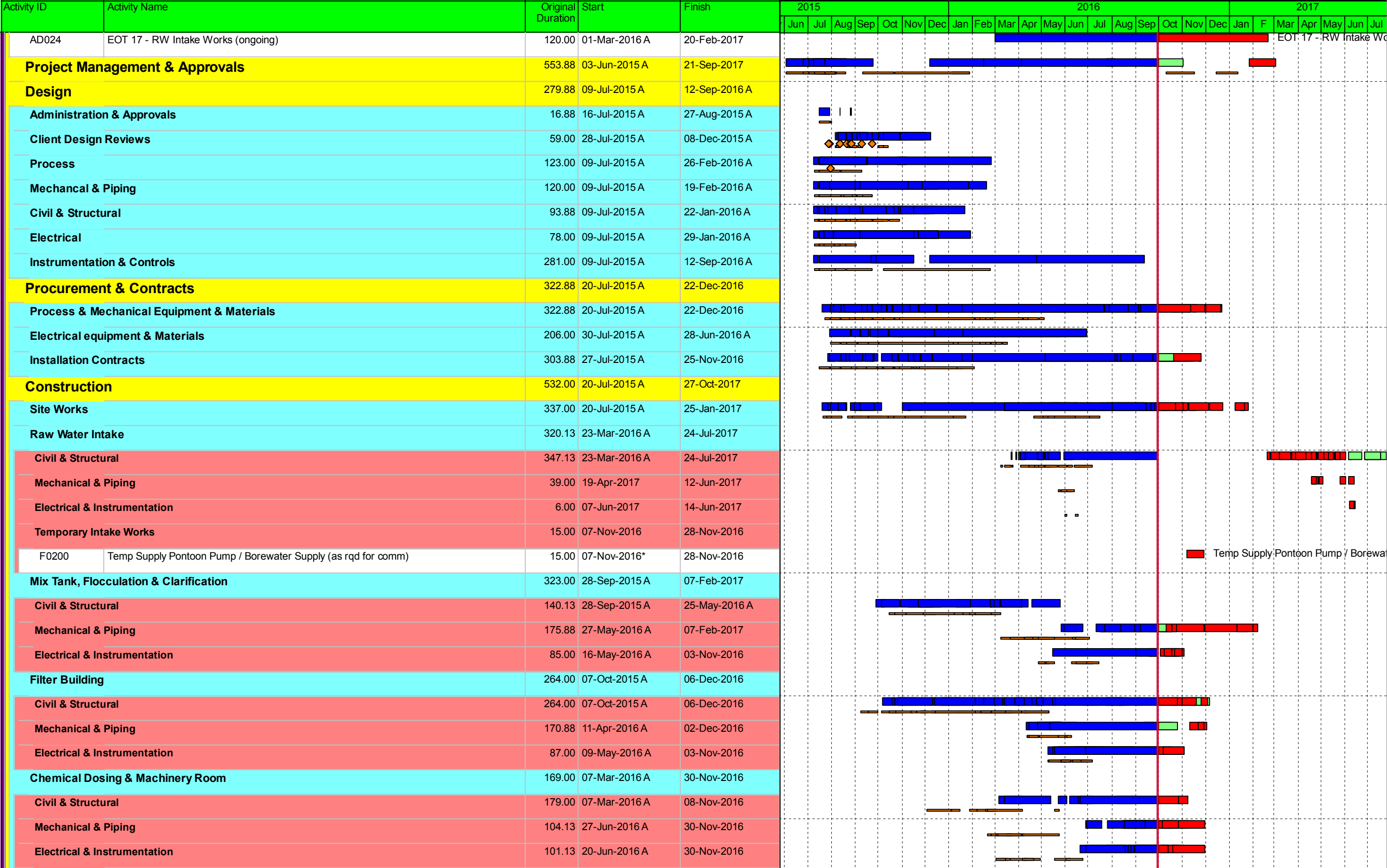
➤ Continuing Site Environmental inspections

