



# **Meeting of Riverina Water County Council**

The meeting will be held in the Pat Brassil AM Meeting Room,  
Riverina Water, 91 Hammond Ave, Wagga at 9:30am on  
Wednesday 22 June 2022

# 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](http://www.riverinawater.nsw.gov.au). Visitors in the public gallery are advised that their voice and/or image may form part of the webcast. By remaining in the public gallery it is assumed your consent is given in the event your image or voice is broadcast.

## Acknowledgement of Country

## Livestreaming of Meeting

## Apologies

## Declaration of pecuniary and non-pecuniary interests

## Confirmation of Minutes

### Minutes of Board Meeting 27 April 2022

## Correspondence

## Information Paper

## Open Reports

R1	Code of Meeting Practice Policy 1.02 .....	4
R2	List of Investments .....	48
R3	Annual Hospital Allowance .....	57
R4	Delivery Program 2022/23 - 2025/26 and Operational Plan 2022/23 .....	61
R5	Rescission of Policies .....	123
R6	Board Member Training & Development Policy .....	136
R7	Determination of fees for board members and chairperson from 1 July 2022.....	142
R8	Pensioner Concession Rebates Policy 2.7 .....	144
R9	2022 Customer Satisfaction Survey .....	150
R10	2021-22 Donations and Sponsorships .....	170
R11	Draft Debt Management and Hardship Policy .....	172
R12	Business Activity Strategic Plan 2022-2032.....	185
R13	Award Negotiation Update .....	222
R14	Riverina Joint Organisation .....	225



R15	Contractual Conditions of Senior Staff .....	228
R16	Lost Time Injury Statistics July 2021 - May 2022 .....	230
R17	Development Servicing Plan for Water Supply .....	232
R18	Willans Hill Land Matters .....	276
R19	Backflow Prevention Policy 2.1 .....	279
R20	Works Report covering April 2022 .....	286
R21	Works Report covering May 2022 .....	303
R22	Council Resolution Sheet.....	321
R23	Audit Risk & Improvement Committee Recruitment of Independent Member .....	325

#### **Committee Minutes**

M1	Minutes of Audit, Risk and Improvement Committee held on 5 May 2022.....	327
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#### **Questions and Statements**

#### **Confidential Reports**

CONF-1	Tender for Specification W290 Commissioning & Final Documentation for the Wagga Wagga WTP .....	334
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# R1 Code of Meeting Practice Policy 1.02

**Organisational Area** Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** The revised Code of Meeting Practice Policy 1.02 is presented to the Board for adoption following a public consultation period.

**RECOMMENDATION** that Council adopt the Code of Meeting Practice Policy 1.02

## Report

The revised Code of Meeting Practice Policy 1.02 was initially presented to the Board for consideration at its February meeting. Following this a workshop was held for discussion and consideration of several of the clauses within the Policy.

The reviewed policy was subsequently presented to the April meeting of the Board and then placed on public exhibition for 28 days. The policy was advertised for public feedback in print media, available for access online and promoted on our social media. No submissions have been received.

Accordingly, the Code of Meeting Practice Policy 1.02 is now presented to the Board for adoption.

› R1.1 **Code of Meeting Practice-Policy-1.02.pdf** [↓](#) 

## Financial Implications

Not applicable.

## Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



# Riverina Water Code of Meeting Practice

April 2022 | Policy 1.02

## Table of Contents

1.	Introduction.....	5
2.	Meeting principles .....	5
3.	Before the meeting .....	5
	Timing of ordinary board meetings.....	5
	Extraordinary meetings .....	5
	Notice to the public of council meetings .....	6
	Notice to members of ordinary board meetings.....	6
	Notice to members of extraordinary meetings.....	6
	Giving notice of business to be considered at board meetings.....	6
	Questions with notice .....	7
	Agenda and business papers for ordinary meetings .....	7
	Statement of ethical obligations .....	8
	Availability of the agenda and business papers to the public .....	8
	Agenda and business papers for extraordinary meetings .....	9
	Pre-meeting briefing sessions .....	9
4.	Public forums.....	10
5.	Coming together.....	12
	Attendance by board members at meetings .....	12
	The quorum for a meeting.....	13
	Meetings held by audio-visual link.....	14
	Attendance by board members at meetings by audio-visual link.....	14
	Entitlement of the public to attend board meetings .....	15
	Webcasting of meetings.....	16
	Attendance of the chief executive officer (CEO) and other staff at meetings .....	16
6.	The chairperson .....	17
	The chairperson at meetings.....	17
	Election of the chairperson in the absence of the chairperson and deputy chairperson .....	17
	Chairperson to have precedence .....	18
7.	Order of business for ordinary board meetings .....	18
8.	Consideration of business at board meetings .....	18
	Business that can be dealt with at a board meeting.....	18
	Chairperson minutes .....	19
	Staff reports .....	20

Reports of committees of council.....	20
Questions .....	20
9. Rules of debate .....	20
Motions to be seconded .....	20
Notices of motion .....	21
Chairperson's duties with respect to motions .....	21
Motions requiring the expenditure of funds.....	21
Amendments to motions .....	21
Foreshadowed motions .....	22
Limitations on the number and duration of speeches .....	22
10. Voting .....	23
Voting entitlements of board members.....	23
Voting at board meetings .....	24
11. Committee of the whole .....	24
12. Dealing with items by exception .....	25
13. Closure of board meetings to the public .....	25
Grounds on which meetings can be closed to the public.....	25
Matters to be considered when closing meetings to the public .....	26
Notice of likelihood of closure not required in urgent cases .....	27
Representations by members of the public .....	28
Expulsion of non-members from meetings closed to the public .....	29
Obligation of board members attending meetings by audio-visual links.....	29
Information to be disclosed in resolutions closing meetings to the public .....	29
Resolutions passed at closed meetings to be made public .....	29
14. Keeping order at meetings .....	30
Points of order .....	30
Questions of order .....	30
Motions of dissent .....	30
Acts of disorder .....	30
How disorder at a meeting may be dealt with.....	31
Expulsion from meetings .....	31
How disorder by board members attending meetings by audio-visual link may be dealt with	32
Use of mobile phones and the unauthorised recording of meetings .....	32
15. Conflicts of interest.....	33
16. Decisions of the board.....	33

Board decisions .....	33
Rescinding or altering board decisions .....	33
Recommitting resolutions to correct an error .....	35
17. After the meeting .....	35
Minutes of meetings .....	35
Access to correspondence and reports laid on the table at, or submitted to, a meeting .....	36
Implementation of decisions of the council .....	37
18. Council committees .....	37
Application of this Part .....	37
Council committees whose members are all board members .....	37
Functions of committees .....	37
Notice of committee meetings .....	37
Attendance at committee meetings .....	37
Non-members entitled to attend committee meetings .....	38
Chairperson and deputy chairperson of council committees .....	38
Procedure in committee meetings .....	38
Closure of committee meetings to the public .....	39
Disorder in committee meetings .....	39
Minutes of council committee meetings .....	39
19. Irregularities .....	40
20. Definitions .....	41
21. Policy details .....	43

## 1. Introduction

This *Code of Meeting Practice* incorporates the mandatory provisions of the Model Meeting Code and some optional provisions as determined by the Board.

The Board and any committees of the council of which all the members are board members, must conduct its meetings in accordance with this *Code of Meeting Practice*. Council committees whose members include persons other than board members may adopt their own rules for meetings unless the Board determine otherwise.

