

Notice of meeting of Riverina Water County Council

The meeting will be held in the Riverina Water Board Room,
91 Hammond Ave, Wagga at 10.00am on Wednesday 26
February 2020

Meeting Agenda

Live Streaming of Council Meetings

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

Welcome to Country

Apologies

Declaration of pecuniary and non-pecuniary interests

Confirmation of Minutes

Minutes of Council Meeting 18 December 2019

Correspondence

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NOM1 Naming of Meeting Room

Author Councillor Vanessa Keenan

Summary The purpose of this Notice of Motion is to receive a report that provides information on the options for the naming of the recently completed meeting room

RECOMMENDATION that the General Manager prepare a report to the April meeting of the Board providing information on the options for the naming of the recently completed meeting room. Further that the report include information on former Board member and inaugural Riverina Water Chairperson, Councillor Pat Brassil as I intend to move at the April meeting that the room be named the "Pat Brassil Room".

Report

Whilst many notable people have held significant roles with Riverina Water and its preceding entities, none have had as much an impact as inaugural Riverina Water Chair Pat Brassil OAM.

I have spoken with members of Pat's family about the proposal and his widow Anne is deeply touched and honoured for Council to consider this.

Pat was orphaned by the age of six and he and his siblings were raised in Redfern and Paddington, eventually settling with their Aunt Eileen in Burwood.

Pat went on to Sydney University, where he met a Wagga girl, Anne McDonough and they married.

Pat went on to teach and became a deputy principal and moved to Wagga and the successes just kept coming.

Pat Brassil was a part of what made Wagga Wagga work; Pat through decades of teaching and services to local community made Wagga a better place. He believed children in regional Australia should have the same opportunities as their city counterparts to excel.

Pat is on record as the longest-serving Councillor in Wagga's history and one of the longest serving in NSW history, from 1974 to 2004. He was mayor seven times, chiefly from 1989 to 1995, and delegate and chairman of the Riverina Water County Council, and its predecessor, for 25 years. He was an executive member of the Local Government Association of NSW and chairman of its Water Management Committee for a decade. Pat knew the huge significance of water to the area, though he never drank it unless it was cut with tea or, preferably, hops and barley.

As chairman of the Country Mayors Association and founding member of the Riverina Regional Development Board, Pat was a key driver in the case for balanced state development, arguing that the NSW government paid scant regard to the needs of people west of the "sandstone curtain".

Pat was made a Member of the Order of Australia (OAM) in 1997 for services to local government, notably regional development and decentralisation.

To him, this award was only surpassed by the granting of the Freedom of the City in 2007 from the community that had adopted him 40 years before.

Financial Implications

Nil

Risks Considerations

Community Partnerships	
Avoid	Council will avoid risks relating to corporate governance and compliance including naming protocols.

OPEN REPORTS

R1 Financial Statements – List of Investments

Organisational Area Corporate Services

Author Emily Tonacia, Manager Corporate Services

Summary The report details Council's external investments for December 2019 and January 2020

RECOMMENDATION that the report detailing Council's external investments for the months of December 2019 and January 2020 be received

Report

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 30 April 2019 and 31 May 2019 as follows:

- › **R1.1 Investment Report – December 2019**
- › **R1.2 Investment Report – January 2020**

Financial Implications

This report is financial by virtue of its subject matter and is critical to reporting to the board the status of investments placed by staff in accordance with the relevant investment policy. The report reflects favourably on the performance of Council's investments.

Risk Considerations

Financial	
Avoid	Council will endeavour to ensure that Council's financial sustainability is protected at all times

Monthly Investment Report as at 31/12/2019

Investment	Inception Date	Term (Days)	Maturity Date	S&P Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
Term Deposits								
AMP	18/07/2019	365	17/07/20	A-2	2.05	9.966%	\$2,500,000.00	\$2,500,000.00
Rural Bank	30/04/2019	372	06/05/20	A-2	2.48	9.966%	\$2,500,000.00	\$2,500,000.00
Auswide Bank	8/07/2019	735	12/07/21	A-2	2.05	5.980%	\$1,500,000.00	\$1,500,000.00
AMP	12/11/2019	366	12/11/20	A-2	1.65	3.987%	\$1,000,001.00	\$1,000,001.00
Bank Australia	5/07/2019	367	06/07/20	A-2	2.20	7.973%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	28/10/2019	366	28/10/20	A-1+	1.45	3.987%	\$1,000,000.00	\$1,000,000.00
Auswide Bank	15/08/2019	1096	15/08/22	A-2	1.86	7.973%	\$2,000,000.00	\$2,000,000.00
AMP	30/03/2019	367	31/03/20	A-2	2.70	7.973%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	8/07/2019	569	27/01/21	A-1+	1.85	7.973%	\$2,000,000.00	\$2,000,000.00
Auswide Bank	17/06/2019	731	17/06/21	A-2	2.22	5.980%	\$1,500,000.00	\$1,500,000.00
Auswide Bank	27/08/2019	184	27/02/20	A-2	1.85	9.966%	\$2,500,000.00	\$2,500,000.00
Auswide Bank	15/08/2019	368	17/08/20	A-2	1.80	5.980%	\$1,500,000.00	\$1,500,000.00
BOQ	14/10/2019	366	14/10/20	A-2	1.55	7.973%	\$2,000,000.00	\$2,000,000.00
						87.70%	\$24,000,001.00	\$24,000,001.00
Cash Deposit Account								
T Corp				A-1+	0.94	4.32%	\$1,084,436.72	\$1,084,436.72
						4.32%	\$1,084,436.72	\$1,084,436.72
TOTAL INVESTMENTS						92.03%	\$25,084,437.72	\$25,084,437.72
Cash at Bank								\$857,752.26
TOTAL FUNDS								\$25,942,189.98

CERTIFICATE

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



E Tonacia
MANAGER CORPORATE SERVICES

Application of Investment Funds

Restricted Funds	Description	Value
Externally Restricted	LIRS Loan Funds	\$0.00
		\$0.00
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$2,134,234.16
	Asset Replacement	\$1,957,865.69
	Loan Funds	\$0.00
	Sales Fluctuation	\$5,000,000.00
		\$9,092,099.85
Unrestricted Funds		\$16,850,090.13
TOTAL FUNDS		\$25,942,189.98

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

Report

The investment portfolio increased by \$296,928.09 for the month. The increase was due to income in December being higher than expenditure.

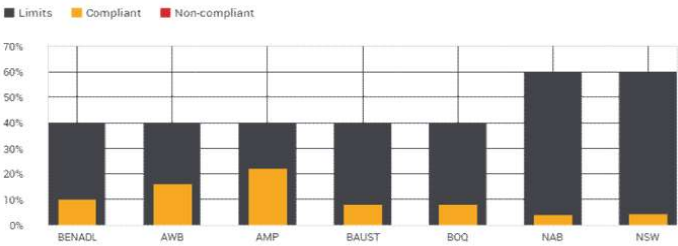
Portfolio Performance

For the month of December, the portfolio (excluding cash) provided a return of +0.17% (actual), outperforming the benchmark Ausbond Bank Bill Index return by +0.10% (actual). The outperformance continues to be anchored by a combination of those longer-dated deposits locked-in for a term of 12 months or longer.

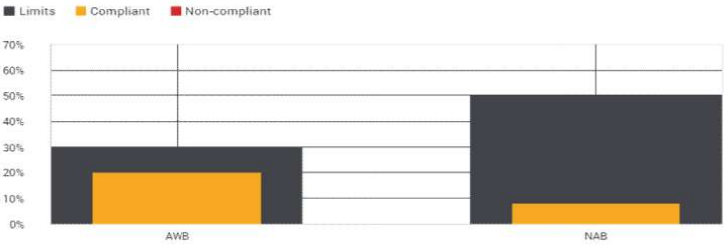
Counterparty Compliance

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

Short-term Holdings



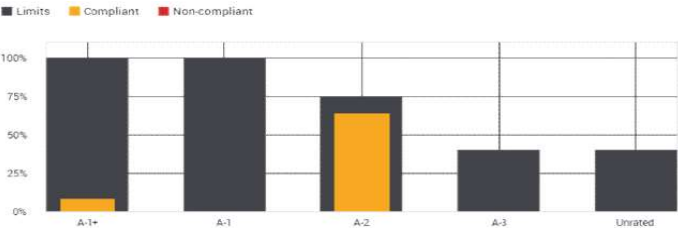
Long-term Holdings



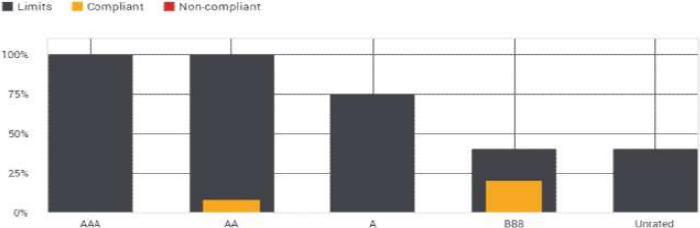
Credit Quality Compliance

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

Short-term Holdings

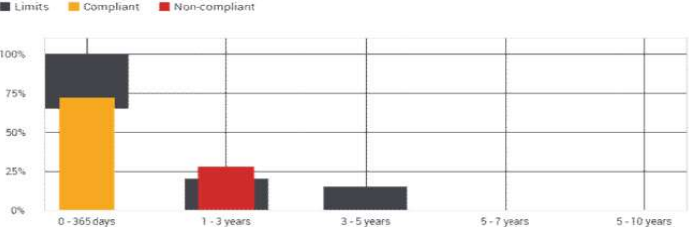


Long-term Holdings



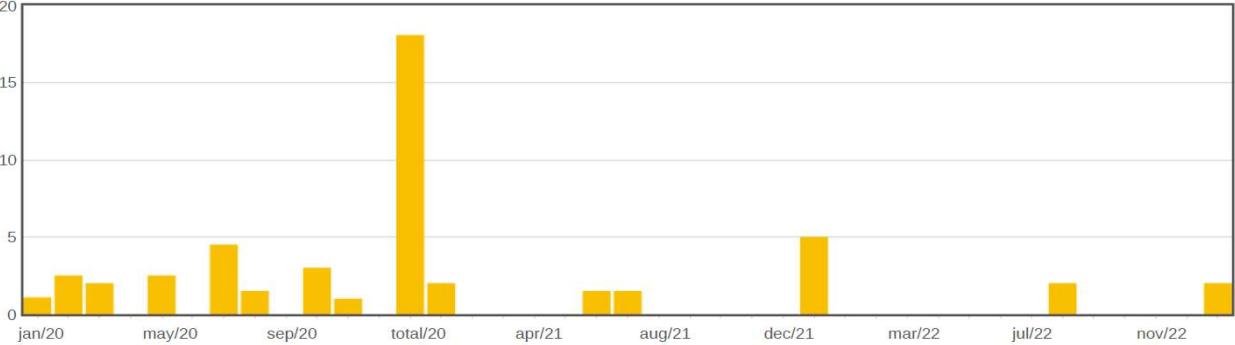
Term to Maturity

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



Maturity Cashflow

When investments will mature over time



Monthly Investment Report as at 31/01/2020

Investment	Inception Date	Term (Days)	Maturity Date	S&P Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
Term Deposits								
AMP	18/07/2019	365	17/07/20	A-2	2.05	9.771%	\$2,500,000.00	\$2,500,000.00
Rural Bank	30/04/2019	372	06/05/20	A-2	2.48	9.771%	\$2,500,000.00	\$2,500,000.00
Auswide Bank	8/07/2019	735	12/07/21	A-2	2.05	5.863%	\$1,500,000.00	\$1,500,000.00
AMP	12/11/2019	366	12/11/20	A-2	1.65	3.908%	\$1,000,001.00	\$1,000,001.00
Bank Australia	5/07/2019	367	06/07/20	A-2	2.20	7.817%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	28/10/2019	366	28/10/20	A-1+	1.45	3.908%	\$1,000,000.00	\$1,000,000.00
Auswide Bank	15/08/2019	1096	15/08/22	A-2	1.86	7.817%	\$2,000,000.00	\$2,000,000.00
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Auswide Bank	27/08/2019	184	27/02/20	A-2	1.85	9.771%	\$2,500,000.00	\$2,500,000.00
Auswide Bank	15/08/2019	368	17/08/20	A-2	1.80	5.863%	\$1,500,000.00	\$1,500,000.00
BOQ	14/10/2019	366	14/10/20	A-2	1.55	7.817%	\$2,000,000.00	\$2,000,000.00
						85.99%	\$24,000,001.00	\$24,000,001.00
Cash Deposit Account								
T Corp				A-1+	0.94	6.20%	\$1,585,731.61	\$1,585,731.61
						6.20%	\$1,585,731.61	\$1,585,731.61
TOTAL INVESTMENTS						92.18%	\$25,585,732.61	\$25,585,732.61
Cash at Bank								\$487,041.92
TOTAL FUNDS								\$26,072,774.53

CERTIFICATE

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



E Tonacia
MANAGER CORPORATE SERVICES

Application of Investment Funds

Restricted Funds	Description	Value
Externally Restricted	LIRS Loan Funds	\$0.00
		\$0.00
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$2,134,234.16
	Asset Replacement	\$1,676,879.78
	Loan Funds	\$0.00
	Sales Fluctuation	\$5,000,000.00
		\$8,811,113.94
Unrestricted Funds		\$17,261,660.59
TOTAL FUNDS		\$26,072,774.53

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

Report

The investment portfolio increased by \$130,584.55 for the month. The increase was due to income in January being higher than expenditure.

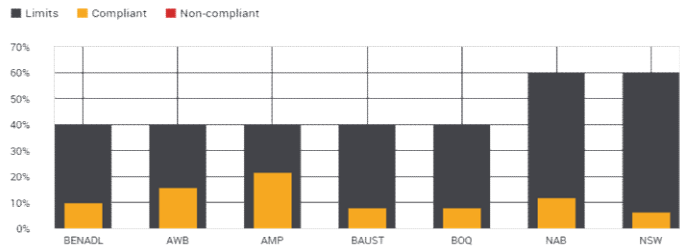
Portfolio Performance

For the month of January, the portfolio (excluding cash) provided a return of +0.17% (actual), outperforming the benchmark Ausbond Bank Bill Index return by +0.09% (actual). The outperformance continues to be anchored by a combination of those longer-dated deposits locked-in for a term of 12 months or longer.

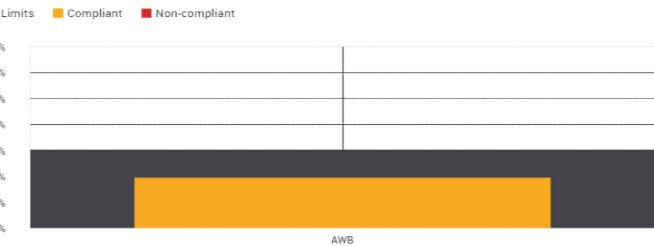
Counterparty Compliance

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Short-term Holdings



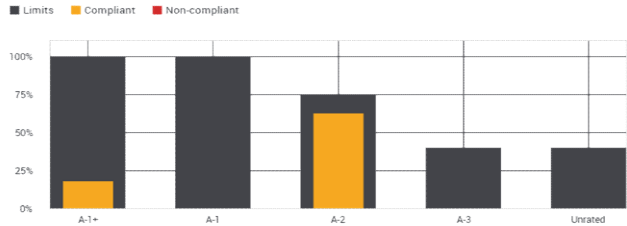
Long-term Holdings



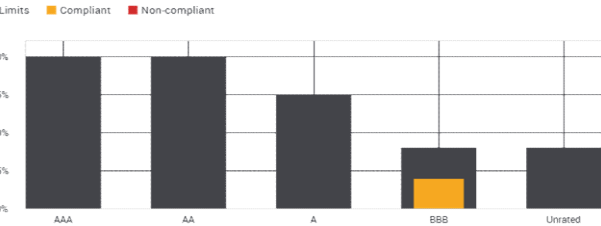
Credit Quality Compliance

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

Short-term Holdings

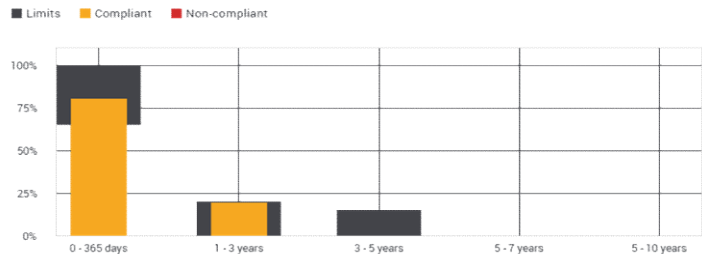


Long-term Holdings



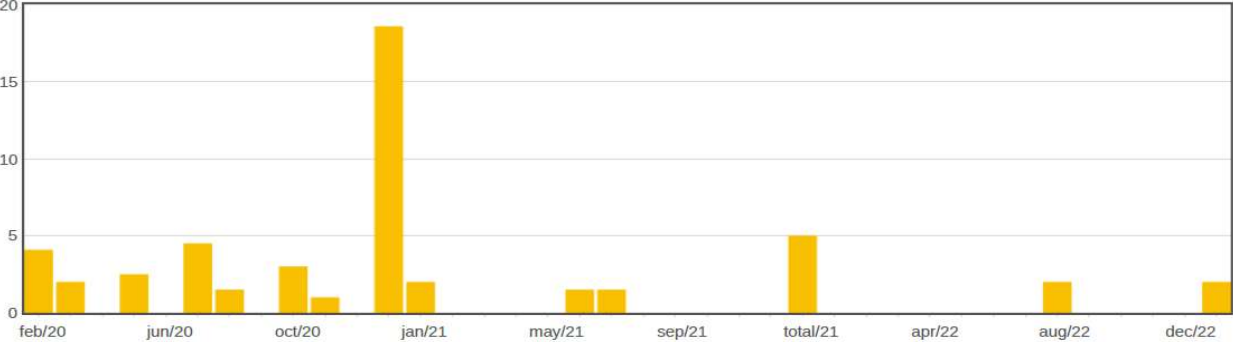
Term to Maturity

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



Maturity Cashflow

When investments will mature over time



R2 Support for bushfire affected residents in Oberne

Organisational Area General Manager

Author Andrew Crakanthorp, General Manager

Summary A report is provided in relation to the Emergency Water Relief Program that was provided to residents of Oberne during the recent bushfire crisis

RECOMMENDATION that Council:

- a) Endorse the Emergency Water Relief Program as detailed in the report, and as discussed with the Chairperson and Deputy Chairperson
- b) Receive and note the community feedback to the program and donation regarding the Oberne Hall water tank
- c) Fund the costs associated with the Emergency Water Relief Program from Council's existing donations budget

Report

Riverina Water was contacted by the Oberne Hall Committee in January to request funding for a new water tank at the hall as the current tank had split and was leaking water.

While being within the Wagga Wagga Local Government Area, Riverina Water does not supply water directly to these residents, who rely on rainwater, dams, purchased water and groundwater.

Upon further discussion with the committee's secretary, Riverina Water learned of the ongoing impact of the Dunns Road bushfire on the Oberne community. These residents are on the border of the Snowy Valleys Local Government Area and at the time were not eligible for the NSW Government's natural disaster recovery funding.

Residents were experiencing issues with water tank contamination due to ash etc. from the fires, or had used part of their domestic water supply for property protection.

As such, an Emergency Water Relief Program for bushfire affected residents was developed by staff, modelled on a similar Victorian program.

Under the initiative, Riverina Water will provide up to 15,000 litres of potable water and water cartage to replenish the water tanks of eligible Oberne residents. This can be redeemed once per property, and the water must be for domestic and drinking supply.

Due to the timeliness of the issue, the General Manager discussed the initiative with the Chairperson, Deputy Chairperson and other Board members, who were all supportive.

The General Manager and Community Engagement Officer attended a community meeting at the Oberne Hall on Thursday 23 January 2020 on behalf of Riverina Water. At the meeting, the initiative and the successful donation application for the approximately \$3000 water tank were announced. Riverina Water will also provide water for the new 25,000 litre water tank, which will cost \$500 in cartage.

The Oberne community has expressed its gratitude to Riverina Water and the Board on the night and in the days following. The program and donation also received positive feedback on social media.

Following the meeting, six residents have registered for the program and have now had their domestic and drinking water supply replenished.

It was initially proposed to operate a temporary standpipe from Tarcutta on the basis there may be up to 20 or more residents in need of potable water. As the initial take up was lower than expected and to ensure the water was delivered as quickly as possible, water was carted from the fixed standpipe at Forest Hill to the six properties.