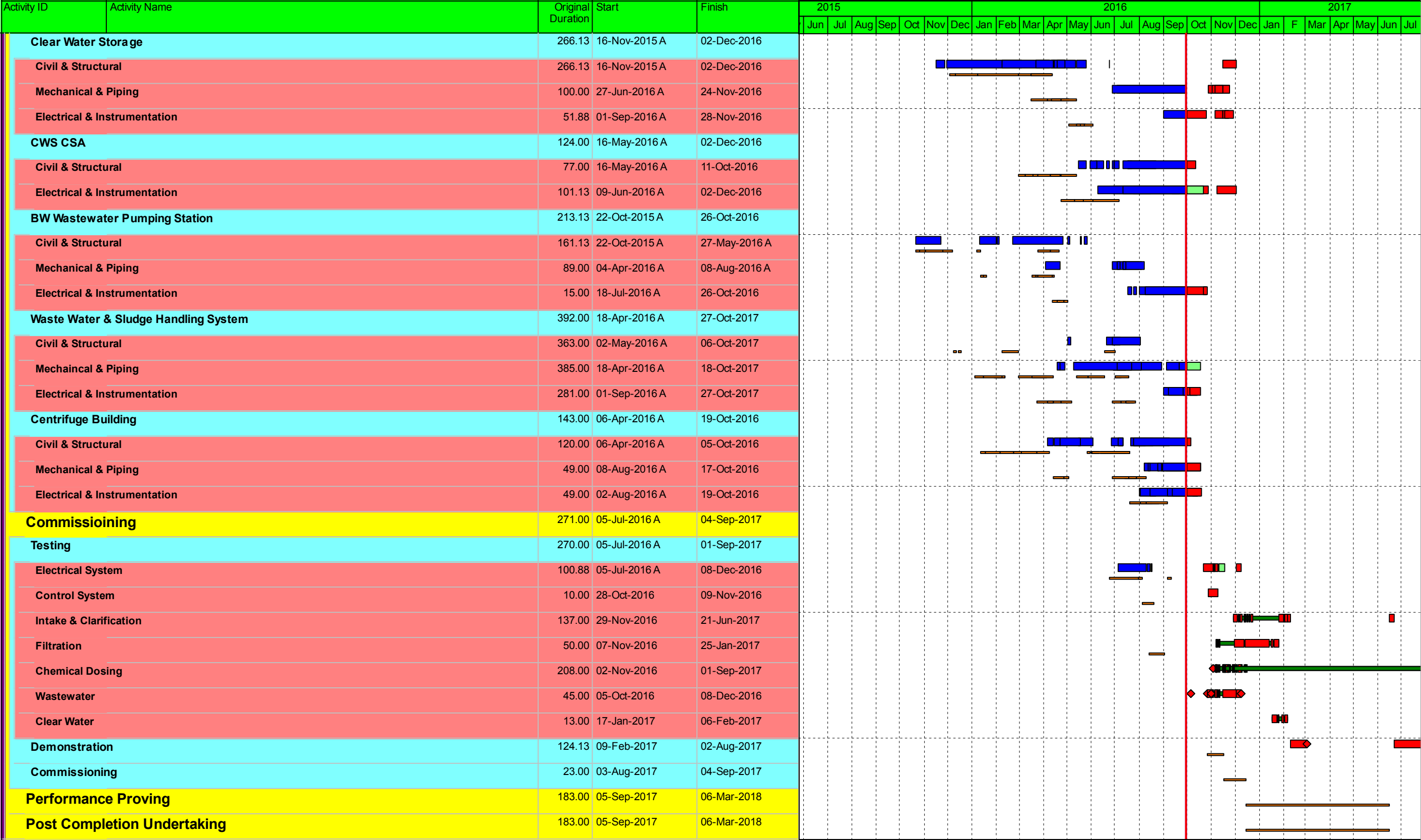
Mark Hunter

UGL Safety Advisor

APPENDIX C – OCTOBER PROJECT PROGRAMME

Activity ID	Activity Name	Original Duration	Start	Finish	2015								2016												2017							
					Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	F	Mar	Apr	May	Jun	Jul		
Wagga Wagga WTP Rev 1 - 30 sep16 status for client		700.00	24-Apr-2015 A	06-Mar-2018																												
A1000	Submission of Tender	0.00	24-Apr-2015 A		Submission of Tender																											
A1002	Contract Award	0.00		22-Jul-2015 A	Contract Award																											
A10022	Site Access for WTP	0.00	22-Jul-2015 A		Site Access for WTP																											
A10045	Start Up Workshop / Kick Off Meeting	0.00		05-Aug-2015 A	Start Up Workshop / Kick Off Meeting																											
A10048	MILESTONE 1 - Submission of Project Plans (19 Aug15)	0.00		21-Aug-2015 A	MILESTONE 1 - Submission of Project Plans (19 Aug15)																											
A10051	MILESTONE 2 - Completion of Detail Design, Submit all Construction Drawings	0.00		18-Dec-2015 A	MILESTONE 2 - Completion of Detail Design, Submit all Construction Drawings																											
A100522	Substations Energised	0.00		15-Aug-2016 A	Substations Energised																											
A10053	MILESTONE 3 - WTP Construction Complete - Ready for Testing (Revised for EOT 1,2,3,5 - 10 Oct 16) Excl RW Intake	0.00		13-Jan-2017*	MILESTONE 3 - WTP Construction Complete - Ready for Testing (Revised for EOT 1,2,3,5 - 10 Oct 16) Excl RW Intake																											
A100542	Site Access to Existing Plant (Centrifuge Bldg)	0.00	15-Apr-2016 A		Site Access to Existing Plant (Centrifuge Bldg)																											
A100544	Site Access for Dewatering Plant (27 May 16)	0.00	15-Apr-2016 A		Site Access for Dewatering Plant (27 May 16)																											
A10055	MILESTONE 4 - Dewatering Plant Complete - Ready for Testing (Revised for EOT 1,2,3,5 - 10 Oct 16)	0.00		25-Oct-2016*	MILESTONE 4 - Dewatering Plant Complete - Ready for Testing (Revised for EOT 1,2,3,5 - 10 Oct 16)																											
A10056	MILESTONE 5 - Completion of Testing, Demonstration & Commission (Revised for EOT 1,2,3,5 - 19 Dec 16)	0.00		30-Aug-2017*	MILESTONE 5 - Completion of Testing, Demonstration & Commission (Revised for EOT 1,2,3,5 - 19 Dec 16)																											
A100562	MILESTONE 5B -Completion of Commissioning with New Intake	0.00		30-Aug-2017*	MILESTONE 5B -Completion of Commissioning with New Intake																											
A10057	MILESTONE 6 - Submission of Work As Executed Dwgs & Final Manuals (Revised for EOT 1,2,3,5 - 16 Jan 17)	0.00		21-Sep-2017*	MILESTONE 6 - Submission of Work As Executed Dwgs & Final Manuals (Revised for EOT 1,2,3,5 - 16 Jan 17)																											