## 2. Meeting principles

2.1 Board and committee meetings should be:

- Transparent:** Decisions are made in a way that is open and accountable.
- Informed:** Decisions are made based on relevant, quality information.
- Inclusive:** Decisions respect the diverse needs and interests of the local community.
- Principled:** Decisions are informed by the principles prescribed under Chapter 3 of the Act.
- Trusted:** The community has confidence that board members and staff act ethically and make decisions in the interests of the whole community.
- Respectful:** Board members, staff and meeting attendees treat each other with respect.
- Effective:** Meetings are well organised, effectively run and skilfully chaired.
- Orderly:** Board member, staff and meeting attendees behave in a way that contributes to the orderly conduct of the meeting.

## 3. Before the meeting

### Timing of ordinary board meetings

- 3.1 The Board shall, by resolution, set the frequency, time, date and place of its ordinary meetings.
- 3.2 The Board may, by resolution, vary the time, date and place of ordinary meetings for flexibility in given circumstances.

### Extraordinary meetings

- 3.3 If the chairperson receives a request in writing, signed by at least two (2) board members, the chairperson must call an extraordinary meeting of the Board to be held as soon as practicable, but in any event, no more than fourteen (14) days after receipt

of the request. The chairperson can be one of the two board members requesting the meeting.

**Note: Clause 3.3 reflects section 366 of the Act.**

### **Notice to the public of council meetings**

- 3.4 The Board must give notice to the public of the time, date and place of each of its meetings, including extraordinary meetings and of each meeting of committees of the council.

**Note: Clause 3.4 reflects section 9(1) of the Act.**

- 3.5 For the purposes of clause 3.4, notice of a meeting of the Board and of a committee of council is to be published before the meeting takes place. The notice must be published on the council's website, and in such other manner that the council is satisfied is likely to bring notice of the meeting to the attention of as many people as possible.

- 3.6 For the purposes of clause 3.4, notice of more than one (1) meeting may be given in the same notice.

### **Notice to members of ordinary board meetings**

- 3.7 The chief executive officer (CEO) must send to each board member, at least three (3) working days before each meeting of the Board a notice specifying the time, date and place at which the meeting is to be held, and the business proposed to be considered at the meeting.

**Note: Clause 3.7 reflects section 367(1) of the Act.**

- 3.8 The notice and the agenda for, and the business papers relating to, the meeting may be given to board members in electronic form, but only if all members have facilities to access the notice, agenda and business papers in that form.

**Note: Clause 3.8 reflects section 367(3) of the Act.**

### **Notice to members of extraordinary meetings**

- 3.9 Notice of less than three (3) days may be given to board members of an extraordinary meeting of the board in cases of emergency.

**Note: Clause 3.9 reflects section 367(2) of the Act.**

### **Giving notice of business to be considered at board meetings**

- 3.10 A board member may give notice of any business they wish to be considered by the board at its next ordinary meeting by way of a notice of motion. To be included on the agenda of the meeting, the notice of motion must be in writing and must be submitted four (4) business days before the meeting is to be held.



- 3.11 A board member may, in writing to the CEO, request the withdrawal of a notice of motion submitted by them prior to its inclusion in the agenda and business paper for the meeting at which it is to be considered.
- 3.12 If the CEO considers that a notice of motion submitted by a board member for consideration at an ordinary meeting of the board has legal, strategic, financial or policy implications which should be taken into consideration by the meeting, the CEO may prepare a report in relation to the notice of motion for inclusion with the business papers for the meeting at which the notice of motion is to be considered by the board.
- 3.13 A notice of motion for the expenditure of funds on works and/or services other than those already provided for in the council's current adopted operational plan must identify the source of funding for the expenditure that is the subject of the notice of motion. If the notice of motion does not identify a funding source, the CEO must either:
- (a) prepare a report on the availability of funds for implementing the motion if adopted for inclusion in the business papers for the meeting at which the notice of motion is to be considered by the board, or
  - (b) by written notice sent to all board members with the business papers for the meeting for which the notice of motion has been submitted, defer consideration of the matter by the board to such a date specified in the notice, pending the preparation of such a report.