To date, the cost of the program has been:

Water cartage: \$2000 inc GST

Water supplied: 60 kilolitres

The cartage and water costs will be funded from the Council's donations budget which has sufficient funds to cover the expenses. Council also has the option of recovering its expenses from the NSW Government following a natural disaster declaration for Oberne made on 2 February 2020.

The cost of cartage and water to fill the new Oberne Hall water tank will also be funded by Riverina Water when the new tank is installed. The tank was ordered by the hall committee in late January and was expected to take six weeks to arrive.

Financial Implications

Nil

Risks Considerations

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

R3 Local Government New South Wales – 2020 Water Management Conference

Organisational Area **General Manager**

Author Andrew Crakanthorp, General Manager

Summary The Local Government New South Wales Water Management will be held in Narrabri on 15 – 17 July 2020

RECOMMENDATION that:

- a) Council be represented at the Local Government New South Wales 2020 Water Management Conference
- b) The Chairman or his nominee attend as a delegate
- c) Nominations of other Board Members to attend be called
- d) The General Manager and Director of Engineering or their nominees attend as observers

Report

The Local Government New South Wales Water Management Committee has advised that the 2020 Conference will be held in Narrabri on 15 – 17 July 2020, hosted by Narrabri Shire Council. Whilst the Program is still to be finalised, areas of focus for this year's conference include:

- Learnings from the drought
- Climate change, water security and alternative sources of supply
- Indigenous water use, water management and water rights
- Water conservation and demand management
- Bushfires, water quality and safety
- Regional water plans

The conference is of benefit to Riverina Water as a way of keeping abreast of challenges and initiatives in the management of water, as well as an opportunity to network with other councils. Council has previously made a presentation at the conference and is currently considering submitting a paper.

The 2019 conference was held in Albury with Cr Verdon attending as Council's delegate, with Councillors Quinn, Meyer OAM and Braid OAM in attendance. The General Manager, Director of Engineering and Manager Operations attended as observers. Other councillors also attended representing their constituent Council, including Cr Bourke and Cr Conkey.

Travel and accommodation details will be finalised once attendees are confirmed and the purpose of this report is to lock in accommodation and flights early for those attending as flights in and out of Narrabri are limited.

Financial Implications

Nil – attendance at Water Management Conference accounted for in budget

Risks Considerations

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

R4 Annual 'Model Code of Conduct Complaints Statistics' Report

Organisational Area Governance and Human Resources

Author Wendy Reichelt, Governance and Records Officer

Summary Council is required to provide Code of Conduct complaints statistics to the Office of Local Government annually

RECOMMENDATION that Council note the results in the attached 'Annual Code of Conduct Statistics' report and the requirement to provide the report to the Office of Local Government

Report

In accordance with the 'Procedures for the administration of the Model Code of Conduct for Local Councils in NSW' (as prescribed by section 440AA of the Local Government Act 1993), Council is required to provide Code of Conduct complaints statistics to the Office of Local Government annually. The report must also be presented to Council.

The report is required to be provided to the Office of Local Government within three months of the end of September (being 31 December 2019).

In accordance with Council's reporting requirements, the 'Model Code of Conduct Complaints Statistics' report has been submitted to the Office of Local Government in January 2020 and is now submitted to Council for information.

› **R4.1 Model Code of Conduct Complaints Statistics Report: 1 September 2018 – 31 August**

Financial Implications

Nil

Risk Considerations

Corporate Governance and Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including procedural/policy, legal and legislative compliance

Office of Local Government

Model Code of Conduct Complaints Statistics

Reporting Period: 1 September 2018 - 31 August 2019

Date Due: 31 December 2019

To assist with the compilation of the Time Series Data Publication it would be appreciated if councils could return this survey by 30 November 2019 .

Survey return email address: codeofconduct@olg.nsw.gov.au

Council Name:	Riverina Water County Council
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Contact Name:	Simon Thomson
Contact Phone:	69220607
Contact Position:	Manager Governance & HR
Contact Email:	sthomson@rwcc.nsw.gov.au

All responses to be numeric.

Where there is a zero value, please enter 0.

Enquiries: Performance Team
Office of Local Government
Phone: (02) 4428 4100
Enquiry email: olg@olg.nsw.gov.au

Model Code of Conduct Complaints Statistics Riverina Water County Council

Number of Complaints

1	a	The total number of complaints received in the period about councillors and the General Manager (GM) under the code of conduct	0
	b	The total number of complaints finalised in the period about councillors and the GM under the code of conduct	0

Overview of Complaints and Cost

2	a	The number of complaints finalised at the outset by alternative means by the GM or Mayor	0
	b	The number of complaints referred to the Office of Local Government under a special complaints management arrangement	0
	c	The number of code of conduct complaints referred to a conduct reviewer	0
	d	The number of code of conduct complaints finalised at preliminary assessment by conduct reviewer	0
	e	The number of code of conduct complaints referred back to GM or Mayor for resolution after preliminary assessment by conduct reviewer	0
	f	The number of finalised code of conduct complaints investigated by a conduct reviewer	0
	g	The number of finalised code of conduct complaints investigated by a conduct review committee	0
	h	The number of finalised complaints investigated where there was found to be no breach	0
	i	The number of finalised complaints investigated where there was found to be a breach	0
	j	The number of complaints referred by the GM or Mayor to another agency or body such as the ICAC, the NSW Ombudsman, the Office or the Police	0
	k	The number of complaints being investigated that are not yet finalised	0
	l	The total cost of dealing with code of conduct complaints within the period made about councillors and the GM including staff costs	0

Preliminary Assessment Statistics

3 The number of complaints determined by the conduct reviewer at the preliminary assessment stage by each of the following actions:

a To take no action

0

b To resolve the complaint by alternative and appropriate strategies

0

c To refer the matter back to the GM or the Mayor, for resolution by alternative and appropriate strategies

0

d To refer the matter to another agency or body such as the ICAC, the NSW Ombudsman, the Office or the Police

0

e To investigate the matter

0

f To recommend that the complaints coordinator convene a conduct review committee to investigate the matter

0

Investigation Statistics

4 The number of investigated complaints resulting in a determination that there was **no breach**, in which the following recommendations were made:

a That the council revise its policies or procedures

0

b That a person or persons undertake training or other education

0

5 The number of investigated complaints resulting in a determination that there **was a breach** in which the following recommendations were made:

a That the council revise any of its policies or procedures

0

b That the subject person undertake any training or other education relevant to the conduct giving rise to the breach

0

c That the subject person be counselled for their conduct

0

d That the subject person apologise to any person or organisation affected by the breach

0

e That findings of inappropriate conduct be made public

0

f In the case of a breach by the GM, that action be taken under the GM's contract for the breach

0

g In the case of a breach by a councillor, that the councillor be formally censured for the breach under section 440G of the Local Government Act 1993

0

h In the case of a breach by a councillor, that the matter be referred to the Office for further action

0

6 Matter referred or resolved after commencement of an investigation under clause 8.20 of the Procedures and clause 7.20 of the new Procedures

0

Categories of misconduct	
7	The number of investigated complaints resulting in a determination that there was a breach with respect to each of the following categories of conduct:
a	General conduct (Part 3) <input type="text" value="0"/>
b	Conflict of interest (FMCC Part 4) and Non-pecuniary conflict of interest (NMCC Part 5) <input type="text" value="0"/>
c	Personal benefit (FMCC Part 5 / NMCC Part 6) <input type="text" value="0"/>
d	Relationship between council officials (FMCC Part 6 / NMCC Part 7) <input type="text" value="0"/>
e	Access to information and resources (FMCC Part 7 / NMCC Part 8) <input type="text" value="0"/>
Outcome of determinations	
8	The number of investigated complaints resulting in a determination that there was a breach in which the council failed to adopt the conduct reviewers recommendation <input type="text" value="0"/>
9	The number of investigated complaints resulting in a determination that there was a breach in which the council's decision was overturned following a review by the Office <input type="text" value="0"/>

R5 Privacy Management Plan and Privacy Policy

Organisational Area Governance and Human Resources

Author Wendy Reichelt, Governance and Records Officer

Summary The Privacy Management Plan and Policy 1.20 have been reviewed and updated in accordance with Privacy Commission guidelines

RECOMMENDATION that Council:

- a) Endorse the updated Privacy Management Plan and Policy 1.20 – Privacy with both to be placed on public exhibition from 27 February to 26 March inviting public submissions
- b) Receive a further report following the public exhibition and submission period:
 - i. Addressing any submissions made in respect of the proposed Policy 1.20 Privacy and the Privacy Management Plan
 - ii. Proposing adoption of the Privacy Policy and the Privacy Management Plan unless there are any recommended amendments deemed to be substantial and requiring a further public exhibition period

Report

Riverina Water is required to have a Privacy Policy and a Privacy Management Plan explaining how we manage the personal and health information of our customers, board members, staff, contractors and all who come in contact with Riverina Water in accordance with NSW privacy laws. This includes the Privacy and Personal Information Act 1998 (PIPP Act) and the Health Records and Information Act 2002 (HRIP Act).

According to the Plan that is available on our website (as Policy 5.12), the Riverina Water Privacy Management Plan was originally adopted in August 2000 as Policy 1.21. According to the Privacy Commission guidelines, it is to be reviewed every two years. It appears from the document that the name was changed in November 2013 to Policy 5.12. No other changes are noted. It is clearly important, therefore, that the Privacy Management Plan is now reviewed.

The Privacy Management Plan as presented for endorsement is a smaller document reduced from 41 pages to 26 pages. The language and order of information presented in the Plan is simplified and references current legislative requirements. The request forms for accessing personal information do not form part of this document but will be available from our website and directly from our Administration Office once adopted. This will coincide with

the launch of the new website. The current Management Plan has these forms within the document, so customers can access these in the interim if required.

Whilst the Privacy Policy 1.20 is not due for review until June 2021, it was considered appropriate to review this at the same time as the Plan. There are only minor changes to wording within the document but it has been re-written in line with our new branding and style guide.

As the Privacy Management Plan and Policy impact on our customers and members of the general public and their interaction with Riverina Water, it is considered appropriate to place these on public exhibition for comment. If agreed, the Privacy Management Plan and Policy 1.20 will be placed on public exhibition from 27 February to 26 March 2020, and a follow up report provided to the April Board meeting.

- › **R5.1 Privacy Policy 1.20**
- › **R5.2 Privacy Management Plan 2020**

Financial Implications

Nil – any costs associated with training have already been taken into account in operational budgets

Risk Considerations

Corporate Governance and Compliance	
Avoid	Council will avoid risks relating to procedural/policy, legal and legislative compliance

Without an up-to-date Privacy Management Plan and Policy, Riverina Water risks private information not being treated in accordance with the Privacy and Personal Information Act 1998 (PIPP Act) and the Health Records and Information Act 2002 (HRIP Act), thereby acting in breach of that legislation.

Policy 1.20

Privacy

Purpose

This policy sets out Riverina Water's commitment to promoting the protection of personal and health information it captures and retains. This Policy and associated Privacy Management Plan have been written to ensure personal and health information is managed in accord with relevant legislation and accompany regulations.

Policy Statement

Riverina Water respects the privacy of its Board, staff, volunteers, contractors and customers, and members of the general public who have contact with Riverina Water.

Riverina Water will deal with personal and health information in a manner that complies with legislative requirements and ensure that persons who have personal or health information collected by Riverina Water are aware of their rights in regard to this information

Scope

This Policy applies to all personal and health information collected, maintained and/or used by Riverina Water Board members, staff, contractors, volunteers, customers and members of the public who have contact with Riverina Water. It provides the foundation for Riverina Water's Privacy Management Plan.

Definitions

Personal information	Information or an opinion about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion. This information can be on a data base or does not necessarily have to be recorded in material form.
Health information	Is a specific type of personal information. Health information includes personal information that is information or an opinion about the physical, mental or emotional state or capacity of an individual

Data and document control

Author: Governance & HR

Version

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HRIPA	Health Records Information and Privacy Act 2002
PIPPA	Privacy and Personal Information Protection Act 1998
Public Register	A register that contains information (including personal information) that is required by law to be, or is made, publicly available or open to public inspection (whether or not on payment of a fee)
Privacy Management Plan	Regulates the collection, use and disclosure of, and the procedures for dealing with, personal information held by Riverina Water

Policy Principle 1

Riverina Water is committed to ensuring the protection of personal and health information that is collected and held by council.

As part of this intent, Riverina Water will apply the following general principles, based on the 12 Information Protection Principles and the 15 Health Privacy Principles as specified in legislation.

The first 9 principles are common under the PPIPA and HRIPA

- Principle 1 Collection of personal information for lawful purposes
- Principle 2 Collection of personal information directly from an individual
- Principle 3 Requirements when collecting personal information
- Principle 4 Other requirements relating to collection of personal information
- Principles 5 Retention and security of personal information
- Principle 6 Information about personal information held by agencies
- Principle 7 Access to personal information held by agencies
- Principle 8 Alteration of personal information
- Principle 9 Agency to check accuracy of personal information before use

Further principles under PIPPA

- Principle 10 Limits on use of personal information
- Principle 11 Limits on disclosure of personal information
- Principle 12 Special restrictions on disclosure of personal information

Further principles under HRIPA

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Principle 10	Limits on use of health information
Principle 11	Limits on disclosure of health information
Principle 12	Identifiers
Principle 13	Anonymity
Principle 14	Trans-border data flows and data flow to Commonwealth agencies
Principle 15	Linkage of Health Records

Policy Principle 2

Individuals can seek access to review or amend their own personal and health information under Section 14 of PPIPA and Section 26 of HRIPA. Forms are available from our website or via direct contact to our Administration office by phoning 69220608 or via email to admin@rwcc.nsw.gov.au. Proof of identity is required to access and/or amend personal or health information.

Policy Principle 3

Riverina Water will comply with the relevant legislation and Privacy Code of Practice in regards to the disclosure of privacy and health information. Disclosure of personal information in Public Registers and other Council registers to third parties is covered in Riverina Water's Privacy Management Plan. Personal information will be provided at the General Manager's discretion, only where it would be in the public interest to do so.

Policy Principle 4

An internal review can be requested in writing from Riverina Water in relation to an information privacy matter or against a decision made in relation to the release of information. Alternatively, a review or complaint can be directed to the Privacy Commissioner.

Policy Implementation

The principles set out in this policy will be implemented through the provisions of the Privacy Management Plan. The Policy and Plan will be made available on Riverina Water's website.

The Policy and Management Plan will be made available to all staff through the intranet, and awareness of handling personal and private information will be covered at induction and reinforced through department meetings and compliance refresher training.

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Non Compliance

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

Policy number	1.20
Responsible area	Governance and HR
Approved by	To be updated
Approval date	To be updated
Legislation or related strategy	Privacy and Personal Information Protection Act 1998 (PPIPA) Health Records Information and Privacy Act 2002 (HRIPA) Government Information (Public Access) Act 2009 (GIPAA) Privacy Code of Practice for Local Government
Documents associated with this policy	Records Management Policy Policy 1.18 Privacy Management Plan
Policy history	Original publication date August 2013 Reviewed Oct 2015 Res 15/151 28 Oct 2015 Reviewed June 2017 Res 17/99 28 June 2017

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

END OF POLICY STATEMENT

Data and document control

Author: Governance & HR

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Privacy Management Plan

February 2020

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1 Privacy Management Plan Overview

The purpose of this Privacy Management Plan (PMP) is to explain how Riverina Water manages personal and health information of our customers, Board members, staff, contractors and all who come in contact with Riverina Water in accordance with NSW privacy laws. This includes the Privacy and Personal Information Protection Act 1998 (PPIP Act) and the Health Records and Information Privacy Act 2002 (HRIP Act).

The PMP also explains who you should contact with questions about the information collected and retained by Riverina Water, how to access and amend your stored information and what to do if you believe Riverina Water may have breached the PPIP or HRIP Acts.

Additionally the PMP is used to support Riverina Water's staff about how to deal with personal information. This helps to ensure that Riverina Water complies with the PPIP Act, the HRIP Act and the Government Information (Public Access) Act 2009 (GIPA).

1.1 What the plan covers

This PMP includes requirements outlined in s33(2) of the PPIP Act (PPIPA) including:

- › Information about the private information Riverina Water holds and for what purpose
- › how Riverina Water develops policies and practices in line with the State's information and privacy Acts
- › how Riverina Water disseminates these policies and practices within the organisation and trains our staff in their use
- › Riverina Water's internal review processes
- › anything else Riverina Water considers relevant to the PMP in terms of privacy and the personal and health information we hold.

This Plan should be read in conjunction with the Code of Practice for Local Government (the Code) and the Riverina Water Code of Conduct

Who the Plan applies to

The PPIPA, HRIPA and this Plan apply, wherever practicable, to:

- Board members
- Riverina Water employees
- Consultants and contractors of Riverina Water
- Volunteers
- Audit, Risk & Improvement Committee members
- Anyone working for and on behalf of Riverina Water in whatever capacity

1.2 Definitions

Collection (of personal information) – the way in which Riverina Water acquires personal and/or health information, which can include a written or online form, a verbal conversation, a voice recording, or a photograph

Disclosure (of personal information) – when Riverina Water makes known to an individual or an entity, personal or health information not previously known to them

Exemptions from compliance with Information Protection Principles (IPPs) – are provided under Division 2 and Division 3 of Part 2 of the PPIP Act

Health Information – information or an opinion about a person's physical or mental health or disability, or a person's express wishes about the future provision of their health services or a health service provided or to be provided to a person (see the definition at S6 HRIP Act)

Investigative agencies -any of the following: the NSW Ombudsman's office, the Independent Commission against Corruption (ICAC) or the ICAC inspector, the Law Enforcement Conduct Commission (LECC) or the LECC Inspector and any staff of the Inspector, the Health Care Complaints Commission, the Office of the Legal Services Commissioner, and Inspector of Custodial Services.

Law enforcement agencies - any of the following: the NSW Police Force or the police force of another State or Territory, the NSW Crime Commission, the Australian Federal Police, the Australian Crime Commission, the Director of Public Prosecutions of NSW or another State or Territory or of the Commonwealth, Department of Justice, Office of the Sheriff of NSW.

Personal information - information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. Exclusions to the definition of personal information are contained in s4(3) of the PPIP Act and includes health information; (see the definition at s4 PPIP Act and s4(3) PPIP Act and s5 of the HRIP Act).

Privacy principles - the Information Protection Principles set out in Division 1 of Part 2 of the PPIP Act and Health Principles set out in Schedule 1 of the HRIP Act. The privacy principles set out the minimum standards for all NSW public sector agencies when handling personal and health information. Within these principles lawful exemptions are provided.

Public register- a register of public information that is required by law to be, or is made, publicly available or open to public inspection, whether or not upon payment of a fee.

Privacy obligations – the information privacy principles and any exemptions to those principles that apply to Riverina Water

Riverina Water official - an individual having "public official" functions or acting in a public official capacity of Riverina Water. Includes but not limited to a volunteer, Board member, Committee member, contractor or member of staff

Staff – any person working in a casual, temporary or permanent capacity at Riverina Water, including consultants and contractors

1.3 Data Breach Plan

In addition to this PMP, Riverina Water has a Data Breach Response Plan that sets out Riverina Water's procedures for managing a data breach, including the considerations around notifying those persons whose privacy may be affected by the breach.

2. Personal and health information

Riverina Water is committed to protecting the privacy of our customers, business contacts, Board members, employees, contractors and volunteers. This Plan aims to ensure we manage the personal and health information we collect, store, access, use and disclose in the course of business activities ethically and appropriately.

Riverina Water collects, stores and uses a range of information. A significant part of that information is personal information.

In practice any information held will receive treatment of a higher standard; namely treatment accorded to personal information where the information cannot be meaningfully or practicably separated.

2.1 Information that is not personal information

Personal information does not include information about an individual that is contained in a publicly available publication. Personal information, once it is contained in a publicly available publication, ceases to be covered by PPIPA.

Where Riverina Water is requested to provide access or make a disclosure and that information has already been published, then the provision of the relevant Act that authorises the holding of that information will be followed (for example, section 12(1) of the Local Government Act).

The following are considered to be publicly available documents:

- an advertisement containing personal information in a newspaper
- personal information published on any social media platform
- books or magazines that are printed and distributed broadly to the general public
- Council business papers or that part that is available to the general public
- personal information that may be a part of a public display on view to the general public

Information published in this way ceases to be covered by the PPIPA.