A10058	MILESTONE 7 - Completion of 6 Months Performance Proving Period (19 Jun 17)	0.00		06-Mar-2018*	MILESTONE 7 - Completion of 6 Months Performance Proving Period (19 Jun 17)																											
Project Delays		333.00	03-Sep-2015 A	20-Feb-2017																												
AD001	D001 - Inclement Weather 3 Sep 15	1.00	03-Sep-2015 A	03-Sep-2015 A	D001 - Inclement Weather 3 Sep 15																											
AD002	D002 - Replacement of Filter Subbase Material	18.00	17-Sep-2015 A	05-Oct-2015 A	D002 - Replacement of Filter Subbase Material																											
AD003	D003 - Inclement Weather & Consequential Effects - Filters & Clarifier	3.00	02-Nov-2015 A	04-Nov-2015 A	D003 - Inclement Weather & Consequential Effects - Filters & Clarifier																											
AD005	D005 - Inclement Weather 22 Jan and 27 Jan 16	2.00	22-Jan-2016 A	27-Jan-2016 A	D005 - Inclement Weather 22 Jan and 27 Jan 16																											
AD006	NOD06 - Inclement Weather - 24,25 & 26 Feb 16	3.00	24-Feb-2016 A	26-Feb-2016 A	NOD06 - Inclement Weather - 24,25 & 26 Feb 16																											
AD007	NOD07 - Inclement Weather 9 and 10 May 16	2.00	09-May-2016 A	10-May-2016 A	NOD07 - Inclement Weather 9 and 10 May 16																											
AD009	NOD08 - Inclement Weather 26 May 16	1.00	26-May-2016 A	26-May-2016 A	NOD08 - Inclement Weather 26 May 16																											
AD011	NOD09 - Inclement Weather 27 May 16	1.00	27-May-2016 A	27-May-2016 A	NOD09 - Inclement Weather 27 May 16																											
AD013	NOD10 - Inclement Weather 28 May 16	1.00	28-May-2016 A	28-May-2016 A	NOD10 - Inclement Weather 28 May 16																											
AD015	NOD11 - Inclement Weather 3 Jun 16	1.00	03-Jun-2016 A	03-Jun-2016 A	NOD11 - Inclement Weather 3 Jun 16																											
AD017	NOD12 - Inclement Weather 4 Jun 16	1.00	04-Jun-2016 A	04-Jun-2016 A	NOD12 - Inclement Weather 4 Jun 16																											
AD019	NOD13 - Inclement Weather 7 Jun 16	1.00	07-Jun-2016 A	07-Jun-2016 A	NOD13 - Inclement Weather 7 Jun 16																											
AD020	NOD14 - Pipe Trench Materials EOD 36	3.00	29-Jun-2016 A	01-Jul-2016 A	NOD14 - Pipe Trench Materials EOD 36																											
AD021	NOD14 - Pipe Trench Materials EOD 34 & 35	1.00	11-Jul-2016 A	11-Jul-2016 A	NOD14 - Pipe Trench Materials EOD 34 & 35																											
AD022	NOD15 - Inclement Weather 8 and 9 July 16	2.00	08-Jul-2016 A	09-Jul-2016 A	NOD15 - Inclement Weather 8 and 9 July 16																											
AD023	NOD16 - Inclement Weather 22 July 16	1.00	22-Jul-2016 A	22-Jul-2016 A	NOD16 - Inclement Weather 22 July 16																											





- Remaining Level of Effort
- Primary Baseline
- Actual Work
- Critical Remaining Work
- Remaining Work

WAGGA WAGGA WTP

Program of Works - Summary



Date	Revision	Chec...	Approved
11-Oct-2016	Status as at 30 Sep 16		

QUESTIONS & STATEMENTS

CLOSURE OF MEETING TO THE PUBLIC **(Confidential Reports)**