### **Questions with notice**

- 3.14 A board member may, by way of a notice submitted under clause 3.10, ask a question for response by the CEO about the performance or operations of the council.
- 3.15 A board member is not permitted to ask a question with notice under clause 3.14 that comprises a complaint against the CEO or a member of staff of the council, or a question that implies wrongdoing by the CEO or a member of staff of the council.
- 3.16 The CEO or their nominee may respond to a question with notice submitted under clause 3.14 by way of a report included in the business papers for the relevant meeting of the Board or orally at the meeting.

### **Agenda and business papers for ordinary meetings**

- 3.17 The CEO must cause the agenda for a meeting of the Board or a committee of the council to be prepared as soon as practicable before the meeting.
- 3.18 The CEO must ensure that the agenda for an ordinary meeting of the Board states:
- (a) all matters to be dealt with arising out of the proceedings of previous meetings of the Board, and
  - (b) any matter or topic that the chairperson proposes, at the time when the agenda is prepared, to put to the meeting, and

- (c) all matters, including matters that are the subject of staff reports and reports of committees, to be considered at the meeting, and
  - (d) any business of which due notice has been given under clause 3.10.
- 3.19 Nothing in clause 3.18 limits the powers of the chairperson to put a minute to a meeting under clause 8.6.
- 3.20 The CEO must not include in the agenda for a meeting of the Board any business of which due notice has been given if, in the opinion of the CEO, the business is, or the implementation of the business would be, unlawful. The CEO must report, without giving details of the item of business, any such exclusion to the next meeting of the Board.
- 3.21 Where the agenda includes the receipt of information or discussion of other matters that, in the opinion of the CEO, is likely to take place when the meeting is closed to the public, the CEO must ensure that the agenda of the meeting:
- (a) identifies the relevant item of business and indicates that it is of such a nature (without disclosing details of the information to be considered when the meeting is closed to the public), and
  - (b) states the grounds under section 10A(2) of the Act relevant to the item of business.

**Note: Clause 3.21 reflects section 9(2A)(a) of the Act.**

- 3.22 The CEO must ensure that the details of any item of business which, in the opinion of the CEO, is likely to be considered when the meeting is closed to the public, are included in a business paper provided to board members for the meeting concerned. Such details must not be included in the business papers made available to the public and must not be disclosed by a board member or by any other person to another person who is not authorised to have that information.

### **Statement of ethical obligations**

- 3.23 Business papers for all ordinary and extraordinary meetings of the Board and committees of the council must contain a statement reminding board members of their oath or affirmation of office made under section 233A of the Act and their obligations under the council's Code of Conduct to disclose and appropriately manage conflicts of interest.

### **Availability of the agenda and business papers to the public**

- 3.24 Copies of the agenda and the associated business papers, such as correspondence and reports for meetings of the Board and committees of council, are to be published on the council's website, and must be made available to the public for inspection, or for taking away by any person free of charge at the offices of the council, at the relevant meeting and at such other venues determined by the council.

**Note: Clause 3.24 reflects section 9(2) and (4) of the Act.**

- 3.25 Clause 3.24 does not apply to the business papers for items of business that the CEO has identified under clause 3.22 as being likely to be considered when the meeting is closed to the public.

**Note: Clause 3.25 reflects section 9(2A)(b) of the Act.**

- 3.26 For the purposes of clause 3.25, copies of agendas and business papers must be published on the council's website and made available to the public at a time that is as close as possible to the time they are available to board members.

**Note: Clause 3.26 reflects section 9(3) of the Act.**

- 3.27 A copy of an agenda, or of an associated business paper made available under clause 3.24, may in addition be given or made available in electronic form.