2.2 Information Riverina Water might collect

The following are examples of the types of personal and health information and circumstances where we may collect personal information in exercising our functions:

Board members

Riverina Water holds personal information concerning Board members, including:

- personal contact information
- pecuniary interest returns
- any declarations of interest made at Board meetings
- any complaints or disciplinary matters
- entitlements to fees, expenses and facilities

Customers and Residents

Riverina Water holds personal and possible health information in its records such as:

- Property records
- Billing records
- Pensioner and concession details
- Financial records
- Details of circumstances relating to hardship and debt management
- Customer requests
- Donation, grant and sponsorship applications
- Leases, licences and agreements
- Submissions and information collected as part of Riverina Water's community engagement and consultation activities

Employees, volunteers and contractors

Riverina Water holds personal and health information concerning its employees, volunteers and contractors as appropriate, such as:

- Personal contact information and emergency contact details
- Recruitment material
- Pre-employment medical information
- Bank account details
- Wage and salary entitlements
- Leave and payroll data
- Medical certificates and medical information
- Disclosure of interest returns
- Workers' compensation records
- Performance management plans
- Disciplinary matters

2.3 How Riverina Water collects personal and health information

Riverina Water collects and receives people's personal and health information in a variety of ways, in order to perform services and functions.

The collection of this information may be in writing, e-mail, inquiry from the website, over the phone, by fax or in person.

Riverina Water will decide what level of information is appropriate to be collected for each enquiry on a case-by-case basis. This is on the understanding that the details collected must contain enough information to be an accurate record of the issue and assistance given, but should not contain unnecessary personal and/or health information.

If someone writes to Riverina Water, a full copy of whatever is sent is generally kept within the electronic document management system or in a hard copy file. However, if someone calls over the phone and gives a lot of background information, Riverina Water may decide not to record all the personal information if it is irrelevant to the enquiry. For example, a Riverina Water staff member might make a general note, such as "concerned about impact of an illness" without recording details about the illness itself.

Riverina Water's telephones will display the number of the person who called, except for private/silent numbers. Telephone conversations are not electronically recorded. If someone has an enquiry that cannot be answered straight away, a Riverina Water staff member will offer to take the person's name and telephone number so someone can respond.

It is normal business practice for our customer service officers to check customer contact details when they call, including a contact email address. This is to allow us to make contact via email should that be necessary regarding billing matters, for example meter readings that are very high, or to respond to an earlier enquiry.

As a security measure, Riverina Water has video surveillance of the customer service counter at its Administration Building in Hammond Avenue. This records vision only. Recordings are held for two weeks. This timeframe is under review, and it is expected that this retention period will be extended.

The Spam Act 2003

Riverina Water complies with the Commonwealth Spam Act 2003 in regards to sending of emails to customers. Prior to sending any message that could be construed to be marketing, we will first seek to confirm that permission has been granted to use a customer's email address for that purpose. Our email message will identify us as the sender and contain our contact details.

Permission

There are two types of permission: express or inferred

People can give express permission by one of the following:

- filling in a form
- ticking a box on a website
- over the phone
- face to face
- correspondence – via mail or email

It is inferred that a person gives permission to be contacted by email for marketing purposes if they are a current customer and the message we send is related to the service they already have.

Public access to tabled correspondence and reports

The Local Government Act 1993 – sec 11. (1) provides that:

A council and a committee of which all the members are councillors must, during or at the close of a meeting, or during the business day following the meeting, give reasonable access to any person to inspect correspondence and reports laid on the table at, or submitted to, the meeting.

(2) This section does not apply if the correspondence or reports—

(a) relate to a matter that was received or discussed, or

(b) were laid on the table at, or submitted to, the meeting,

when the meeting was closed to the public.

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

It should be noted that since December 2019, Riverina Water records all Council meetings, which are livestreamed onto our website. By remaining in the public gallery it is assumed that an attendee's permission has been given in the event that their image or voice is broadcast.

3 Public Registers

A public register is defined in section 3 of the PPIPA as a register of personal information that is required by law to be, or is made, publicly available or open to public inspection (whether or not on payment of a fee).

Disclosure in relation to public registers must comply with Part 6 of the PPIPA. Personal information cannot be accessed by a person about another person unless the personal information is contained in a public register. Where personal information is contained in a public register, Part 6 of the PPIPA applies to determine whether access to that information will be given.

It is considered that a secondary purpose for which all public registers are held by a council includes the provision of access to members of the public. Therefore disclosure of specific records from public registers would normally be considered to be allowable under section 57 of the PPIPA.

Personal information contained in a public register, other than where required by legislation, will only be disclosed where Riverina Water is satisfied that it is to be used for a purpose relating to the purpose of the register.

3.1 Application for disclosure

A person seeking a disclosure of someone else's personal information from a public register must satisfy Riverina Water that the intended use of the information is for a purpose directly relating to the purpose of the register or the Act under which the register is kept.

Persons or organisations who apply to Riverina Water to have access to the information contained in any public register for a purpose not related to the purpose of the register, may be given access at the discretion of Riverina Water but only in accordance with the Code.

3.2 Suppression of information in relation to a public register

A person about whom personal information is contained (or proposed to be contained) in a public register, may request the General Manager under section 58 of the PPIPA to have the information removed from, or not placed on the register, and not disclosed to the public.

If the General Manager is satisfied that the safety or well-being of any person would be affected by not suppressing the personal information as requested, the information will be suppressed in accordance with the request. The General Manager may however, form the opinion that the public interest in maintaining public access to the information outweighs any individual interest in suppressing the information.

When in doubt, Riverina Water will err in favour of suppression.

An application for suppression should be made in writing to the General Manager and must outline the reasons for the request. Supporting documentation may be required as appropriate.

Any information that is removed from, or not placed on, a public register under this section may be kept on the register for other purposes.

Riverina Water holds the following public registers:

- Land Register
- Contracts Register for contracts awarded over \$250,000 (GST inclusive)
- Register of disclosures of Interest
- Fees and charges
- Related Party Disclosures

3.3 Purposes of the public registers

Register	Primary purpose of the Register
Land register	Identify all land vested in council or under its control. The secondary purpose includes a consideration of public accountability as to the land held by council
Contracts register	Contracts awarded and details of successful contractor for contracts with a value of over \$250,000 (GST inclusive). There is a public accountability purpose and third party access is a secondary purpose.
Register of Disclosures of Interest and Related Party Disclosures	The purpose is to determine whether or not a Riverina Water official has a pecuniary interest in a matter with which the council is likely to be concerned. There is a corresponding public accountability purpose and third party access is a secondary purpose.

3.4 Other Registers

Riverina Water may keep other registers that are not public registers. The Information Protection Principles, this Plan, the Code and PPIPA apply to the use and disclosure of information in those registers.

4 Information Protection Principles

This section contains a general summary of how Riverina Water must manage personal and health information under the PPIP Act, the HRIP Act and other relevant laws.

PIPPA provides for the protection of personal information by means of 12 Information Protection Principles and HRIPA provides for the protection of health information by means of 15 Health Information Protection Principles.

Riverina Water complies with the Information Protection Principles (IPPs) prescribed under PPIPA and Health Privacy Principles (HPPs) prescribed under HRIPA.

4.1 The PPIP Act and personal information

The PPIP Act sets out how Riverina Water must manage personal information.

Personal information is defined in s4 of the PPIP Act and is essentially any information or opinions about a person where that person's identity is apparent or can be reasonably ascertained. Personal information can include a person's name and address, details about their family life, their sexual preferences, financial information, fingerprints and photos.

There are some kinds of information that are not personal information, such as information about someone who has been dead for more than 30 years, information about someone that is contained in a publicly available publication, or information or an opinion about a person's suitability for employment as a public sector official. Health information is generally excluded here as it is covered by the HRIP Act.

Information protection principles (IPPs)

Part 2, Division 1 of the PPIP Act contains 12 IPPs with which Riverina Water must comply.

4.2 The HRIP Act and health information

The HRIP Act sets out how Riverina Water must manage health information.

Health information is a more specific type of personal information and is defined in s6 of the HRIP Act. Health information can include information about a person's physical or mental health, such as a psychological report, blood test, an X-ray, or even information about a person's medical appointment. It can also include personal information that is collected to provide to a health service, such as a name and contact number on a medical record.

Health privacy principles (HPPs)

Schedule 1 of the HRIP Act contains 15 HPPs with which Riverina Water must comply.

4.3 Riverina Water compliance with the Principles

Below is an overview of the principles as they apply to Riverina Water.

IPP 1 & HPP1 Lawful collection

Riverina Water collects personal information only for a lawful purpose that is directly related to its functions and activities.

Riverina Water will not collect any more information than is reasonably necessary to fulfil its proper functions.

Personal and health information may include names, residential address, phone numbers, email addresses, signatures, medical certificates, photographs and video footage (CCTV)

Anyone engaged by Riverina Water as a private contractor or consultant that involves the collection of personal and health information must agree not to collect personal information by any unlawful means.

IPP 2 & HPP 2 Direct collection

Personal information will be collected directly from the individual, unless that person consents otherwise.

The Code makes provision for Riverina Water to depart from this principle where indirect collection of personal information is reasonably necessary when an award, prize, benefit or similar form of personal recognition is intended to be conferred upon the person to whom the information relates.

Health information will be collected directly from the person concerned, unless it is unreasonable or impractical to do so. Riverina Water may collect personal information from other public sector agencies in respect of specific statutory obligations where it is authorised by law to do so. (eg State Cover).

PIPPA permits non-compliance with this principle if Riverina Water is exercising complaint handling, investigative function or is authorised or required not to comply with the principle under any Act or law.

Riverina Water informs people why their personal information is being collected, what it will be used for, and to whom it will be disclosed. We will tell people how they can access and amend their personal information and any possible consequences if they decide not to give their personal information to us.

IPP 3 & HPP 3 Requirements when collecting

We inform people why their health information is being collected, what it will be used for and to whom it will be disclosed. Riverina Water will tell people how they can access and amend their health information and any possible consequences if they decide not to give their health information to us.

If health information is collected about a person from someone else, reasonable steps will be taken to ensure that the persons has been notified.

IPP4 & HPP 4 Relevance of information collected

Riverina Water will ensure that personal information collected is relevant, accurate, is not excessive and does not unreasonably intrude into the personal affairs of people.

We will, in normal circumstances, rely on the individual to supply accurate, complete information, although in special circumstances some verification processes may be necessary.

IPP 5 & HPP5 Secure storage

Riverina Water stores personal and health information securely, keeps it no longer than necessary and destroys it appropriately. Personal information is protected from unauthorised access, use, or disclosure by application of appropriate access levels to our electronic document management system (EDRMS), our finance and billing systems, and staff training.

If it is necessary for the information to be given to a person in connection with the provision of a service to Riverina Water (eg health provider) everything reasonably within the power of Riverina Water is done to prevent unauthorised use or disclosure of the information.

IPP 6 & HPP 6 Transparent access

Riverina Water stores information for the purpose of carrying out its services and functions and in order to comply with relevant records keeping legislation.

Individuals have a right to request access to their own information to determine what, if any, information is stored, how long it will be stored and where it is stored.

Where Riverina Water receives a request or formal application by a person on what information we hold about them, a search will be undertaken of our records to answer the enquiry. We will normally provide a response to applications of this kind within 28 days of the application being made.

Riverina Water will have a privacy statement on its web page and in its annual report concerning the nature of the personal information we regularly collect, the purpose for which the personal information is used and an individual's right to access their own information.

IPP 7 & HPP 7 Access to own information

Riverina Water will ensure individuals are allowed to access their own personal and health information without unreasonable delay or expense.

It should be understood, however, that compliance with this principle does not allow disclosure of information about other people. If access to information that relates to someone else is sought, an application must be made under the GIPA Act.

IPP 8 & HPP 8 Right to request to alter own information

Riverina Water will, at the request of the person involved, allow them to make appropriate amendments (that is, correction, deletion or amendments) to their own personal and health information so as to ensure the information is accurate, relevant to the purpose for which it was collected, up to date and not misleading.

Changes of name, address and other amendments to personal information require appropriate supporting documentation.

IPP 9 & HPP 9 Accurate use of information collected

Riverina Water will take all reasonable steps to ensure personal and health information is accurate, relevant and up to date before using it. This will include taking into account the age of the information, its significance, the likelihood of change and the particular function for which the information is collected.

IPP 10 & HPP 10 Limits to use of information collected

Riverina Water only uses personal information for the purpose it was collected for, or a directly related purpose or for a purpose for which a person gives consent.

The Code makes provision that Riverina Water may use personal information for a purpose other than the purpose for which it was created in the following circumstances:

- Where the use is in pursuance of Riverina Water's lawful and proper function/s and we are satisfied that the personal information is reasonably necessary for the exercise of such function/s
- Where personal information is to be used for the purpose of conferring upon a particular person, an award, prize, benefit or similar form of personal recognition

IPP 11 & HPP 11 Restricted and limited disclosure of personal and health information

Riverina Water will only disclose personal and health information with the individual's consent or if the individual was told at the time of collection that it would do so.

PIIPA permits non-compliance with this principle if the disclosure is in relation to a complaint that is made to or referred from an investigative agency.

PIPPA permits non-compliance where a disclosure is to be made to a public sector agency under the administration of the Office of Local Government.

IPP 12 Special limits on disclosure

Riverina Water will not disclose sensitive personal information without consent unless it is necessary to prevent a serious and imminent threat to the life or health of an individual in relation to the following:

- Ethnic or racial origin
- Political opinions, religious or philosophical beliefs
- Trade union membership
- Health or sexual activities

Riverina Water will not disclose sensitive or health information to any person or body who is in a jurisdiction outside of NSW unless:

- The disclosure is permitted under a Privacy Code of Practice
- Riverina Water is asked for information by a potential employer outside NSW. We may verify that a current or former employee works or has worked with us, the duration of that work, and the position occupied at that time. This exemption will not permit Riverina Water to give an opinion as to that person's suitability for a particular position with a particular employer, unless Riverina Water is satisfied that the person has provided their consent for Riverina Water to provide a reference or to be a referee,

which may include an opinion as to that person's suitability for the position for which they have applied.

Specific Health Information Privacy Principles

Health information includes information or an opinion about the physical or mental health or a disability of an individual and includes personal information about a health service provided, or to be provided, to an individual.

Health information is given a higher level of protection regarding use and disclosure than is other personal information.

In addition to the principles above, the following four additional principles apply specifically to health information.

HPP12 Unique identifiers

Riverina Water does not use unique identifiers for health information, as they are not needed to carry out our functions.

HPP 13 - Anonymity

Riverina Water allows people to stay anonymous where it is lawful and practical.

HPP 14 Trans-border data flow

Riverina Water does not usually transfer health information outside of NSW unless we have a request from a GP or specialist or legal writ.

HPP 15 Cross-organisational linkages

Riverina Water does not currently use a health records linkage system and does not anticipate using one in the future. However, if one were to be used, Riverina Water would not use one without people's consent.

4.4 Exemptions in PIPPA and HRIPA

Exemptions are located mainly in Schedule 1 of the HRIP Act and may allow Riverina Water to not comply with HPPs in certain situations.

Riverina Water does not use the exemptions on a regular basis as they are not usually relevant to the work of Riverina Water. However, if an exemption were used, we would aim to be clear about the reasons for using it.

Health privacy codes of practice and public interest directions can modify the HPPs for any NSW public sector agency. These are available on the IPC website. Currently, there are none that are likely to affect how Riverina Water manages health information.

Offences

It is an offence for Riverina Water officials to intentionally disclose or use personal information about another person accessed in the exercising of official functions for an unauthorised purpose.

It is an offence for Riverina Water officials to supply personal information that has been disclosed unlawfully.

Offences can be found in Part 8 of the HRIP Act. It is an offence for Riverina Water to:

- intentionally disclose or use any health information about an individual to which the official has or had access to in the exercise of his or her official functions
- offer to supply health information that has been disclosed unlawfully
- attempt to persuade an individual to refrain from making or to withdraw an application pursuing a request for access to health information or a complaint to the Privacy Commissioner or Tribunal
- by threat, intimidation, or false representation require another person to give consent or to do, without consent, an act for which consent is required.

4.5 Specific exemptions in PIPA and HRIPA relevant to Riverina Water

There are a number of exemptions from compliance with the PIPA and HRIPA that apply directly to Council. These relate to situations where:

- information is collected in connection with proceedings (whether commenced or not) before any Court or Tribunal
- information is collected for law enforcement purposes
- information is used for a purpose reasonably necessary for law enforcement purposes or to protect the public revenue
- Riverina Water is authorised or required by a subpoena or search warrant or other statutory instrument
- Riverina Water is investigating a complaint that may be referred or made to an investigative agency
- Riverina Water is permitted by a law or Act not to comply
- Compliance would prejudice the interests of the individual to whom the information relates
- The individual to whom the information relates has given express consent to Riverina Water not to comply
- Disclosure is permitted under the Privacy Code of Practice for Local Government

4.6 Riverina Water staff responsibilities

Employees will be made aware of this Plan as part of induction, and it will be made available on Riverina Water's intranet and website. Additionally there will be reminders provided to staff on the general provisions of the PPIPA and HRIPA, and in particular this Privacy Management Plan.

Fast screen savers have been installed on Riverina Water computers to ensure security of information and screens in public areas are facing away from the public. Passwords are required to be changed regularly and permissions are set on access to records within our finance systems and electronic records management system, to ensure that only authorised members of staff can access certain types of records.

4.7 Promoting the Plan to the community

Riverina Water promotes public awareness of how we manage personal and health information by:

- making the Privacy Management Plan publicly available from our website or office
- writing the Plan in plain english
- letting people know about the Plan and our procedures if they enquire about personal and health information
- including privacy statements on application forms and invitations for submissions and community engagement

5 Privacy concerns

Riverina Water encourages individuals to try to resolve any privacy concerns they may have with us informally before going through a formal review process. Please contact us by phone or email in the first instance for advice. If the issue isn't resolved to your satisfaction you will be referred to our Privacy Contact Officer. Please phone 69220608 during office hours.

5.1 Internal review

If an issue hasn't been resolved after discussions with Riverina Water's Privacy Contact Officer, or if you think that Riverina Water has breached the PPIPA or HRIPA relating to your own personal or health information you may seek an internal review. You cannot seek an internal review for a breach of someone else's privacy, unless you are an authorised representative of that person.

An application for internal review is to be made in writing to the Privacy Contact Officer within 6 months of when you first became aware of the conduct or decision that is the subject of the review.

How does the Internal Review work?

The Privacy Contact Officer will appoint a suitably qualified Reviewing Officer to conduct the internal review. The Reviewing Officer will report their findings to the Privacy Contact Officer.

The review is to be completed within 60 days of receipt of the application. The applicant will be notified of the outcome of the review within 14 days of the determination.

The Privacy Contact Officer will notify the Privacy Commissioner of a review application as soon as is practicable after it is received. Riverina Water will brief the Privacy Commissioner on the progress of an internal review and notify them of the outcome. Riverina Water can, if it deems it appropriate, ask the Privacy Commissioner to conduct the internal review.

5.2 External review

If an applicant disagrees with the outcome of an internal review or is not notified of an outcome within 60 days, they have the right to seek an external review.

An application for external review can only be made after an internal review has been completed and must be made within 28 days from the date of the internal review decision.

If the applicant remains unsatisfied with the outcome of the external review they may appeal to the NSW Civil and Administrative Tribunal (NCAT) for a review of Riverina Water's conduct of the initial review.

5.3 Alternative to lodging an Internal review

If a person does not want to lodge an application for an internal review with Riverina Water, they may contact the Privacy Commissioner directly. The complaint does not need to be reviewed internally before being reviewed by the Privacy Commissioner.

The role of the Privacy Commissioner includes promoting the adoption of and compliance with the information protection principles, investigating complaints, initiating privacy codes of practice and assisting agencies manage personal information.

5.4 NSW Civil and Administrative Tribunal (NCAT)

NCAT was established on 1 January 2014. NCAT consolidates the work previously dealt with by 22 separate tribunals. Riverina Water's previous Privacy Management Plan was covered under the Administrative Decisions Tribunal (ADT).

NCAT's broad and diverse jurisdiction and matter types are dealt with in four specialist Divisions. The division that is relevant to this Plan is the Administrative and Equal Opportunity Division. This Division reviews administrative decisions made by NSW government agencies and resolves discrimination matters.

6 Other applicable laws

This section contains information about the other laws that affect how Riverina Water complies with the IPPs and HPPs.

Crimes Act 1900

Under this law, Riverina Water must not access or interfere with data in computers or other electronic devices unless it is authorised to do so.

Government Information (Public Access) Act 2009 (GIPA Act) and Government Information (Public Access) Regulation 2009

The GIPA Act provides a mechanism to access your personal information or other information. An application can be made to Riverina Water to access information that Riverina Water holds. Sometimes, this information may include personal and/or health information.

If a person has applied for access to someone else's information, Riverina Water will take steps to consult with people who might have concerns regarding disclosure of their personal information. Riverina Water will provide notice of the decision to ensure that people who might want to object to the release of information have time to apply for a review of the decision to release information.

Government Information (Information Commissioner) Act 2009 (GIIC Act)

Under this law, the Information Commissioner has the power to access government information held by other NSW public sector agencies for the purpose of conducting a review or investigation, or dealing with a complaint under the GIPA Act and GIIC Act.

The Information Commissioner also has the right to enter and inspect any premises of a NSW public sector agency and inspect any record.

This Act also allows the Information Commissioner to provide information to the NSW Ombudsman, the Director of Public Prosecutions, the Independent Commission Against Corruption, or the Police Integrity Commission.

Independent Commission Against Corruption Act 1988

Under this law, Riverina Water staff cannot misuse information obtained in the course of doing their jobs.

Public Interest Disclosures Act 1994 (PID Act)

The PID Act sets in place a system to encourage public officials to report wrongdoings. The NSW Information Commissioner is responsible for receiving complaints made as public interest disclosures about government information contraventions, as provided for under the PID Act.

The definition of personal information under the PPIP Act excludes information contained in a public interest disclosure. This means that 'personal information' received or collected under the PID Act is not subject to the IPPs or HPPs.

The PID Act requires Riverina Water to not disclose information that might identify or tend to identify a person who has made a public interest disclosure.

State Records Act 1998 and State Records Regulation 2015

This law sets out when Riverina Water can destroy its records. It also authorises the State Records Authority to establish policies, standards and codes to ensure that NSW public sector agencies manage their records appropriately.

7 Contact details

For assistance in understanding the processes under the PPIPA and HRIPA, please contact Riverina Water's Privacy Contact Officer or the Information and Privacy Commission.

Riverina Water

The Privacy Contact Officer
Riverina Water
PO Box 456
WAGGA WAGGA NSW 2650
Phone: (02) 69220608
Email: admin@rwcc.nsw.gov.au

Riverina Water Administration Office
91 Hammond Avenue
WAGGA WAGGA NSW 2650
Monday to Friday – 8:30 am to 4:30 pm

Information & Privacy Commission

GPO Box 7011
SYDNEY NSW 2001
Phone 1800 472679
Email: ipcinfo@ipc.nsw.gov.au
Web: www.ipc.nsw.gov.au

NSW Civil and Administrative Tribunal (NCAT)

Level 10, John Maddison Tower
86-90 Goulburn Street
SYDNEY NSW 2000
Phone 02 93775859
Or
1300 006228

8 Document Details

Responsible area	Governance & HR
Approved by	Council (to be approved)
Approval date	To be confirmed
Legislation or related strategy	Privacy and Personal Information Protection Act 1998 (NSW) (PPIPA) Health Records and Information Privacy Act 2002 (HRIPA) Privacy Code of Practice for Local Government (Code) Public Interest Disclosures Act 1994 (PID Act) Local Government Act 1993
Documents associated with this Plan	Privacy Policy 1.20 Protected Disclosures Policy 1.11 Records Management Policy 1.18 Code of Conduct Policy 1.1 Internal Reporting Procedure Data Breach Response Plan Employee Induction Information pack
Document history	Adopted 23 June 2000 – Res 00/69 Name changed 22/11/13 from Policy 5.12 Reviewed February 2020
Next Review	The Information and Privacy Commission guidelines for Privacy Management Plans recommend review at least every two years. This Plan, therefore, should be reviewed in February 2022

It should be noted that details contained within the Privacy Management Plan may change prior to review due to legislative or other changes, therefore this document is uncontrolled when printed.

R6 Policy 2.4 Deferred Payments for Rural Extensions

Management Area **General Manager**

Author Andrew Crakanthorp, General Manager

Summary Amendments have been made to Council's Deferred Payments for Rural Extensions policy (POL 2.4) requiring the endorsement of Council

RECOMMENDATION that Council adopt the revised Policy 2.4 Deferred Payments for Rural Extensions

Report

In June 2010 Council resolved to adopt a proposal for deferred payments for rural mains extensions. This policy was then revised and adopted in October 2015. This version has been reviewed by staff and is the basis for a change to the existing policy.

Significant changes to the policy are summarised below:

- The upper monetary limit of deferral offered has been changed from \$35,000 to \$50,000. Given the passage of time since the Policy was last reviewed, and in light of current climate conditions, it is felt that \$50,000 is a more suitable limit.
- The original policy had the following specific terms:
 - Amounts less than \$10,000 do not qualify for deferral;
 - Amounts between \$10,000 and \$20,000 are to be paid in three equal instalments at 0, 12 and 24 months;
 - Amounts between \$20,000 and \$30,000 are to be paid in four equal instalments at 0, 12, 24 and 36 months;
 - Amounts between \$30,000 and \$40,000 are to be paid in five equal instalments at 0, 12, 24, 36 and 48 months.

The revised policy removes these terms and allows all payments up to the value of \$50,000 to be paid in five equal instalments at 0, 12, 24, 36 and 48 months.

At the December 2019 meeting the board considered a report on this policy and made the following resolution regarding Draft Policy 2.4 Deferred Payments for Rural Extensions;

19/181 Resolved on the motion of Clrs Funnell and Koschel that the report be noted, that further work on the policy be undertaken to reflect the comments made by Councillors during the debate regarding the removal of the minimum amount of \$10,000 and also improving the ability of rural customers to seek financial support from Council.

The lower threshold of \$10,000 has been removed from the updated policy and is attached with changes marked up.

By way of further comment and to address the desire of the Board to provide financial assistance to rural customers, the following information is provided.

Section 356 of the Local Government Act 1993 provides as follows:

356 Can a council financially assist others?

(1) A council may, in accordance with a resolution of the council, contribute money or otherwise grant financial assistance to persons for the purpose of exercising its functions.

(2) A proposed recipient who acts for private gain is not ineligible to be granted financial assistance but must not receive any benefit under this section until at least 28 days' public notice of the council's proposal to pass the necessary resolution has been given.

(3) However, public notice is not required if—

(a) the financial assistance is part of a specific program, and

(b) the program's details have been included in the council's draft operational plan for the year in which the financial assistance is proposed to be given, and

(c) the program's proposed budget for that year does not exceed 5 per cent of the council's proposed income from the ordinary rates levied for that year, and

(d) the program applies uniformly to all persons within the council's area or to a significant group of persons within the area.

(4) Public notice is also not required if the financial assistance is part of a program of graffiti removal work.

Note.

Part 4 of the *Graffiti Control Act 2008* deals with graffiti removal work.

The above mechanism can be used by Council to provide other financial assistance on a case by case basis and in addition to the provisions of Policy 2.4 Deferred Payments for Rural Extensions.

› **R6.1 Draft POL 2.4 Deferred Payments for Rural Extensions**

Financial Impact

The recommendation does not impact on Council's financial position.

Risk Considerations

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

POL 2.4 Deferred Payments for Rural Extensions

Purpose

The intent of this policy is establish the parameters for deferred payment arrangements for landowner contributions for rural mains extensions.

Policy Objectives

The objective of this Policy is to:

- Provide clear guidance to Council staff in making arrangements with landowners to facilitate time payment arrangements for their costs in paying for rural mains extensions.
- Provide information to members of the public about what arrangements can be made for deferred payment for rural mains extensions.
- Ensure that a consistent approach is made for deferred payment arrangements at low cost.
- Ensure that rural consumers are assisted in access to an affordable potable water supply.

Scope

This policy is applicable to landowner contributions for rural mains extensions only.

Definitions

Rural Mains Extension	Rural non-urban extension and connection to lots over 20 hectares.
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Data and document control

Author: General Manager

Version: 2

EDRMS #

Last revised date: October 2019

Next scheduled review: October 2023

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Policy

Applications for rural mains extensions are to be made formally in writing. All offers made by Council for deferred payments will be on the same basis in accordance with this policy.

A provision is to be included in the acceptance letter from the landowner, agreeing to Council applying the applicable local government interest rate to outstanding amounts, in the case of default.

The policy allows for costs up to \$50,000 to be spread over five annual payments.

The first payment is to be made prior to work commencing, meaning that the series is over 48 months.

For any extension costing over \$50,000, the applicant can still benefit under the policy by paying the value above \$50,000 up front, prior to work commencing.

Rural non-urban extensions and connections to lots over 20 hectares may pay the costs under a deferred payment scheme which recognises the long distances involved. The specific terms are that:

- The components of cost that qualify for deferred payments include the extension costs and development servicing charge (headworks), but not the service connection fee.
- ~~Payments (excluding the connection fee) totalling less than \$10,000 do not qualify for deferred payment and are to be paid in full prior to work commencing.~~
- Payments up to the value of between the values of \$0 \$10,000 and \$50,000 are to be paid in five equal instalments at 0, 12, 24, 36 and 48 months.
- Payments over the value of \$50,000 to be paid with the balance above \$50,000 paid at 0 months and the remainder over 48 months as above.
- 0 months is immediately prior to the commencement of construction

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Data and document control

Author: General Manager

Version: 2

Last revised date: October 2019

EDRMS #

Next scheduled review: October 2023

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Policy number	POL 2.4
Responsible area	General Manager
Approved by	10/110
Approval date	June 2010 This document is to be reviewed every 4 years.
Legislation or related strategy	Not Applicable.
Documents associated with this policy	Nil
Policy history	Approval – 10/110 – June 2010 Name Change from 1.14 – 22 November 2013 Revision 1 – 15/153 – 28 October 2015 Revision 2 - 2/222 – 30 October 2019

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

END OF POLICY STATEMENT

Data and document control

Author: General Manager

Version: 2

EDRMS #

Last revised date: October 2019

Next scheduled review: October 2023

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R7 Community Grants Program

Organisational Area **General Manager**

Author Josh Lang, Community Engagement Officer

Summary Update report on the 2019/20 Community Grants Program and proposed timeframe for the 2020/21 program

RECOMMENDATION that the Council:

- a) Receive and note the update on the 2019/20 Community Grants Program
- b) Endorse the timeframe for the 2020/21 Community Grants Program
- c) Receive a further report regarding the 2020/21 Community Grants Guidelines
- d) Receive a further report on the continued operation of the Community Grants Program beyond the 2020/21 Program at the June 2020 Board Meeting

Report

Summary of 2019/20 Community Grants Program to date

In August 2019, Riverina Water launched its inaugural Community Grants Program with a total funding pool of \$500,000 spread across the four Local Government Areas we supply.

Three categories were available - Community Projects and Facilities; Arts and Culture; and Water Conservation.

Fifty-six eligible applications were received in the 2019/20 Annual Grants Program, with 42 applications approved by the Board at the 30 October 2019 meeting.

Total funding awarded was \$389,867, with excess funding for the Federation (\$53,360) and Greater Hume (\$56,773) shires to be rolled over into the 2020/21 program in the relevant categories.

Since successful applications were announced on 30 October 2019, many grants-funded projects are now underway or planned to be delivered later this year.

As at 14 February 2020, \$337,063.13 of awarded funding has been distributed to the successful applicants across the supply region.

The remaining funds are either payable at acquittal or are due to outstanding invoices. To date, five invoices have not yet been received. Riverina Water has been in contact with these grant recipients.

Feedback on the current program and improvements for the 2020/21 program

Overall, the initiative has been successful and many recipients have noted their project may not have been possible without the funding. Being the first time Riverina Water has conducted such a program, there have been many learnings

Feedback from applicants, both successful and unsuccessful, on the process has been generally positive. The application process has been described as simple, user friendly and more streamlined than other grants programs.

Applicants cited issues such as needing more information regarding auspice and financial information, project eligibility, GST for groups not registered for GST and in-kind support.

Feedback from the Board during assessment and from staff administering the grants centred on technical issues with the grants platform. While staff turnover impacted the grants administration internally, comments from applicants suggest they were not affected by this.

Leading into the launch of the 2020/21 program, process improvements on the online platform will be implemented and key information will be made clearer to applicants.

Collaboration and information sharing across the Councils and Riverina Water will also be a focus in the 2020/21 program, and we are considering conducting information sessions for prospective applicants.

Additionally, some gaps in the current grants guidelines were identified by applicants and internal staff. The 2020/21 guidelines will be amended to include:

- The ability for a program to be delivered across multiple LGAs to be grant-funded from each Council's funding pool
- Organisations not within the supply area but delivering a service in the supply area are eligible to apply, however, preference may be given to local projects
- Councils will be able to more easily auspice for community groups not registered for GST
- Purchasing of equipment that may support a community facility or make an event more financially sustainable in the long-term (for example, one-off purchase of seating instead of hiring each year)

In addition, the rolled over funding for the Greater Hume and Federation shires will be placed into the "Community projects and facilities" category. The 2020/21 funding allocations for this category will be \$111,773 for Greater Hume and \$108,360 for Federation.

This category has the largest maximum funding amount (\$20,000), which should assist in making a number of significant projects possible in these Council areas. Should there be a number of quality applications for the other categories, the assessment panels will be able to adjust as needed.

Schedule for 2020/21 program

Due to the Local Government elections on 12 September 2020, the schedule for the Community Grants Program will vary from 2019 and will be later in the year.

The following timeline is proposed for the 2020 program:

- Grant applications open: 9am, Monday 21 September 2020
- Applications close: 9am, Monday 26 October 2020
- Initial assessment for eligibility and assembling panels: 26 October to 6 November 2020
- Panel assessment: 9 to 27 November 2020 (indicative dates only, may be adjusted depending on the newly elected Board and Chairperson's availability)
- Grants administration and preparation for Board meeting: 27 November to 16 December 2020
- Successful grants approved and announced: 16 December 2020 Board meeting

Opening applications at this time will allow the new Board some time to assist in promoting the program in their communities, while giving Riverina Water the opportunity to promote the grants at the regional drawcard event, Fusion, on 17 October 2020. Applications also open one day prior to the Henty Machinery Field Days (22-24 September 2020), allowing those involved sufficient time to submit an application following the event.

Projects funded from the current grants program should be mostly completed by this time, which allows them to be used to promote the 2020/21 program and highlight how they have benefited local communities.

In contrast, moving the grants program forward this year would greatly compress the application and assessment process, and would also clash with Wagga Wagga City Council's Annual Grants Program due to start in March.

The timing of the Board meeting (16 December 2020) will mean many applicants may not be able to progress funding agreements until the new year. The timeline will be clearly communicated to applicants and staff will work to ensure any impact is mitigated.

Operation of the Community Grants Program beyond 2020/21.

In June 2018, Council gave consideration to a report which created the framework for the establishment of the program. In that report the following comments were made:

- A two-year initial period would allow council to assess the success of the program and not commit the Council beyond a total amount of up to \$1m
- The program would only operate in the event that RWCC has enjoyed a favourable financial result (that is, an operating surplus exceeding \$2m in the financial year two years prior to the year of the operation of the Fund)

- In conjunction with the above, RWCC would have created an internal reserve as part of the finalisation of the Council Statements for financial year ending two years prior to the program

In relation to the above, a report will be presented to the June meeting of the Board which will allow Council to decide to continue or discontinue the Program.

Financial Implications

The Community Grants Program is funded for a two-year period as resolved by Council in 2018.

Risks Considerations

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

R8 Request to Defer Developer Contributions

Management Area **Corporate Services**

Author Emily Tonacia, Manager Corporate Services

Summary A request has been received from the Combined Development Group seeking the deferral of payment for the Development Servicing Charge and Connection Costs in relation to the sub-division of 86 Harris Road, Gobbagombalin.

The debt that is proposed to be deferred totals \$378,874 (as at June 2019) and would be secured via two unconditional bank guarantees.

The current Development Servicing Plan (2013) contains no provision for the deferral of developer charges and any desire by the Board to consider agreeing to the request would require an amendment to the Plan.

RECOMMENDATION that Council, in line with the current Developer Servicing Plan (2013) decline the proposed payment deferral requested by Combined Development Group

Report

A proposal has been received from Combined Development Group regarding the deferral of the upfront payment of the Development Servicing Charges and Connection Costs associated with the stage 1 subdivision of 86 Harris Road, Gobbagombalin into 61 lots.

The costs that are proposed to be deferred (as at June 2019) are:

- Development Servicing Charges for 61 lots \$294,084
- Service Connection Fees for 61 lots \$84,790

As part of the deferral request, Combined Development Group have proposed to lodge, at the time of the issuing of the subdivision certificate, two bank guarantees totalling the amount of the debt calculated at that time by Riverina Water.

The proposed bank guarantees would be unconditional and open ended. Combined Development Group then propose to pay 75% of the outstanding debt when the same proportion of lots have settled, which is estimated to be approximately within 3 months of registration of the lot titles. The remaining lots are then anticipated to settle in the following 9 months, after which the remaining debt outstanding to Riverina Water would be paid. Notification of the achievement of both milestones, triggering payment to Riverina Water, would be made by Combined Development Group.

Combined Development Group have outlined in their proposal letter that the request for payment deferral is to assist them at a time when bank finance is unavailable for regional residential development, and that having to fund such projects internally puts considerable strain on the cash flow of the company.

The current Riverina Water County Council Development Servicing Plan for Water Supply (2013) contains no provision for the deferral of developer charges and any desire by the Board to consider agreeing to the request would require an amendment to the Plan.

Some Board members would be aware Wagga Wagga City Council considered a similar request (for a significantly larger amount approaching \$7m) from Combined Development Group in relation to the same land development. The Wagga Wagga Local Infrastructure Contributions Plan 2019-2034 allows for deferral of developer contributions, by Council resolution in exceptional circumstances. This is an important distinction between the two Plans. Wagga Wagga City Council resolved not to support the request.

This matter was the subject of report to the December meeting of the Board at which time that report stated that "it is important that both Councils have a consistent approach to such matters, so that precedents created by one council does not represent a financial challenge to the remaining Council".

Financial Impact

The current recommendation will have no impact on the current or forecasted financial position of Riverina Water. In saying that the comments below in relation to the Risk Appetite are pertinent. Indeed, Riverina Water is effectively being asked to act in the role of the banking sector. This is not the role or function for Riverina Water to undertake. In addition, a dangerous precedent would be set by virtue of any amendment to the Developer Servicing Plan.

Risk Considerations

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

R9 Social Media Quarterly Report: 1 October – 31 December 2019

Organisational Area General Manager

Author Josh Lang, Community Engagement Officer

Summary The report summarises Council's performance on its social media platforms

RECOMMENDATION that the report detailing Council's social media performance from 1 October to 31 December 2019 be received

Report

This quarter was overall another period of growth for Riverina Water across its digital channels, with the total audience rising to 2754 with a combined reach of 175.7k.

The Facebook audience continues to grow, with boosted posts translating to increased page likes/followers. The highest organic reach was generally on disruptions to service, job vacancies and corporate news such as the Glenoak Reservoir 2 opening and retirement of long-time secretary Kerrie Fawcett.

Facebook	
Number of posts	60 (4.6 posts per week, previous period: 2.84)
Total page likes	1779 (previous period: 1637)
New page likes	+142 (8.67 per cent)
Videos	28,700 views (1 video)
Private messages	9
Total reach for all posts (reach is number of people who saw each post at least once)	144,339 (previous period: 312,693)
Average reach per post	2405 (previous period: 8451)
Total post engagements (post clicks, reactions, shares and comments)	9955 (previous period: 17,010)
Average post engagements	165.9 (previous period: 459.73)

Top organic post – Permanent water conservation measure reminder, 10 December 2019	<p>Reach: 3391</p> <p>Post clicks (any click excluding comments, likes and shares): 252</p> <p>Engagements (reactions, comments and shares): 76</p>
Lowest organic post – #16daysofactivism shared post from City of Wagga Wagga, 4 December 2019	<p>Reach: 144</p> <p>Post clicks (any click excluding comments, likes and shares): 0</p> <p>Engagements (reactions, comments and shares): 1</p>

Facebook - advertising	
Number of ads	2 (one overlapping into next reporting period and will be reported when delivery is complete)
Ad content	Community attitudes survey, permanent water conservation measure (to be reported next period)
Total paid post reach	10,002
Average reach per post	10,002
Total advertising cost	\$200
Top paid – Community attitudes survey	Resulted in 10,002 reach and 397 link clicks to complete the survey online. Ran over 10 days from 20 November 2019.