**Note: Clause 3.27 reflects section 9(5) of the Act.**

### **Agenda and business papers for extraordinary meetings**

- 3.28 The CEO must ensure that the agenda for an extraordinary meeting of the Board deals only with the matters stated in the notice of the meeting.
- 3.29 Despite clause 3.28, business may be considered at an extraordinary meeting of the Board, even though due notice of the business has not been given, if:
- (a) a motion is passed to have the business considered at the meeting, and
  - (b) the business to be considered is ruled by the chairperson to be of great urgency on the grounds that it requires a decision by the board before the next scheduled ordinary meeting of the Board.
- 3.30 A motion moved under clause 3.29(a) can be moved without notice but only after the business notified in the agenda for the extraordinary meeting has been dealt with.
- 3.31 Despite clauses 9.20–9.30, only the mover of a motion moved under clause 3.29(a) can speak to the motion before it is put.
- 3.32 A motion of dissent cannot be moved against a ruling of the chairperson under clause 3.29(b) on whether a matter is of great urgency.

### **Pre-meeting briefing sessions**

- 3.33 Prior to each ordinary meeting of the Board, the CEO may arrange a pre-meeting briefing session to brief members on business to be considered at the meeting. Pre-meeting briefing sessions may also be held for extraordinary meetings of the Board and meetings of committees of the council.
- 3.34 Pre-meeting briefing sessions are to be held in the absence of the public.
- 3.35 Pre-meeting briefing sessions may be held by audio-visual link.
- 3.36 The CEO or a member of staff nominated by the CEO is to preside at pre-meeting briefing sessions.

- 3.37 Board members must not use pre-meeting briefing sessions to debate or make preliminary decisions on items of business they are being briefed on, and any debate and decision-making must be left to the formal board or committee meeting at which the item of business is to be considered.
- 3.38 Board members (including the chairperson) must declare and manage any conflicts of interest they may have in relation to any item of business that is the subject of a briefing at a pre-meeting briefing session, in the same way that they are required to do so at a board or committee meeting. The council is to maintain a written record of all conflict of interest declarations made at pre-meeting briefing sessions and how the conflict of interest was managed by the board member who made the declaration.

## 4. Public forums

- 4.1 The council may hold a public forum prior to each ordinary meeting of the Board for the purpose of hearing oral submissions from members of the public on items of business to be considered at the meeting. Public forums may also be held prior to extraordinary board meetings and meetings of committees of the council.
- 4.2 Public forums may be held by audio-visual link.
- 4.3 Public forums are to be chaired by the chairperson or their nominee.
- 4.4 To speak at a public forum, a person must first make an application to the council in the approved form. Applications to speak at the public forum must be received by midday on the Monday before the date on which the public forum is to be held, and must identify the item of business on the agenda of the board meeting the person wishes to speak on, and whether they wish to speak 'for' or 'against' the item.
- 4.5 A person may apply to speak on no more than two (2) items of business on the agenda of the board meeting.
- 4.6 Legal representatives acting on behalf of others are not to be permitted to speak at a public forum unless they identify their status as a legal representative when applying to speak at the public forum.
- 4.7 The CEO or their delegate may refuse an application to speak at a public forum. The CEO or their delegate must give reasons in writing for a decision to refuse an application.
- 4.8 No more than two (2) speakers are to be permitted to speak 'for' or 'against' each item of business on the agenda for the board meeting.
- 4.9 If more than the permitted number of speakers apply to speak 'for' or 'against' any item of business, the CEO or their delegate may request the speakers to nominate from among themselves the persons who are to address the Board on the item of business. If the speakers are not able to agree on whom to nominate to address the Board, the CEO or their delegate is to determine who will address the Board at the public forum.