Comparison page audiences

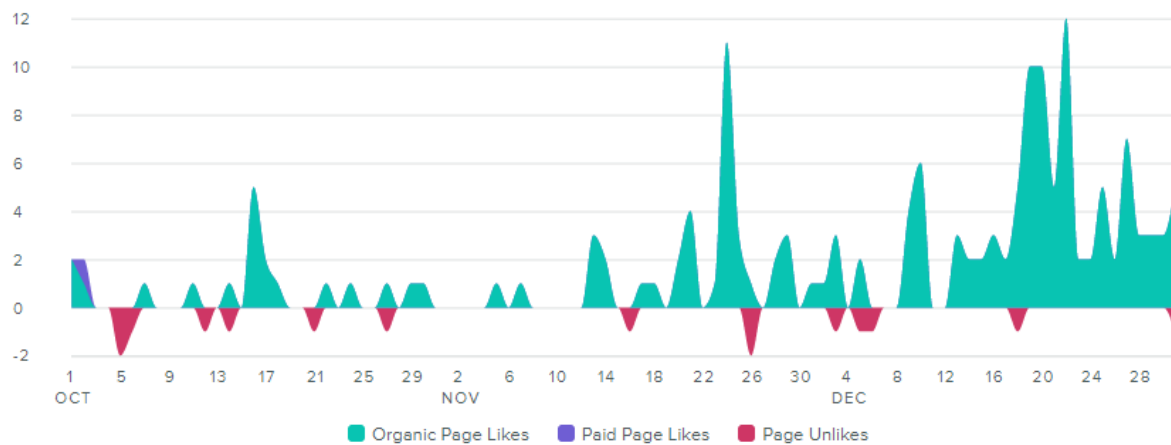
Water utility	Page established	Current audience	Last quarter figures	Growth this quarter	Growth last quarter
Sydney Water	August 2011	33.5k	32k	+1500	+1500
Water Corporation	Nov 2010	16.5k	16.3k	+200	+500

Seqwater	June 2011	12.8k	12.3k	+500	+1000
WaterAid Australia	Nov 2009	12.7k	n/a	n/a	n/a
Melbourne Water	June 2009	10.2k	10.1k	+100	+400
City of Wagga Wagga	Dec 2015	9.8k	9.1k	+700	+600
Unity Water	Oct 2012	9.3k	9.1k	+200	+200
SA Water	Oct 2010	8.4k	7.5k	+900	+1200
Visit Wagga Wagga	Dec 2011	8k	7.7k	+300	+500
Western Water	Oct 2012	4.8k	n/a	n/a	n/a
TasWater	Oct 2017	4.5k	4.2k	+300	+700
Lower Murray Water	May 2014	4k	3.2k	+800	+200
Riverina Local Land Services	April 2012	3.2k	3k	+200	+900
South East Water Melbourne	August 2011	2.9k	2.8k	+100	+400
Hunter Water	Nov 2017	2.9k	2.3k	+600	+1000
Gippsland Water	Feb 2014	2.7k	2.7k	Stable	+100
Fusion Wagga	August 2013	2.3k	2.3k	Stable	+300
North East Water	August 2013	2.1k	1.7k	+400	Stable
Federation Council	May 2015	1.9K	1.8k	+100	+ 100
City West Water	Feb 2015	1.8k	1.8k	Stable	+100
Riverina Water	Sep 2018	1779	1637	+142	+138
Lockhart Shire Community	April 2014	1.6k	1.6k	Stable	+100
Visit Lockhart Shire	Sep 2011	1.5k	1.4k	+100	Stable
Greater Hume Council	June 2012	1.5k	1.3k	+200	+100

Goldenfields Water	Jan 2018	1.5k	1.2k	+300	+100
Wannon Water	March 2017	1071	1058	Stable	n/a
East Gippsland Water	August 2011	778	677	Stable	Stable
Central Tablelands Water	June 2016	462	386	Stable	Stable

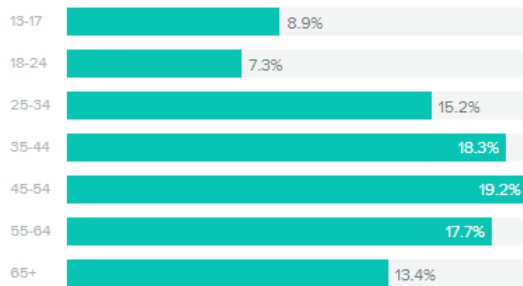
Note: Stable growth is less than 100 likes per quarter.

Facebook growth overview and audience snapshot

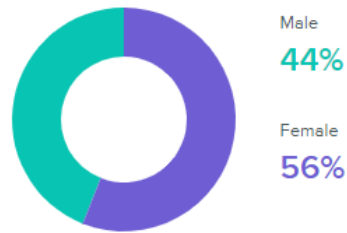


Audience Metrics	Totals	% Change
Fans	1,779	↗ 8.67%
Net Page Likes	144	↗ 9.92%
Organic Page Likes	158	↗ 146.88%
Paid Page Likes	1	↘ 98.94%
Page Unlikes	15	↘ 44.44%

Audience By Age



Audience by Gender



Women between the ages of **45-54** have a higher potential to see your content and visit your Page.

Top Countries

Daily Average

Australia	2,475.4
United Kingdom	2.02
United States	1.58
Canada	1.04
India	1.04

Top Cities

Daily Average

Wagga Wagga, NSW, Australia	1,121.47
Albury, NSW, Australia	440.56
Wodonga, VIC, Australia	196.24
Leeton, NSW, Australia	80.02
Narrandera, NSW, Australia	58.33

Instagram

Number of posts	36 (Previous period: 18)
Total followers	562 (Previous period: 502)
New followers	+60 (Previous period: +60)
Impressions	19,803
Total post likes (not including video views)	268 (Previous period: 195)
Total engagements	288 at a rate of 1.5 per cent per impression
Top post – Glenoak Reservoir 2 opening, 17 December 2019	<p>Likes: 20</p> <p>Comments: 1</p> <p>Impressions: 214</p>

Twitter

Number of tweets	18 (Previous period: 35)
Total followers	126 (Previous period: 118)

New followers	+8 (Previous period: +5)
Total Tweet impressions (impressions are the number of times users saw a Tweet)	8.9k (Previous period: 13.3k)
Average engagement rate (this the total number of clicks, retweets, replies, likes and follows divided by the total number of impressions)	0.2 per cent (Previous period: 0.3 per cent)
Average impressions per Tweet	494.4 (Previous period: 380.45)
Top tweet based on engagement rate – Glenoak Reservoir 2 official opening, 17 December 2019	Impressions: 197 Engagements: 5 Engagement rate: 2.5 per cent

LinkedIn	
Number of posts	7 (Previous period: 10)
Total followers	287 (Previous period: 268)
New followers	+23 (Previous period: +16)
Total post impressions (this is number of people who saw each post once)	2671 (Previous period: 3468)
Average impressions per post	381.5 (Previous period: 346.8)
Top post – Glenoak Reservoir 2 opening, 18 December 2019	Impressions: 963 Clicks: 250 Likes: 18 Engagement rate per impression: 28 per cent

Other digital platforms

Website	
Users	14,083 (Previous period: 13,331)
Page views	63,380 (Previous period: 57,792)
Most viewed pages	<ul style="list-style-type: none"> • Average water use – 16,835 • Homepage – 16,425 • Employment - 3756

Session duration	00.01.18
Top devices	Desktop – 54.17 per cent (down from 64.39 per cent) Mobile – 39.83 (up from 26.06 per cent) Tablet – 6 per cent (down from 9.55 per cent)

Bitly	
Number of links	9 (Previous period 9)
Total clicks	969 (Previous period: 535)
Average clicks	107.6 (Previous period: 59.44)
Top link – Community attitudes survey , 20 November 2019	Clicks: 478 Top referrer platform: Facebook (443, boosted)

Google search	
Where customers view our organisation on Google:	
<ul style="list-style-type: none"> • Listing on search – 1.51k (down from 10.6k) • Listing on maps – 4.28k (down from 5.8k) 	

Financial Implications

Nil

Risks Considerations

Reputation	
Averse	Council is averse to taking risks that may adversely impact its reputation

R10 Media Quarterly Report: 1 October – 31 December 2019

Organisational Area General Manager

Author Josh Lang, Community Engagement Officer

Summary The report summarises Council's media coverage

RECOMMENDATION that the report detailing Council's media coverage from 1 October to 31 December 2019 be received

Report

Increased media releases resulted in three times as many media enquiries than the previous period, which is raising the public profile of Riverina Water.

Media coverage during this quarter was positive overall and informative for the community, including reports promoting water conservation. The Glenoak Reservoir 2 Opening was popular with television media, while ABC Riverina featured a number of items on the Vietnamese water utility exchange, the Community Grants Program and the survey on community attitudes to water conservation.

Content and coverage	
Media releases	4
Media opportunities	1
Media enquiries	10

Details of media coverage

This includes known media coverage from enquiries, media opportunities or releases only.

Date	Media outlet	Coverage/topic
21 November 2019	Daily Advertiser	<u>'Taboo' water subject: Time to rethink what we drink?</u> (Long-term water availability in the region)
26 November 2019	ABC Riverina	Interview with Director Engineering Bede Spannagle re: Vietnam water utility exchange program

27 November 2019	ABC Riverina	Interview with Chair Greg Verdon re: Community Grants Program and draft donations policy
28 November 2019	ABC Riverina	Interview with GM Andrew Crakanthorp re: water conservation and community attitudes survey
28 November 2019	Daily Advertiser	Brief on mains break and repairs at Lake Albert Road
13 December 2019	Daily Advertiser	<u>Heavy demand could trigger summertime water restrictions</u>
18 December 2019	9 Riverina and Prime7	Glenoak Reservoir 2 official opening on <u>Prime7</u> and <u>9 Riverina</u>
19 December 2019	Daily Advertiser	Story based on media release to promote water conservation measure: <u>Water restrictions loom closer as temperature and usage both rise</u>
20 December 2019	2AAA	Interview based on media release to promote water conservation measure

Financial Implications

Nil

Risks Considerations

Reputation	
Averse	Council is averse to taking risks that may adversely impact its reputation

R11 Lost Time Injury Statistics 2019/20 - Dec/Jan Period

Organisational Area **General Manager**

Author Steven Woodland, Work Health and Safety Officer

Summary Lost Time Injuries statistics report for the December/January period of 2019 / 2020 financial year

RECOMMENDATION that the statistics report on Lost Time Injuries for the December/January period of 2019 / 2020 financial year be received and noted

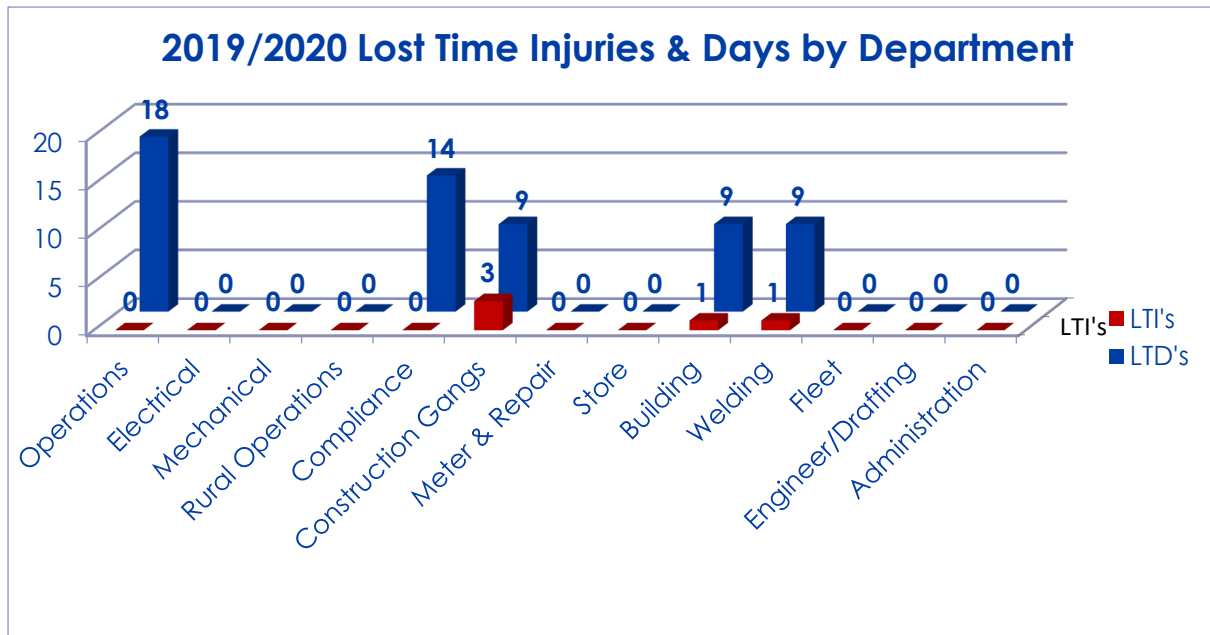
Report

PERIOD	LOST TIME INJURIES	LOST TIME DAYS CURRENT INCIDENTS	LOST TIME DAYS LEGACY INCIDENTS
December 2019 – January 2020	1	3	0

Stats Financial Year to Date

Notes:

- 14 legacy LTD's carried over into July
- 18 Operations LTD's incurred from LTI's previous FY
- 2 LTI for Jul/Sept quarter - welding and building
- 1 LTI for Oct/Dec quarter - construction gang 3
- 1 LTI for Jan/Mar quarter (to date) - construction gang 4



Financial Implications

Nil

Risks Considerations

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

R12 Council Resolution Sheet

Organisational Area General Manager

Author Andrew Crakanthorp, General Manager

Summary The report provides an update on the current resolutions of Council

RECOMMENDATION that the report detailing the current resolutions of Council be received

Report

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

› **R12.1 Council Resolution Sheet 26 February 2020**

Financial Implications

Nil

Risks Considerations

Corporate Governance and Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including procedural/policy, legal and legislative compliance

Council Resolution Sheet Update to meeting held 26 February 2020				
Report Ref	Subject	Responsible Officer	Council Decision	Action Taken
Meeting held 18 October 2018				
18/167	Purchase of Land for Storage and Potential Access	DE	<p>RESOLVED, on the motion of Cllrs. Braid and Funnell that:</p> <p>(a) Council purchases land zoned RU1 bordering Koorringal Road, comprised of: Part Lot 5, DP 588177 Part Lot 17, DP 863322 Part Lot 15, DP 842485 for operational and access requirements in accordance with Section 187 of the Local Government Act 1993.</p> <p>(b) Council purchase land zoned RU1 and IN2 land bordering Koorringal Road, comprised of: Part Lot 5, DP 588177 Part Lot 17, DP 863322 for operational and access requirements in accordance with Section 187 of the Local Government Act 1993.</p>	The plan of survey of the land to be purchased has been completed. The current owner is responsible for lodging a subdivision application and this process has commenced. Exchange of the contracts took place in June and settlement is expected in the first quarter of 2020. The current owners have been asked to redirect a stormwater pipe that directs stormwater on to the land to be acquired prior to settlement taking place. Settlement is taking longer than anticipated
18/168	PFAS matter	DE	RESOLVED on the motion of Cllrs. Funnell and Quinn that the report be received and that Council be kept apprised of further developments in the management of the matter.	A report on this matter will be provided when new information is presented to Council. Councils Manager Operations attends the regular meeting of the Project Committee
Meeting held 26 June 2019				
19/103	Contract W.195 – Water Treatment Plant (WTP) Contract Variation	DE	RESOLVED on the motion of Cllrs. Funnell and Meyer OAM that Council note the report and proceed with Option 4 as outlined in the body of this report.	Work to install the new lamella filters has finished. Trains 1 and 2 have been installed and are performing well and to specification. A further update on other aspects of the

				regarding the Contract is included in the business paper
Meeting held 21 August 2019				
19/133	Land Purchase – Pleasant Hills Water Filling Station Relocation	DE	Resolved on the motion of Clrs Quinn and Meyer OAM that Council enter into an agreement with Lockhart Shire Council (LSC) to purchase Lot 10, DP 9145, Manson Street, Pleasant Hills in Lockhart Shire Council's name, with Riverina Water bearing the cost of purchase and associated conveyancing costs.	The contract has been drawn up and contracts are expected to be exchanged in the coming weeks. The matter was delayed while an easement was removed from the title.
Meeting held 30 October 2019				
19/151	Annual Customer Survey	GM	Resolved on the motion of Clrs Funnell and Keenan that a. Council consider possible amendments to the Riverina Water County Council Proclamation and authorise the General Manager and Chairperson to write to the Minister requesting the desired amendments in the form of a survey every two years; and b. Authorise the General Manager to revise the scope for the 2020 Annual Customer Survey to focus on water restriction behaviours and attitudes.	(a) Letter sent to Minister and waiting reply (b) Survey undertaken and detailed results to be provided to the Board Meeting in February 2020
19/153	Proclamation of Riverina Water County Council and associated matter with Greater Hume Council	GM	Resolved on the motion of Clrs Meyer OAM and Funnell that a. Council write to the Hon Melinda Pavey MP, NSW Minister for Water and advise that Council has recently been made of aware of a legislative requirement on Council to prepare a report to the Minister on certain matters at intervals not more than three years. b. Council advise the Minister that it proposes to engage a third party consultant to undertake the review when both Councils have adopted their respective IWCMs (both of which are	Letter sent to Minister. The Minister has replied providing consent for Council to take the necessary action to undertake the review. An independent consultant will be engaged in April to do the review. Letter also sent to Greater Hume Council and the Chairperson and General Manager are meeting with the Mayor and General Manager of Greater Hume Council in March.

			currently at varying stages of review) but no later than September 2020.	
19/163	Purchase of land for future operational purposes	DE	<p>Resolved on the motion of Clrs Koschel and Funnell that Council</p> <ol style="list-style-type: none"> 1. Purchase land zoned RU1 and B6 at 45 Koorringal Rd, comprising of: Lot 1, DP 136233 Lot 1, DP 154512 Lot 2, DP 154512 Lot 3, DP 542294 for operational requirements in accordance with Section 187 of the Local Government Act 1993. Refer to Appendix 2, land shaded blue and red on aerial image. 2. Delegate authority to the General Manager to negotiate the purchase of land in accordance with the financial information contained in the report and sign the relevant sale documents. 3. Affix Council's Common Seal to documentation as required. 	Negotiations with the owners have concluded with a positive outcome and an update report is included in this business paper.
Meeting held 18 December 2019				
19/178	Voluntary Water Conservation Measures	DE	Receive a further report on amending the Water Restriction Policy at the April 2020 meeting which will be informed by the results of the Water Conservation Survey Presentation at the February meeting of the Board.	Management have undertaken a review of the Policy in preparing a report to the April Board Meeting
19/181	Draft Policy 2.4 Deferred Payments for Rural Extensions	MCS	Resolved on the motion of Clrs Funnell and Koschel that the report be noted, that further work on the policy be undertaken to reflect the comments made by Councillors during the debate regarding the removal of the minimum amount of \$10,000 and also improving the ability of rural customers to seek financial support from Council.	An updated report on this matter is included in this business paper
19/200	Proposed Purchase of Water Licence – Mid Murrumbidgee Groundwater – Wagga Wagga Alluvial	DE	Resolved on the motion of Clrs. Quinn and Meyer OAM that Council authorise the General Manager to negotiate the purchase and execute the permanent sale of the 200ML water licence in the	The acquisition process has commenced via the water broker. NRAR are reviewing the proposed purchase following our request to

			Mid Murrumbidgee Groundwater-Wagga Wagga Alluvial in the amount of \$300,000. Further that funding for any negotiated purchase be included in the December quarterly review.	add the 200 megalitres to our existing licence.
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R13 Works Report covering December 2019

Management Area **Engineering**

Author Bede Spannagle, Director Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 31 December 2019

RECOMMENDATION that the Works Report covering December 2019 be received and noted

Report

This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 31 December 2019

› R13.1 Works Report for December 2019

Financial Impact

All works mentioned in this report were within approved budget for 2019/20 (or if there was a significant variance or implication on budget this would be noted here or in the quarterly budget review)

Risk Considerations

Service Delivery	
Accept	As a general position, Council has an Accept risk appetite for taking on risks to operations that would adversely impact delivery of services to the community, or the effective management of assets, infrastructure, or projects. This Accept risk appetite will mainly be where minor disruption for short periods will provide long-term benefits that outweigh the consequences.
Avoid	Council has an Avoid risk appetite for taking on any risks which may compromise water quality

Works Report Covering December 2019

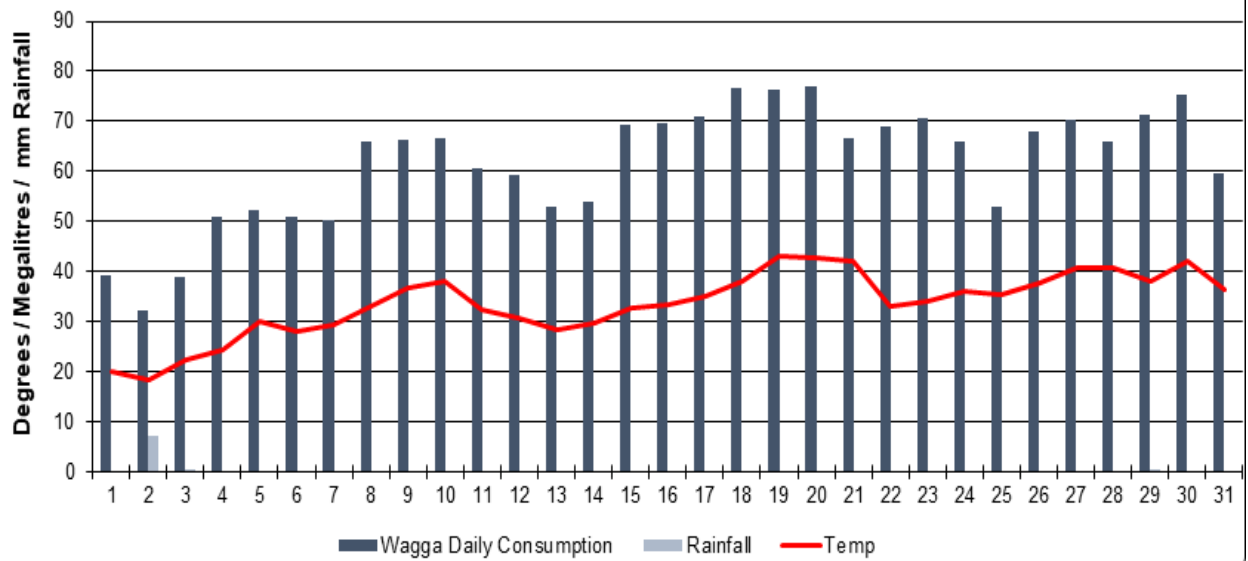
1. Water Sourced and Used

December	2017	2018	2019
Rainfall	101.8	56.2	7.6
Wet Days	10	5	3
WATER SOURCED December 2019 (MI)			
North Wagga bores	241.78	295.50	331.54
West Wagga bores	534.84	470.16	716.97
East Wagga bores	246.26	416.46	546.23
Murrumbidgee River	423.99	508.87	576.79
SUB-TOTAL	1,446.87	1,690.99	2,171.53
Bulgary Bores	38.85	50.17	69.13
Urana Source	5.38	10.22	17.36
Ralvona Bores	23.61	36.63	43.28
Walla Walla Bores	17.95	38.35	45.67
Goldenfields Water Supply System	5.27	5.22	4.43
SUB-TOTAL	91.06	140.59	179.87
Woomargama	1.72	2.65	2.69
Humula	0.59	0.62	1.06
Tarcutta	3.74	5.29	6.95
Oura	3.75	7.37	7.81
Walbundrie/Rand	3.36	4.80	7.44
Morundah	0.65	1.70	1.63
Collingullie	5.56	6.91	13.72
SUB-TOTAL	19.37	29.34	41.30
TOTALS	1,557.30	1,860.92	2,392.70

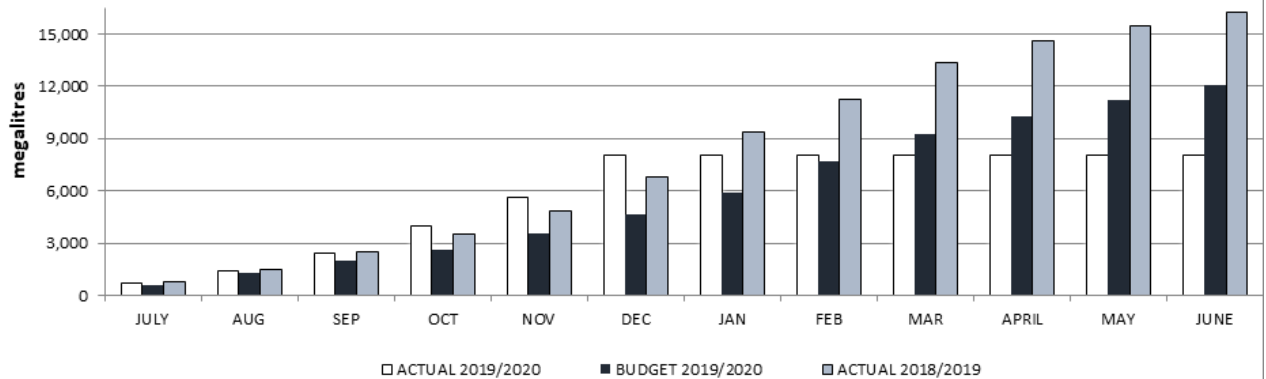
WATER USED December 2019 (MI)

	2017	2018	2019
East Bomen	27.75	28.23	48.57
Estella	88.62	140.70	187.18
North Wagga	68.65	77.50	88.76
Wagga Wagga – Low Level	158.56	336.13	220.62
Wagga Wagga – High Level	552.22	824.88	1,144.88
Wagga Wagga – Bellevue Level	55.67	131.61	151.24
SUB-TOTAL	951.47	1,539.05	1,841.25
Ladysmith System	5.84	8.73	12.34
Brucedale Scheme	23.30	36.02	38.89
Currawarna Scheme	12.31	22.66	24.74
Rural Southern trunk main system	99.84	204.86	258.80
Rural Western trunk main system	36.25	75.33	86.19
SUB-TOTAL	177.54	347.60	420.96
Holbrook	19.50	36.64	43.29
Woomargama	1.61	2.65	2.69
Humula	0.38	0.62	1.06
Tarcutta	3.03	5.29	6.75
Oura	3.16	7.37	7.81
Walbundrie/Rand	2.55	4.80	7.44
Morundah	0.70	1.70	1.57
Collingullie	5.33	6.91	12.06
SUB-TOTAL	36.26	65.98	82.67
TOTALS	1,165.27	1,952.63	2,344.88

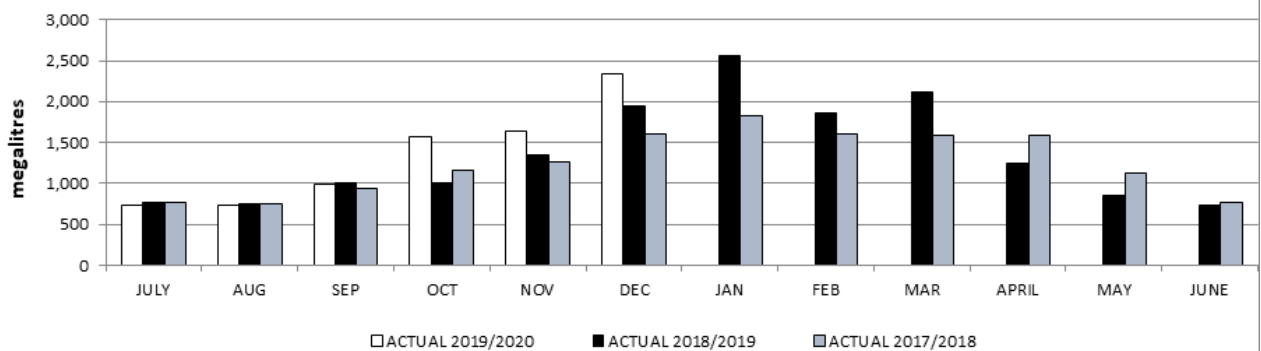
DAILY WATER USED, WAGGA WAGGA, December 2019



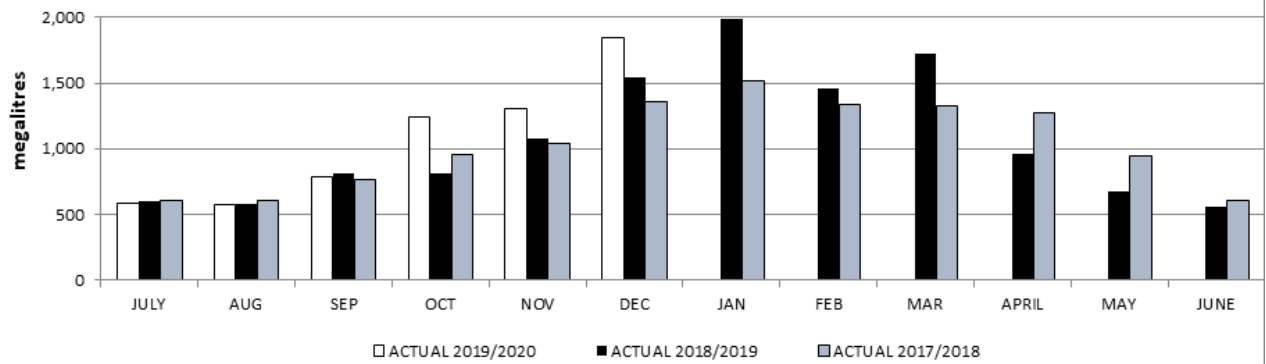
TOTAL CUMULATIVE WATER USED 2019/2020



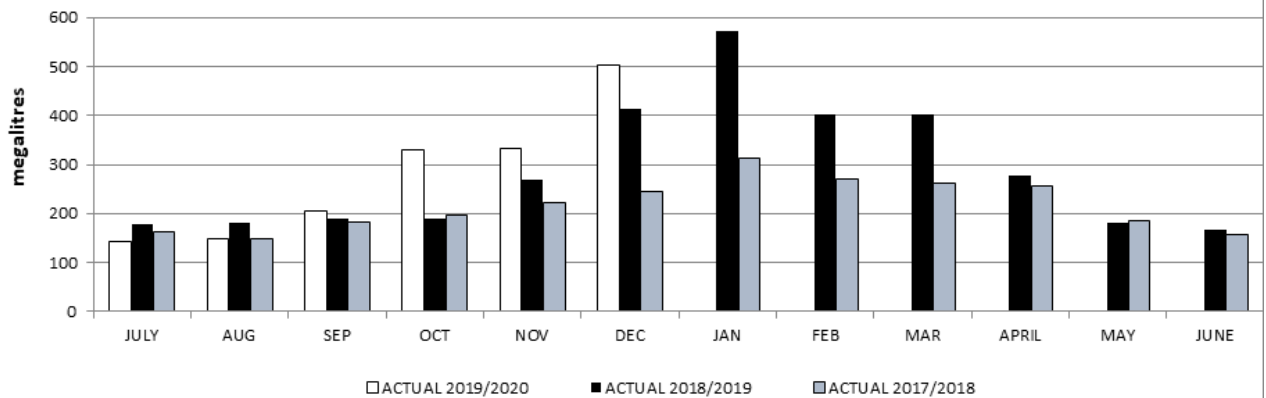
MONTHLY TOTAL WATER USED COMPARED TO PREVIOUS YEARS



MONTHLY WAGGA WATER USED COMPARED TO PREVIOUS YEARS



MONTHLY RURAL WATER USED COMPARED TO PREVIOUS YEARS



2. New Service Connections, Repairs, Meters, Locations & Complaints for the Month of December 2019

Location	New Connect., Residential	New connect., Non Residential	Services Renewed	Services Repaired	Quality Complaints	Supply Complaints *	Customer dealings complaints	Other Complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Wagga Wagga	17	1		24	2	8				49	5	14
Wagga Wagga	1			14	2	4				11	2	3
Forest Hill				2						1		1
North Wagga	1					2						
Bomen											1	
Estella	2	1								1		
South Wagga												
Koorinal										1		10
Turvey Park	1			1						4	1	
Lake Albert	1			2						14		
Ashmont	1									3	1	
Tolland						1				3		
Mt Austin				3						7		
Bourkelands										2		
Glen Oak												
Tatton	3					1						
Glenfield				1						2		
Lloyd	2											
Springvale	1											
East Wagga												
Boorooma	2			1								
Moorong												
Gobbagombalin	2											
Gumly Gumly												
Brucedale						1						
Shepherds Siding												
Mt Pleasant												
Currawarna												
Euberta												
Humula				1								
Ladysmith												
Oura				1								
San Isidore						1						
Tarcutta										1		

The Gap						1						
Bulgary												
Collingullie						1						
French Park												
Tootal												
Lockhart				2		2						
Mangoplah						1						
Milbrulong				1								
Pleasant Hills										1		
Bidgeemia												
The Rock				1		1			1	2		
Uranquinty	1											
Yerong Creek												
Culcairn												
Henty						2						
Holbrook				1						1		
Ralvona												
Morven				1								
Walbundrie												
Walla Walla	1	1	1	1	1							
Woomargama										2		
Boree Creek												
Morundah				1								
Oaklands												
Rand												
Kapooka												
Urana												
TOTAL	19	2	1	34	3	18	0	0	1	56	5	14

3. Water System Repairs

Wagga Wagga

Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected - no supply	Water Lost KL
05/12/19	Cnr Eastlake & Huron Cres	Lake Albert	100AC	Tree Roots	Yes	0.00	0	5
10/12/20	12 Halloran St	Turvey park	100AC	Pipe Failure	No	2.00	25	10
16/12/19	Cnr Walana & Tinga Cres	Koorinal	100AC	Pipe Failure	Yes	0.00	0	15
17/12/19	148 Tarcutta Street	Wagga Wagga	100AC	Leaking collar	No	0.50	15	5
27/12/19	12 Cox Avenue	Forest Hill	100 AC	Pipe Failure	Yes	0.00	0	5

Rural

Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected - no supply	Water Lost KL
05/12/19	Holbrook Rd	Ralvona	100 WPVC	Pipe Failure – Ground Movement	No	1.50	4	13
05/12/19	448 Shepherds Siding Road	Shepherds Siding	32 PVC	Pipe Failure	No	0.50	3	5
05/12/19	585 Becks Lane	The Gap	100 WPVC	Pipe Failure	No	0.50	20	8
06/12/19	Chaplin Lane	The Rock	50PE	Pipe Failure	Yes	0.00	0	3
11/12/19	Doigs Lane & Albury Road	Pleasant Hills	40PE	Pipe Failure	No	0.50	2	1
16/12/19	Elm Street	Henty	80AC	Pipe Failure – Ground Movement	No	0.00	0	8
17/12/19	Kennedy St	Collingullie	80 CL	Pipe Failure	Yes	0.00	0	9
17/12/19	16 Linton St	Collingullie	100WP VC	Tree Roots	No	0.00	0	1
18/12/19	Chaplins Lane	The Rock	40PE	Pipe Failure – Ground Movement	No	0.00	0	12
19/12/19	Green Street	Lockhart	150CI	Pipe Failure – Ground Movement	No	3.25	45	25
20/12/19	18 Ferrier Street	Lockhart	100AC	Pipe Failure – Ground Movement	Yes	0.00	0	5

4. Water Quality Complaints

Water quality complaints received during December 2019 were:

Date	Location	Problem	Action Taken
02.12.2019	1 Pioneer Drive	water quality - smell	flushed service
10.12.2019	10 Panorama St	dirty water	old gal pipe on customers side of meter
16.12.2019	Central	dirty water	dirty water has cleared

5. Mains Constructions

Mains Extensions and New Works

New water mains laid during December 2019 include:

LOCATION	PROJECT	100		200		300	
		OPVC	DICL	OPVC	DICL	OPVC	DICL
Lloyd ST 8 & 9	New Subdivision			416 m			
Butterbush Dr	Main Extension	1218m					
Henty	Mains Replacement						350 m
	TOTAL	0	0	0	0	0	0

Replacement of Existing Mains

Mains replaced during December 2019 include: **Nil to report**

6. Other Construction

Other construction works during December 2019 include:

LOCATION OR PROJECT	WORK DONE
Heinz Production Plant Bomen	Fire Service – 12m of 150 DICL main laid

7. Major Repairs / Overhauls

Major repairs/overhauls during December 2019 include:

LOCATION OR PROJECT	WORK DONE
Tarcutta WTP	Air scour & clean manganese filter
Urana WTP	Replace Urana dam pump
Lockhart pump station	Replace 3 x VSD drives
Milbrulong BT	Install heat exchanger in RTU enclosure
West Wagga #5 bore	Install new motor & commission

8. Water Filling Station Activity

LOCATION	NUMBER OF FILLS
Bomen Hereford	325
Estella Farrer Rd	337
Forest Hill Elizabeth Ave	89
Glenfield Red Hill Rd	312
Henty Olympic Way	60
Holbrook Millswood Rd	109
Lake Albert Plumpton Rd	175
Lockhart Napier Rd	69
Pleasant Hills Manson St	10
The Rock	33
Yerong Creek Finlayson St	19

9. Fleet Disposals

Fleet disposals made during December 2019 are: **Nil to report**

10. Fleet Acquisitions

Fleet acquisitions made during December 2019 are:

New Vehicle Details					
Vehicle No	Tenders Received	Accepted Tenderer	Vehicle Type	Make & Model	Price exc GST
416	7	Wagga Truck	Truck	Hino500 1832	\$164,951

11. Major Capital Projects Progress



- On track



- Behind Schedule



- Unlikely this Financial Year

MAJOR PROJECTS 2019/20 (> Over \$100,000) - December 2019

Description	2019/20 Budget	Actual & Committed to Date	Comments
MANAGEMENT			
Depot Buildings			
Refurbishment of Operations Office - Urban	\$160,000	\$86,575	Consultant engaged to undertake detailed design.
Fitout new Council meeting room in new depot building	\$140,740	\$210,818	Completed. Furniture for waiting room to be purchased next FY.
Depot Building The Rock - Non- Urban	\$150,000	\$10,952	Consultant has commenced design.
Land & Buildings for Admin, Depot & Workshops			
Access, Parking and Landscaping			
Levee protection stage 2 Hammond Ave - Urban	\$265,600	\$163,567	Block wall construction continues.
Forge & Copland Street Development	\$220,000	\$167,736	Earthworks contractor engaged.
Koorringal Road Purchase	\$362,399	\$123,313	Acquisition will proceed once stormwater works completed by owner.
Copland Koorringal Road Land Purchase	\$140,272	\$140,272	Complete
PLANT & EQUIPMENT			
IT Equipment			
Computer Server Replacement - Urban	\$393,000	\$0	
Computer Equipment - Urban	\$206,570	\$174,545	
Working Plant & Vehicle Purchases			
Routine plant & vehicle replacements	\$1,372,013	\$407,292	
Telemetry & Control Systems Upgrade			

Remote Telemetry Units & Radio Upgrade project	\$500,000	\$38,550	Purchased \$250k RTUs and Radios via Tender (not shown as booked into Stores). Expect deliveries mid-late Feb.
Radio Telemetry SCADA Upgrade	\$456,452	\$12,117	
Energy Efficiency & Cost Minimisation			
Energy Efficiency & Power Factor Improvements	\$150,973	\$138,115	
Solar Installations	\$500,000	\$0	
SOURCES			
Bores-renew/refurbish/decommission			
Humula Well Replacement/Protection	\$150,000	\$0	Obtaining advice of flood levee protection around wells
TREATMENT PLANTS			
Aeration Tower Covers			
East Wagga Aeration Basin cover - Urban	\$101,168	\$62,166	Stair enclosure fabrication completed.
Treatment Plant Refurbishments			
WTP stage 1 - Urban	\$870,592	\$217,997	See detailed report.
Roads	\$550,000	\$0	Working on RFQ documents.
Footpaths and Covered Walkways	\$100,000	\$0	Working on RFQ documents.
Tarcutta Iron Filter Replacement	\$100,000	\$98	Site visit for measure and sketching layout options.
Urana WTP replacement - Non-Urban	\$400,467	\$1,841	
PUMPING STATIONS			
Estella Pump Station	\$120,000	\$0	Dependent on outcomes from IWCM for ultimate design
RESERVOIRS			
New/Replacement Reservoirs			
Shires Reservoir Relocation - Non-Urban	\$117,000	\$34,030	Minor defects to be completed.
Main Low Level Reservoir 2x11ML Investigation & Design - Urban	\$4,939,225	\$4,469,678	Working with consultants to find an acceptable solution to durability issues associated with low strength concrete in reservoir floor.
Glenoak Res 2 x 4.5ML - construction	\$2,377,279	\$1,738,861	Reservoir filled and hydrostatic testing undertaken.
The Rock Reservoir South	\$261,076	\$12,931	
MAINS			
System Improvements			
System Improvements - Urban	\$150,000	\$15,927	