- 4.10 If more than the permitted number of speakers apply to speak 'for' or 'against' any item of business, the CEO or their delegate may, in consultation with the chairperson or the chairperson's nominated chairperson, increase the number of speakers permitted to speak on an item of business, where they are satisfied that it is necessary to do so to allow the Board to hear a fuller range of views on the relevant item of business.
- 4.11 Approved speakers at the public forum are to register with the council any written, visual or audio material to be presented in support of their address to the Board at the public forum, and to identify any equipment needs no more than two days before the public forum. The CEO or their delegate may refuse to allow such material to be presented.
- 4.12 The CEO or their delegate is to determine the order of speakers at the public forum.
- 4.13 Each speaker will be allowed five (5) minutes to address the Board. This time is to be strictly enforced by the chairperson.
- 4.14 Speakers at public forums must not digress from the item on the agenda of the board meeting they have applied to address the Board on. If a speaker digresses to irrelevant matters, the chairperson is to direct the speaker not to do so. If a speaker fails to observe a direction from the chairperson, the speaker will not be further heard.
- 4.15 A board member (including the chairperson) may, through the chairperson, ask questions of a speaker following their address at a public forum. Questions put to a speaker must be direct, succinct and without argument.
- 4.16 Speakers are under no obligation to answer a question put under clause 4.15. Answers by the speaker to each question are to be limited to 3 minutes.
- 4.17 Speakers at public forums cannot ask questions of the Board, members or council staff.
- 4.18 The CEO or their nominee may, with the concurrence of the chairperson, address the Board for up to 5 minutes in response to an address to the Board at a public forum after the address and any subsequent questions and answers have been finalised.
- 4.19 Where an address made at a public forum raises matters that require further consideration by council staff, the CEO may recommend that the Board defer consideration of the matter pending the preparation of a further report on the matters.
- 4.20 When addressing the Board, speakers at public forums must comply with this code and all other relevant council codes, policies and procedures. Speakers must refrain from engaging in disorderly conduct, publicly alleging breaches of the council's Code of Conduct or making other potentially defamatory statements.
- 4.21 If the chairperson considers that a speaker at a public forum has engaged in conduct of the type referred to in clause 4.20, the chairperson may request the person to refrain from the inappropriate behaviour and to withdraw and unreservedly apologise for any

inappropriate comments. Where the speaker fails to comply with the chairperson's request, the chairperson may immediately require the person to stop speaking.

- 4.22 Clause 4.21 does not limit the ability of the chairperson to deal with disorderly conduct by speakers at public forums in accordance with the provisions of Part 14 of this code.
- 4.23 Where a speaker engages in conduct of the type referred to in clause 4.20, the CEO or their delegate may refuse further applications from that person to speak at public forums for such a period as the CEO or their delegate considers appropriate.
- 4.24 Board members (including the chairperson) must declare and manage any conflicts of interest they may have in relation to any item of business that is the subject of an address at a public forum, in the same way that they are required to do so at a board or committee meeting. The council is to maintain a written record of all conflict of interest declarations made at public forums and how the conflict of interest was managed by the board member who made the declaration.

**Note: Public forums should not be held as part of a board or committee meeting. Board or committee meetings should be reserved for decision-making by the Board or committee of council. Where a public forum is held as part of a board or committee meeting, it must be conducted in accordance with the other requirements of this code relating to the conduct of board and committee meetings.**

## 5. Coming together

### Attendance by board members at meetings

- 5.1 All board members must make reasonable efforts to attend meetings of the Board and of committees of the council of which they are members.

**Note: A board member may not attend a meeting as a member (other than the first meeting of the Board after the member is elected or a meeting at which the member takes an oath or makes an affirmation of office) until they have taken an oath or made an affirmation of office in the form prescribed under section 233A of the Act.**

- 5.2 A board member cannot participate in a meeting of the Board or of a committee of the council unless personally present at the meeting, unless permitted to attend the meeting by audio-visual link under this code.
- 5.3 Where a board member is unable to attend one or more ordinary meetings of the Board, the member should request that the Board grant them a leave of absence from those meetings. This clause does not prevent a member from making an apology if they are unable to attend a meeting. However the acceptance of such an apology does not constitute the granting of a leave of absence for the purposes of this code and the Act.

- 5.4 A board member's request for leave of absence from board meetings should, if practicable, identify (by date) the meetings from which the member intends to be absent and the grounds upon which the leave of absence is being sought.
- 5.5 The Board must act reasonably when considering whether to grant a member's request for a leave of absence.
- 5.6 A board member's civic office will become vacant if the member is absent from three (3) consecutive ordinary meetings of the Board without prior leave of the Board, or leave granted by the Board at any of the meetings concerned, unless the holder is absent because they have been suspended from office under the Act, or because the Board has been suspended under the Act, or as a consequence of a compliance order under section 438HA.