San Isadore Main	\$250,000	\$79,046	Construction commenced
Low Level Reservoirs Pipework	\$300,000	\$3,277	Pipe alignment/location has been finalised. Seeking consent from Department of Education to start construction.
WW WTP 600mm DICL Koorringal Road	\$650,000	\$215,535	Consultant engaged for land matters.
Estella to CSU 450mm DICL	\$350,000	-\$37,418	
Reticulation for Developers (including other extensions)			
Reticulation for Developers - Urban	\$800,000	\$463,816	
Renew Reticulation Mains			
Renew Reticulation Mains - Non-Urban	\$200,000	\$2,960	
Renew Reticulation Mains - Urban	\$400,000	\$155,871	
The Gap / Brucedale System - Non-Urban	\$150,000	\$1,950	
East St,Nth Wagga	\$100,000	\$88,568	Completed
Renew Trunk Mains			
Renew Trunk Mains - Urban	\$400,000	\$326	
Renew Trunk Mains - Non-Urban	\$200,000	\$2,777	
The Rock - Milbrulong BT Trunk Mains Replacement	\$464,143	\$315,825	
Service Connections, new including Meters			
Service Connections, New - Urban	\$500,000	\$243,695	
Renew Services			
Renew Services - Urban	\$140,000	\$39,908	
Water Meters Replacement			
Water meters replacement - Urban	\$150,000	\$106,093	



Bede Spannagle

DIRECTOR OF ENGINEERING

R14 Works Report covering January 2020

Management Area **Engineering**

Author Bede Spannagle, Director Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 31 January 2020

RECOMMENDATION that the Works Report covering January 2020 be received and noted

Report

This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 31 January 2020

› R14.1 Works Report for January 2020

Financial Impact

All works mentioned in this report were within approved budget for 2019/20 (or if there was a significant variance or implication on budget this would be noted here or in the quarterly budget review)

Risk Considerations

Service Delivery	
Accept	<p>As a general position, Council has an Accept risk appetite for taking on risks to operations that would adversely impact delivery of services to the community, or the effective management of assets, infrastructure, or projects.</p> <p>This Accept risk appetite will mainly be where minor disruption for short periods will provide long-term benefits that outweigh the consequences.</p>
Avoid	<p>Council has an Avoid risk appetite for taking on any risks which may compromise water quality</p>

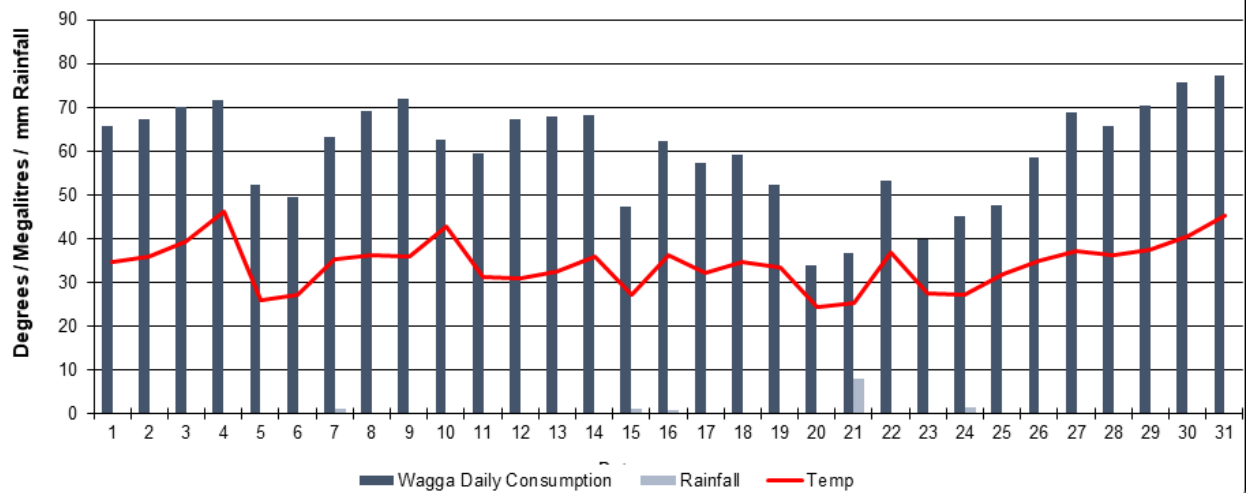
Works Report Covering January 2020

1. Water Sourced and Used

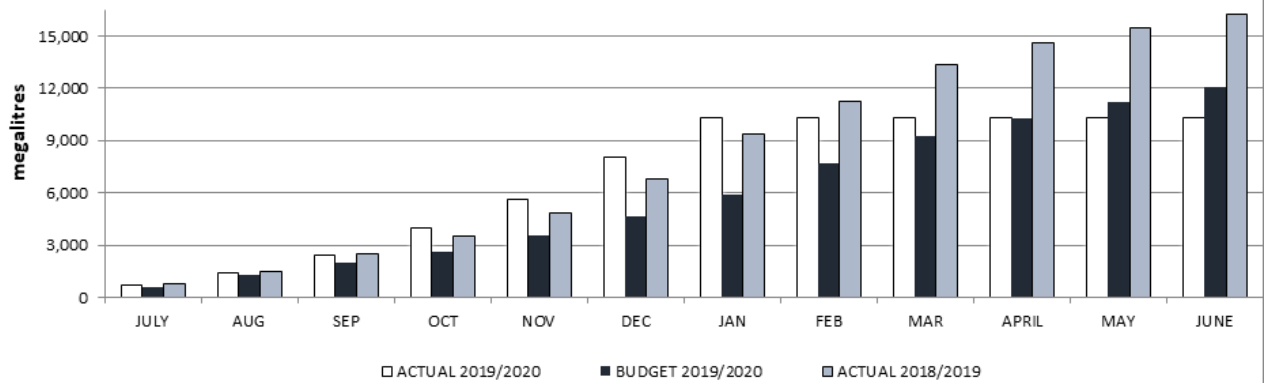
January	2018	2019	2020
Rainfall	49.8	38.4	13.0
Wet Days	12	10	8
WATER SOURCED January 2020 (ML)			
North Wagga bores	297.23	355.19	277.33
West Wagga bores	595.97	645.27	665.34
East Wagga bores	210.79	487.71	565.50
Murrumbidgee River	664.79	868.57	588.35
SUB-TOTAL	1,768.78	2,356.74	2,096.52
Bulgary Bores	52.21	80.79	62.57
Urana Source	10.74	25.06	15.70
Ralvona Bores	32.65	48.24	39.95
Walla Walla Bores	31.58	45.62	41.36
Goldenfields Water Supply System	8.42	8.16	7.63
SUB-TOTAL	135.60	207.87	167.21
Woomargama	2.58	4.51	2.82
Humula	0.78	0.83	0.89
Tarcutta	5.37	8.58	5.74
Oura	6.13	8.01	6.70
Walbundrie/Rand	5.38	8.89	6.14
Morundah	1.32	2.13	1.37
Collingullie	7.92	13.86	12.00
SUB-TOTAL	29.48	46.81	35.66
TOTALS	1,933.86	2,611.42	2,299.39

WATER USED January 2020 (MI)			
	2018	2019	2020
East Bomen	30.35	28.77	30.83
Estella	142.32	190.47	187.01
North Wagga	76.60	76.08	120.13
Wagga Wagga – Low Level	241.14	256.49	243.83
Wagga Wagga – High Level	882.25	1,242.02	1,031.27
Wagga Wagga – Bellevue Level	139.97	188.09	173.72
SUB-TOTAL	1,512.63	1,981.92	1,786.79
Ladysmith System	9.33	11.55	12.16
Brucedale Scheme	30.42	43.60	43.54
Currawarna Scheme	21.88	28.46	24.20
Rural Southern trunk main system	124.10	295.53	243.96
Rural Western trunk main system	62.95	97.90	78.70
SUB-TOTAL	248.68	477.04	402.56
Holbrook	32.65	48.25	39.92
Woomargama	2.58	4.51	2.82
Humula	0.78	0.83	0.89
Tarcutta	5.37	8.06	5.84
Oura	6.13	8.01	6.70
Walbundrie/Rand	5.34	8.89	6.14
Morundah	1.32	2.13	1.29
Collingullie	7.92	13.86	12.92
SUB-TOTAL	62.09	94.54	76.52
TOTALS	1,823.40	2,553.50	2,265.87

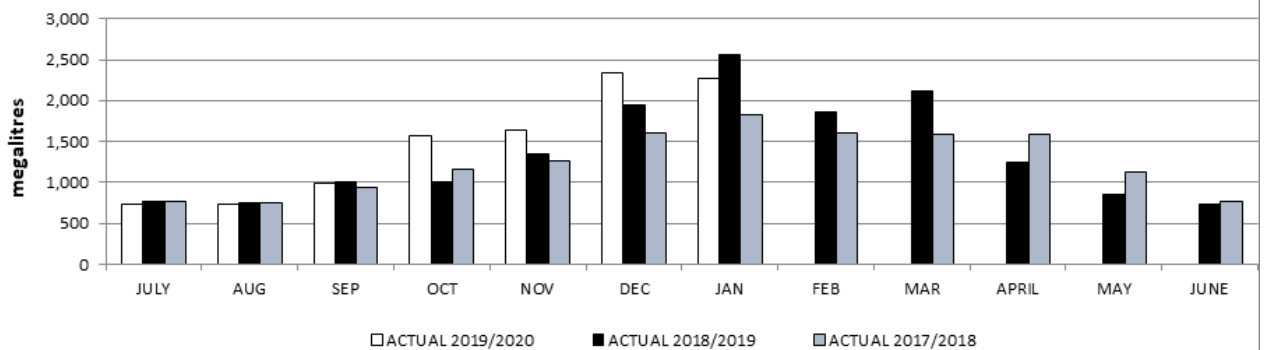
DAILY WATER USED, WAGGA WAGGA, January 2020



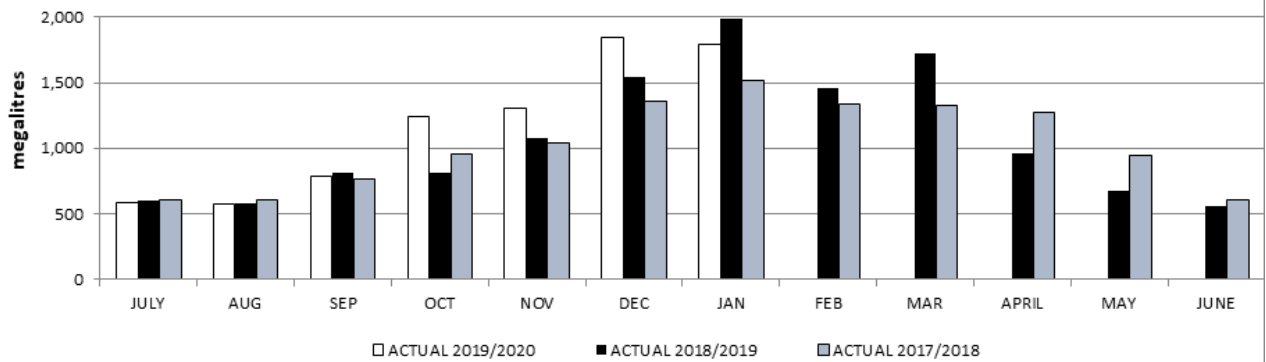
TOTAL CUMULATIVE WATER USED 2019/2020



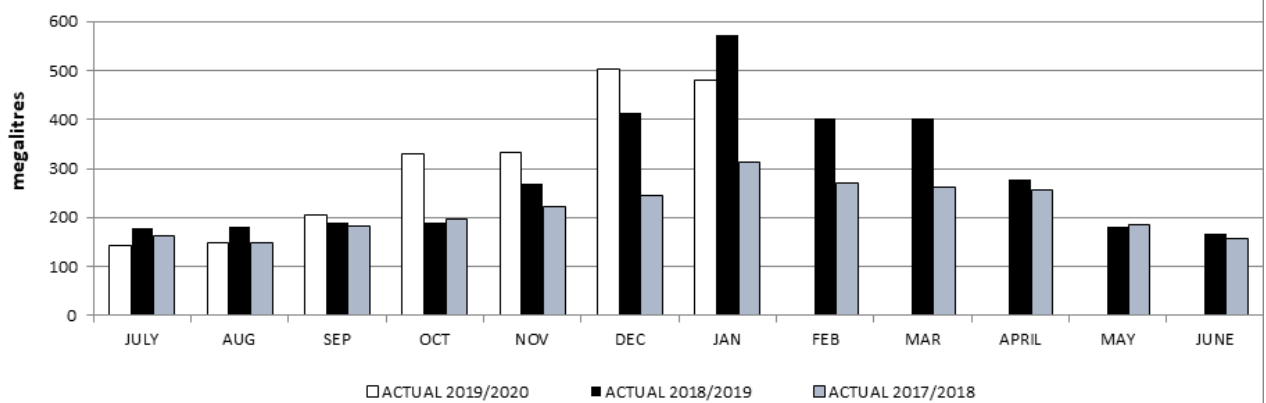
MONTHLY TOTAL WATER USED COMPARED TO PREVIOUS YEARS



MONTHLY WAGGA WATER USED COMPARED TO PREVIOUS YEARS



MONTHLY RURAL WATER USED COMPARED TO PREVIOUS YEARS



2. New Service Connections, Repairs, Meters, Locations & Complaints for the Month of January 2020

Location	New Connect., Residential	New connect., Non Residential	Services Renewed	Services Repaired	Quality Complaints	Supply Complaints *	Customer dealings complaints	Other Complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Wagga Wagga	11	3	4	27	12	7				60	10	4
Wagga Wagga			1	10	5	3				14	4	1
Forest Hill				4	4					3	1	
North Wagga					1					4		
Bomen		3										
Estella										1		
South Wagga												
Koorinal				1						11	1	
Turvey Park			1			1				2		2
Lake Albert			1	2	1					4	1	1
Ashmont										5		
Tolland			1	1						2		
Mt Austin										6	1	
Bourkelands				1		1				2	1	
Glen Oak												
Tatton				2	1					1		
Glenfield				1						2		
Lloyd	1									1		
Springvale				2						1		
East Wagga				1								
Boorooma	6			1								
Moorong						1					1	
Gobbagombalin	4			1		1						
Gumly Gumly										1		
Brucedale		1				1				1		
Shepherds Siding												
Mt Pleasant												
Currawarna										1		
Euberta				1								
Humula				2								
Ladysmith												
Oura												
San Isidore				2	1					1	1	
Tarcutta				1						1		
The Gap												2

Bulgary				2								
Collingullie					2							
French Park												
Tootal												
Lockhart						1						
Mangoplah		2										
Milbrulong											1	
Pleasant Hills				1								
Bidgeemia												
The Rock			1	4	3						2	1
Uranquinty	1											
Yerong Creek					1							
Culcairn												
Henty	1			1	2	3				2	2	
Holbrook											1	
Ralvona												
Morven												
Walbundrie												
Walla Walla	1									1		
Woomargama				1								
Boree Creek										1		
Morundah												
Oaklands												
Rand												
Kapooka												
Urana			1	4								
TOTAL	14	6	6	46	21	12	0	0	0	68	17	7

3. Water System Repairs

Wagga Wagga

Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected - no supply	Water Lost KL
1/01/20	11 Hurd St	Wagga Wagga	100AC	Pipe Failure	No	1.50	0	0
5/01/2020	1 Paul St	Koorinal	100AC	Pipe Failure	Yes	0	0	10
12/01/2020	66 Gregadoo Road	Lake Albert	100AC	Pipe Failure	Yes	0	0	8
14/01/2020	Cnr Saxon and Bye St	Wagga Wagga	100AC	Leaking Collar	No	0.50	10	2
15/01/2020	75 Alder St	Lake Albert	100AC	Pipe Failure – Ground Movement	No	1.50	15	20
16/01/2020	Cnr Bulolo & Buna St	Ashmont	100AC	Pipe Failure	No	1.0	30	10
17/01/2020	4 Blakemore Av	Ashmont	200AC	Pipe Failure – Ground Movement	No	3.00	60	30
17/01/2020	16 Oak St	Wagga Wagga	150AC	Pipe Failure	No	1.00	20	10
19/01/2020	Cox Av	Forest Hill	100AC	Pipe Failure	No	0.17	5	5
22/01/2020	Sturt Highway	Forest Hill	300AC	Pipe Failure	No	9.00	0	20
23/01/2020	1 Grinton St	Ashmont	200AC	Pipe Failure – Ground Movement	No	1.00	20	5
24/01/2020	Stanley & Paul Street	Koorinal	100 AC	Pipe Failure – Ground Movement	Yes	0	0	10
24/01/2020	12 Gunyah Place	Wagga Wagga	100 WPVC	Accidental Damage	No	3.25	30	10
29/01/2020	45 Dobney Av	Wagga Wagga	100 BPVC	Pipe Failure	Yes	0	0	2
31/01/2020	Cnr Duke & Mitchell Rd	Lake Albert	100 AC	Leaking SS Clamp	Yes	0	0	3

Rural

Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected - no supply	Water Lost KL
4/01/2020	1 Pearson St	Uranquinty	300 CI	Pipe Failure	No	6.50	500	500
6/01/2020	52 Scott St	The Rock	100AC	Pipe Failure	No	1.25	20	5.0
6/01/2020	20 Chapman St	Urana	100AC	Pipe Failure	Yes	0	0	1

7/01/2020	Cnr Coolamon Rd & Marrar Rd	Bruce Dale	63PE	Pipe Failure	No	3.00	1	2
8/01/2020	20 Cobdens Rd	The Gap	63 PE	Pipe Failure	Yes	0	0	5
8/01/2020	36 Oconell St	Lockhart	100AC	Pipe Failure	Yes	0	0	2
9/01/2020	Chaplins Lane	The Rock	40PE	Pipe Failure – Ground Movement	Yes	0	0	6
10/01/2020	Osborne Yerong Creek Road	Yerong Creek	32PE	Pipe Failure – Ground Movement	Yes	0	0	23
12/01/2020	Byrnes Road	The Rock	40PE	Pipe Failure	No	0.50	1	1
13/01/2020	Napier Rd	Milbrulong	250CI	Pipe Failure – Ground Movement	Yes	0	0	12
14/01/2020	Napier Rd	Lockhart	150CI	Pipe Failure – Ground Movement	Yes	0	0	27
15/01/2020	15 Kyeamba St	Mangoplah	100AC	Pipe Failure – Ground Movement	No	1.50	5	12
15/01/2020	Lockhart Road	Collingullie	100 WPVC	Pipe Failure – Ground Movement	Yes	0	0	7
15/01/2020	Osborne Pleasant Hills Rd	Pleasant Hills	40PE	Pipe Failure – Ground Movement	Yes	0	0	13
16/01/2020	Holbrook Rd	Morven	150AC	Pipe Failure – Ground Movement	No	2.00	15	89
16/01/2020	Federation Hwy	Urana	200 WPVC	Pipe Failure – Ground Movement	No	2.0	0	5
21/01/2020	Olympic Hwy	The Rock	300CI	Pipe Failure	No	4.50	5	30
21/01/2020	5-7 Scott St	The Rock	100AC	Pipe Failure	No	3.50	20	3
24/01/2020	Osborne & Yerong Creek Rd	Pleasant Hills	40 PE	Pipe Failure	No	1.00	2	1
28/01/2020	Woomargama Way	Woomargama	80 AC	Pipe Failure	Yes	0	0	1
27/01/2020	Shepherds Siding Rd	Bruce Dale	100 WPVC	T/Band Broken/Leaking	No	1.00	5	5
29/01/2020	20 Cobdens Road	The Gap	63 PE	Pipe Failure	Yes	0	0	2
30/01/2020	Cnr Dunns Rd & Pattersons Rd	Bruce Dale	50PVC	Tree Roots	Yes	0	0	1
30/01/2020	1 Bakes Lane	Pleasant Hills	40 PVC	Tree Roots	No	1.25	1	6
31/01/2020	36 Drummond St	Lockhart	100 AC	Pipe Failure – Ground Movement	Yes	0.00	0	9

4. Water Quality Complaints

Water quality complaints received during January 2020 were:

Date	Location	Problem	Action Taken
5/01/2020	Urana St	Dirty water from filling station	Flush water tanker
6/01/2020	1/74 Stirling Bvl	Water quality	Flushed service
7/01/2020	Rods Rd	Dirty water	Flush service
7/01/2020	Sladden St	Dirty water at the bank and the other end of town	Flushed Sladden St both ends
8/01/2020	10 Macconochie st	Dirty water	Flushed main
10/01/2020	43 Ivor St	Water Quality – brown water, called on Wednesday but water is still brown	Flushed main and service
10/01/2020	72 Urana St	Dirty water	Flushed main and service
10/01/2020	5 /114 Kincaid St	Dirty Water	Flushed main
14/01/2020	2356 Sturt Highway	Taste	Tests Turbidity Chlorine
14/01/2020	2356 Sturt Highway	Taste	Tested Turbidity, Chlorine Flushed Main
15/01/2020	100 Thorne St	Dirty Water	upon use was dirty from gal service line and poor pressure. Will need to be renewed in future
16/01/2020	16 Kapooka Rd	Dirty Water, at the end of the line, could we please flush out.	Flushed the water main was all good
17/01/2020	Home of Compassion (Bardia St)	Dirty Water Please flush once the main break has been fixed.	Flushed with Peter on site
20/01/2020	2 Mackay Pl	Dirty water/ very brown	Flushed main until clear
21/01/2020	70 Riverview Drive	level of hardness in water	tested hardness in water
23/01/2020	18 Elizabeth Av	Dirty Water	Flushed Service
25/01/2020	5 Protea Pl	Dirty Water	Flushed water main at top of cul de sac
28/01/2020	23 Eldershaw Rd	Dirty Water	Flushed main
28/01/2020	2 Elizabeth Ave	Dirty Water	Flushed all of Forest Hill for milky water
30/01/2020	40 Dalkeith Avenue	Water was dirty , rang RW , then rang back to say it's clean , now dirty again	Flushed service all good customers happy with that

5. Mains Constructions

Mains Extensions and New Works

New water mains laid during January 2020 include: **Nil** to report

Replacement of Existing Mains

Mains replaced during January 2020 include:

LOCATION	PROJECT	100		150	
		OPVC	DICL	OPVC	DICL
Halloran Street	Mains Replacement		302		
Darlow Street	Mains Replacement		48		
San Isadore	Mains Replacement				848
Casley's Lane	Mains Replacement	658			
	TOTAL	658	350	0	848

6. Other Construction

Other construction works during January 2020 include:

LOCATION OR PROJECT	WORK DONE
Halloran Street	Replaced services x 20

7. Major Repairs / Overhauls

Major repairs/overhauls during January 2020 include: **Nil** to report

8. Water Filling Station Activity

LOCATION	NUMBER OF FILLS
Bomen Hereford	99
Estella Farrer Rd	324
Forest Hill Elizabeth Ave	97
Glenfield Red Hill Rd	285
Henty Olympic Way	97
Holbrook Millswood Rd	97
Lake Albert Plumpton Rd	168
Lockhart Napier Rd	85
Pleasant Hills Manson St	8
The Rock	84
Yerong Creek Finlayson St	23

9. Fleet Disposals

Fleet disposals made during January 2020 are: **Nil to report**

10. Fleet Acquisitions

Fleet acquisitions made during January are: **Nil to report**

11. Major Capital Projects Progress



- On track



- Behind Schedule



- Unlikely this Financial Year

MAJOR PROJECTS 2019/20 (> Over \$100,000) - January 2019

Description	2019/20 Budget	Actual & Committed to Date	Comments
MANAGEMENT			
Depot Buildings			
Refurbishment of Operations Office - Urban	\$160,000	\$87,674	Consultant has commenced the detailed design.
Fitout new Council meeting room in new depot building	\$140,740	\$211,154	Complete
Depot Building The Rock - Non- Urban	\$150,000	\$10,952	Consultant has provided preliminary design, geotechnical report and condition report for brick building. We have consulted with LSC on design.
Land & Buildings for Admin, Depot & Workshops			
Access, Parking and Landscaping			
Levee protection stage 2 Hammond Ave - Urban	\$265,600	\$199,785	Block wall constructed 4 courses high. Commenced construction of footing for site entrance barrier.
Forge & Copland Street Development	\$220,000	\$167,845	Earthworks contractor has commenced construction of earthworks pad.
Koorlingal Road Purchase	\$362,399	\$123,313	Acquisition will proceed once stormwater works completed by owner.
Copland Koorlingal Road Land Purchase	\$140,272	\$140,272	Complete.
PLANT & EQUIPMENT			
IT Equipment			
Computer Server Replacement - Urban	\$393,000	\$0	
Computer Equipment - Urban	\$206,570	\$181,209	
Working Plant & Vehicle Purchases			
Routine plant & vehicle replacements	\$1,372,013	\$407,292	
Telemetry & Control Systems Upgrade			

Remote Telemetry Units & Radio Upgrade project	\$500,000	\$38,772	Completed Tender to supply 50x RTUs and Radios (approx. \$20k)
Radio Telemetry SCADA Upgrade	\$456,452	\$12,462	Received quotations to install & commission North Wagga System upgrade
Energy Efficiency & Cost Minimisation			
Energy Efficiency & Power Factor Improvements	\$150,973	\$132,169	
Solar Installations	\$500,000	\$0	
SOURCES			
Bores-renew/refurbish/decommission			
Humula Well Replacement/Protection	\$150,000	\$0	Replacement investigation completed, and investigation option for levee around existing wells
TREATMENT PLANTS			
Aeration Tower Covers			
East Wagga Aeration Basin cover - Urban	\$101,168	\$72,550	Stair enclosure painting has commenced.
Treatment Plant Refurbishments			
WTP stage 1 - Urban	\$870,592	\$232,405	See detailed report.
Roads	\$550,000	\$0	RFQ for detailed design closes 20 February.
Footpaths and Covered Walkways	\$100,000	\$0	RFQ for detailed design closes 20 February.
Tarcutta Iron Filter Replacement	\$100,000	\$868	Layout developed and currently being reviewed by Operations.
Urana WTP replacement - Non-Urban	\$400,467	\$9,022	Draft P&ID's completed. Deferred detailed design in Dec QBR.
PUMPING STATIONS			
Estella Pump Station	\$120,000	\$0	Dependent on IWCM outcomes. In the interim, operational improvements increased supply from North Wagga WTP and also from new Wagga WTP into North Wagga Systems
RESERVOIRS			
New/Replacement Reservoirs			
Shires Reservoir Relocation - Non-Urban	\$117,000	\$34,030	Minor defects to be completed.
Main Low Level Reservoir 2x11ML Investigation & Design - Urban	\$4,939,225	\$4,486,743	Construction of reservoir 2 is 98% complete. Still working with consultants to find an acceptable solution to durability issues associated with low strength concrete in reservoir floor.
Glenoak Res 2 x 4.5ML - construction	\$2,377,279	\$1,759,660	Testing completed. Some minor defects to be repaired.
The Rock Reservoir South	\$261,076	\$13,928	Valuation report for Reservoir site and access expected late February.
MAINS			
System Improvements			

System Improvements - Urban	\$150,000	\$110,418	
San Isadore Main	\$250,000	\$121,275	Construction commenced
Low Level Reservoirs Pipework	\$300,000	\$9,088	Pipe alignment/location has been finalised. Seeking consent from Department of Education to start construction.
WW WTP 600mm DICL Koorungal Road	\$650,000	\$217,410	Consultant engaged for land matters. QBR adjustment, expected timeframe for land matters likely to delay construction until 20/21.
Estella to CSU 450mm DICL	\$350,000	\$6,597	Construction commenced
Reticulation for Developers (including other extensions)			
Reticulation for Developers - Urban	\$800,000	\$486,906	
Renew Reticulation Mains			
Renew Reticulation Mains - Non-Urban	\$200,000	\$11,080	
Renew Reticulation Mains - Urban	\$400,000	\$246,770	
The Gap / Brucedale System - Non-Urban	\$150,000	\$17,726	Construction commenced
East St,Nth Wagga	\$100,000	\$90,053	Completed
Renew Trunk Mains			
Renew Trunk Mains - Urban	\$400,000	\$636	
Renew Trunk Mains - Non-Urban	\$200,000	\$3,626	
The Rock - Milbrulong BT Trunk Mains Replacement	\$464,143	\$338,408	
Service Connections, new including Meters			
Service Connections, New - Urban	\$500,000	\$254,417	
Renew Services			
Renew Services - Urban	\$140,000	\$53,292	
Water Meters Replacement			
Water meters replacement - Urban	\$150,000	\$109,818	

Bede Spannagle



DIRECTOR OF ENGINEERING

R15 Wagga Wagga City Council proposed acquisition of land at as public reserve with a full width (5m) easement to Riverina Water for water supply (Lot 11 and 122 DP 540063)

Organisational Area Projects

Author Tamarin Taylor, Project Officer

Summary Riverina Water owns a section of land between two properties in Kansas Drive as part of the larger Red Hill Reservoir Site (Lot 1 DP 585912). This small section of land between the two properties at 11 and 13 Kansas Drive is used by the community to access walking tracks on Willans Hill. Riverina Water identified that it would be in the interest of Wagga Wagga City Council to acquire this land as a public reserve to preserve community access to Willans Hill.

RECOMMENDATION that Council note the above matter and accept the subdivision of Lot 1 DP 585912 and subsequent land transfer of Lot 11 to Wagga Wagga City Council as per the Plan of Subdivision, Deposited Plan and 88B instrument

Report

Following inquiries from adjoining landowners into maintenance of this public access reserve, Riverina Water has seen it as beneficial to the community for Wagga Wagga City Council to subdivide Lot 1 DP 585912 and take ownership of part of the lot. Wagga Wagga City Council resolved at its meeting on Monday 12th August 2019 to accept transfer of part of Lot 1 DP585912. The terms of transfer are that Riverina Water transfer the land to Wagga Wagga Council at nil cost and Wagga Wagga City Council undertake at their cost the survey, subdivision, easement creation and land title transfer.

As referenced on the Plan of Subdivision the main lot (Lot 12) is the site of the existing reservoir and the secondary lot (Lot 11) contains an easement for water supply as per the notation "W". Lot 11 has been dedicated as a public reserve and will vest in the ownership of Wagga Wagga City Council upon registration of the plan.

Subsequent survey, deposited plan and 88B instruments has been prepared by Wagga Wagga City Council and presented to Riverina Water for acceptance.

- › **R15.1** **Plan of Subdivision of Lot 1 DP 585912**
- › **R15.2** **Dep Plan Admin Sheet - subdivision of Lot 1 DP 585912**
- › **R15.3** **88B Instrument - subdivision of Lot 1 DP 585912**

Financial Implications

Nil

Risks Considerations

Corporate Governance and Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including property related matters



SCHEDULE OF CURVED BOUNDARIES

NO.	BEARING	DISTANCE	ARC	RADIUS
1	37°11'10"	5.02	5.02	80
2	30°10'20"	14.555	14.575	80

CO-ORDINATE SCHEDULE

MARK	M.G.A. EASTING	M.G.A. NORTHING	CLASS	ORDER	METHOD	ORIGIN
SSM 95856	532 703.716	6 110 433.810	C	3	SCIMS	FOUND
PM 39864	532 677.898	6 110 126.679	C	3	SCIMS	FOUND
SSM 8915	532 581.404	6 110 157.724	B	2	SCIMS	FOUND
M.G.A. CO-ORDINATES OBTAINED FROM SCIMS AS AT 22 OCTOBER 2019						
COMBINED SCALE FACTOR 0.999571 ZONE 55 MGA DATUM: GDA94						

PERMANENT MARK CONNECTIONS

'X'	'Y'	BEARING	DISTANCE	MEAS
SSM 95856	PM 39864	184°48'18"	308.340	MEAS
PM 39864	SSM 8915	287°49'44"	101.398	MEAS
SSM 8915	SSM 95856	23°53'33"	302.099	MEAS
SSM 95856	COR 'L'	231°02'11"	92.728	MEAS
PM 39864	COR 'M'	6°11'45"	202.04	MEAS

(W) EASEMENT FOR WATER SUPPLY 5 WIDE

(F1) DENOTES COLORBOND FENCE 20yrs

SSM 8915 FD
ESTABLISHEDPM 39864 FD
ESTABLISHED

Surveyor: TERRENCE JOHN HINCHCLIFFE
Date of Survey: 8-11-2019
Surveyor's Ref: 19357
2019M7100(1064)Partial Survey

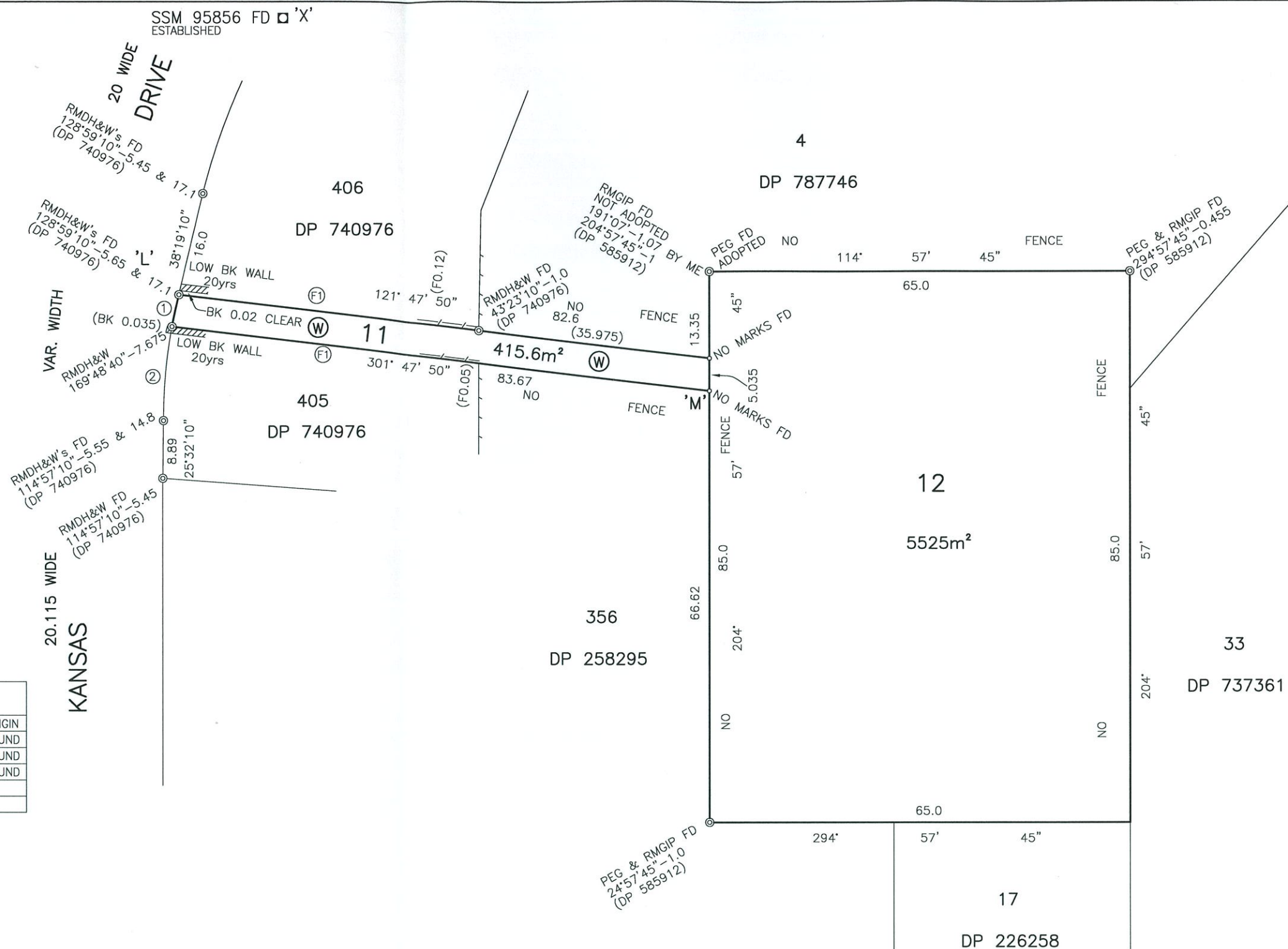
PLAN OF SUBDIVISION OF LOT 1 DP 585912

LGA: WAGGA WAGGA
Locality: TOLLAND
Subdivision No:
Lengths are in metres. Reduction Ratio 1:500

Registered

DP

COPY



PLAN FORM 6 (2019)	DEPOSITED PLAN ADMINISTRATION SHEET	Sheet 1 of 2 sheet(s)
<div style="text-align: right; font-size: small;">Office Use Only</div> <p>Registered:</p> <p>Title System:</p>		<div style="text-align: right; font-size: small;">Office Use Only</div>
<h2 style="margin: 0;">PLAN OF SUBDIVISION OF LOT 1 DP 585912</h2>		<p>LGA: WAGGA WAGGA</p> <p>Locality: TOLLAND</p> <p>Parish: SOUTH WAGGA WAGGA</p> <p>County: WYNYARD</p>
<p style="text-align: center;">Survey Certificate</p> <p>I, TERRENCE JOHN HINCHCLIFFE of 33 BLAKE STREET, WAGGA WAGGA a surveyor registered under the <i>Surveying and Spatial Information Act 2002</i>, certify that:</p> <p>*(a) The land shown in the plan was surveyed in accordance with the Surveying and Spatial Information Regulation 2017, is accurate and the survey was completed on 8/11/2019 or</p> <p>*(b) The part of the land shown in the plan (*being LOT 11) was surveyed in accordance with the <i>Surveying and Spatial Information Regulation 2017</i>, the part surveyed is accurate and the survey was completed on 08 - 11 - 2019, the part not surveyed was compiled in accordance with that Regulation, or</p> <p>*(c) The land shown in this plan was compiled in accordance with the Surveying and Spatial Information Regulation 2017.</p> <p>Datum Line: "X" "Y"</p> <p>Type: *Urban/*Rural</p> <p>The terrain is *Level/Undulating / *Steep-Mountainous.</p> <div style="margin-top: 20px;"> <p>Signature: Dated: 15.1.20</p> <p>Surveyor Identification No: 1308</p> <p>Surveyor registered under the <i>Surveying and Spatial Information Act 2002</i></p> </div> <p><small>*Strike out inappropriate words.</small></p> <p><small>**Specify the land actually surveyed or specify any land shown in the plan that</small></p>		<p style="text-align: center;">Crown Lands NSW/Western Lands Office Approval</p> <p>I, (Authorised Officer) in approving this plan certify that all necessary approvals in regard to the allocation of the land shown herein have been given.</p> <p>Signature:</p> <p>Date:</p> <p>File Number:</p> <p>Office:</p>
<p style="text-align: center;">Subdivision Certificate</p> <p>I, *Authorised Person/*General Manager/*Accredited Certifier, certify that the provisions of s.6.15 of the <i>Environmental Planning and Assessment Act 1979</i> have been satisfied in relation to the proposed subdivision, new road or reserve set out herein.</p> <p>Signature:</p> <p>Accreditation number:</p> <p>Consent Authority:</p> <p>Date of endorsement:</p> <p>Subdivision Certificate number:</p> <p>File number:</p>		
<p>Plans used in the preparation of survey/compilation.</p> <p>DP 585912, DP 740976</p>		<p>Statements of intention to dedicate public roads, create public reserves and drainage reserves, acquire/resume land.</p> <p>IT IS INTENDED TO DEDICATE LOT 11 TO THE PUBLIC AS A PUBLIC RESERVE.</p>
<p>Surveyor's Reference: 19357</p> <p style="text-align: center;">2019M7100 (1064) Partial Survey</p>		<p style="text-align: center;">Signatures, Seals and Section 88B Statements should appear on PLAN FORM 6</p>

DEPOSITED PLAN ADMINISTRATION SHEET

Sheet 2 of 2 sheet(s)

Office Use Only

Office Use Only

Registered:

PLAN OF SUBDIVISION OF LOT 1 DP 585912

Subdivision Certificate number:

Date of Endorsement:

This sheet is for the provision of the following information as require
A schedule of lots and addresses - See 60(c) *SSI Regulation 2017*

- Statements of intention to create and release affecting interests in accordance with section 88B *Conveyancing Act 1919*
- Signatures and seals- see 195D *Conveyancing Act 1919*
- Any information which cannot fit in the appropriate panel of sheet 1 of the administration sheets.

STREET ADDRESSES FOR ALL LOTS ARE NOT AVAILABLE.

PURSUANT TO SECTION 88B OF THE CONVEYANCING ACT 1919, AS AMENDED, IT IS INTENDED TO CREATE:

1. EASEMENT FOR WATER SUPPLY 5 WIDE

EXECUTED BY

RIVERINA WATER COUNTY COUNCIL)

Pursuant to Sec 377 of the)

Local Government Act, 1999

AUTHORISED OFFICER

AUTHORISED OFFICERS NAME :

AUTHORITY OF OFFICER :

If space is insufficient use additional annexure sheet

Surveyor's Reference: 19357 2019M7100 (1064) Partial Survey

AUTHORITY OF OFFICER :

CONFIDENTIAL REPORTS

CONF1 Advertising and content opportunity – Wagga Wagga.tv

Organisational Area **General Manager**

Author Andrew Crakanthorp, General Manager

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

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

CONF2 Purchase of land 45 Koorringal Road for future operational requirements

Organisational Area Engineering

Author Bede Spannagle, Director Engineering

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

(d) (ii) commercial information of a confidential nature that would, if disclosed, confer a commercial advantage on a competitor of the council