**Note: Clause 5.6 reflects section 234(1)(d) of the Act.**

- 5.7 A board member who intends to attend a meeting of the Board despite having been granted a leave of absence should, if practicable, give the CEO at least two (2) days' notice of their intention to attend.

### **The quorum for a meeting**

- 5.8 The quorum for a meeting of the Board is a majority of the members of the Board who hold office at that time and are not suspended from office.

**Note: Clause 5.8 reflects section 368(1) of the Act.**

- 5.9 Clause 5.8 does not apply if the quorum is required to be determined in accordance with directions of the Minister in a performance improvement order issued in respect of the Board.

**Note: Clause 5.9 reflects section 368(2) of the Act.**

- 5.10 A meeting of the Board must be adjourned if a quorum is not present:
  - (a) at the commencement of the meeting where the number of apologies received for the meeting indicates that there will not be a quorum for the meeting, or
  - (b) within half an hour after the time designated for the holding of the meeting, or
  - (c) at any time during the meeting.
- 5.11 In either case, the meeting must be adjourned to a time, date and place fixed:
  - (a) by the chairperson, or
  - (b) in the chairperson's absence, by the majority of the members present, or
  - (c) failing that, by the CEO.
- 5.12 The CEO must record in the Board minutes the circumstances relating to the absence of a quorum (including the reasons for the absence of a quorum) at or arising during a meeting of the Board together with the names of the members present.

- 5.13 Where, prior to the commencement of a meeting, it becomes apparent that a quorum may not be present at the meeting, or that the health, safety and welfare of board members, council staff and members of the public may be put at risk by attending the meeting because of a natural disaster or a public health emergency, the chairperson may, in consultation with the CEO and, as far as is practicable, with each board member, cancel the meeting. Where a meeting is cancelled, notice of the cancellation must be published on the council's website and in such other manner that the council is satisfied is likely to bring notice of the cancellation to the attention of as many people as possible.
- 5.14 Where a meeting is cancelled under clause 5.13, the business to be considered at the meeting may instead be considered, where practicable, at the next ordinary meeting of the Board or at an extraordinary meeting called under clause 3.3.

### Meetings held by audio-visual link

- 5.15 A meeting of the Board or a committee of the council may be held by audio visual link where the chairperson determines that the meeting should be held by audio-visual link because of a natural disaster or a public health emergency. The chairperson may only make a determination under this clause where they are satisfied that attendance at the meeting may put the health and safety of board members and staff at risk. The chairperson must make a determination under this clause in consultation with the CEO and, as far as practicable, with each member.
- 5.16 Where the chairperson determines under clause 5.15 that a meeting is to be held by audio-visual link, the CEO must:
- (a) Give written notice to all board members that the meeting is to be held by audio-visual link, and
  - (b) take all reasonable steps to ensure that all board members can participate in the meeting by audio-visual link, and
  - (c) cause a notice to be published on the council's website or such other manner the CEO is satisfied will bring it to the attention of as many people as possible, advising that the meeting is to be held by audio-visual link and providing information about where members of the public may view the meeting.
- 5.17 The code applies to a meeting held by audio-visual link under clause 5.15 in the same way it would if the meeting was held in person.

**Note: Where a council holds a meeting by audio-visual link under clause 5.15, it is still required under section 10 of the Act to provide a physical venue for members of the public to attend in person and observe the meeting**

### Attendance by board members at meetings by audio-visual link

- 5.18 Board members may attend and participate in meetings of the Board and committees of the council by audio-visual link.



- 5.19 A board member who attends a meeting of the Board or a committee of the council by audio-visual link is to be taken as present at the meeting.
- 5.20 This code applies to a board member attending a meeting by audio-visual link in the same way it would if the member was attending the meeting in person. Where a board member attends a meeting by audio-visual link under this code, they are to be taken as attending the meeting in person for the purposes of the code and will have the same voting rights as if they were attending the meeting in person.
- 5.21 Where a board member is attending a meeting by audio-visual link and for whatever reason that link is broken, the board member will be noted in the minutes as having left the meeting. If and when that link is restored and the board member rejoins the meeting, the minutes will note the time of return.
- 5.22 A board member must give their full attention to the business and proceedings of the meeting when attending a meeting by audio-visual link. The member's camera must be on at all times during the meeting except as may be otherwise provided for under this code.
- 5.23 A board member must be appropriately dressed when attending a meeting by audio-visual link and must ensure that no items are within sight of the meeting that are inconsistent with the maintenance of order at the meeting, or that are likely to bring the Board or the committee into disrepute.

### **Entitlement of the public to attend board meetings**

- 5.24 Everyone is entitled to attend a meeting of the Board and committees of the council. The council must ensure that all meetings of the Board and committees of the council are open to the public.

**Note: Clause 5.24 reflects section 10(1) of the Act.**

- 5.25 Clause 5.24 does not apply to parts of meetings that have been closed to the public under section 10A of the Act.
- 5.26 A person (whether a board member or another person) is not entitled to be present at a meeting of the Board or a committee of the council if expelled from the meeting:
- (a) by a resolution of the meeting, or
  - (b) by the person presiding at the meeting if the Board has, by resolution, authorised the person presiding to exercise the power of expulsion.

**Note: Clause 5.26 reflects section 10(2) of the Act.**

**Note: Clauses 14.13 and 14.14 confer a standing authorisation on all chairpersons of meetings of the Board and committees of the council to expel persons from meetings. If adopted, clause 15.13 authorises chairpersons to expel any person, including a member, from a board or committee meeting. Alternatively, if adopted, clause 14.14 authorises chairpersons to expel persons other than members from a board or committee meeting.**

## Webcasting of meetings

- 5.27 Each meeting of the Board or a committee of the council is to be recorded by means of an audio or audio-visual device.
- 5.28 At the start of each meeting of the Board or a committee of the council, the chairperson must inform the persons attending the meeting that:
- (a) the meeting is being recorded and will be made publicly available on the council's website, and
  - (b) persons attending the meeting should refrain from making any defamatory statements
- 5.29 The recording of a meeting is to be made publicly available on the council's website :
- (a) at the same time the meeting is taking place, or
  - (b) as soon as practicable after the meeting
- 5.30 The recording of a meeting is to be made publicly available on the council's website for at least 12 months after the meeting.
- 5.31 Clauses 5.29 and 5.30 do not apply to any part of a meeting that has been closed to the public in accordance with section 10A of the Act.
- Note: Clause 5.29 – 5.31 reflect section 236 of the Regulation
- 5.32 Recording of meetings may be disposed of in accordance with the *State Records Act 1998*

## Attendance of the chief executive officer (CEO) and other staff at meetings

- 5.33 The CEO is entitled to attend, but not to vote at, a meeting of the Board or a meeting of a committee of the council of which all of the members are board members.
- Note: Clause 5.33 reflects section 376(1) of the Act.**
- 5.34 The CEO is entitled to attend a meeting of any other committee of the council and may, if a member of the committee, exercise a vote.
- Note: Clause 5.34 reflects section 376(2) of the Act.**
- 5.35 The CEO may be excluded from a meeting of the Board or a committee while the Board or committee deals with a matter relating to the standard of performance of the CEO or the terms of employment of the CEO
- Note: Clause 5.35 reflects section 376(3) of the Act.**
- 5.36 The attendance of other council staff at a meeting, (other than as members of the public) shall be with the approval of the CEO.

- 5.37 The CEO and other council staff may attend meetings of the Board and committees of the council by audio-visual link. Attendance by council staff at meetings by audio-visual link (other than as members of the public) shall be with the approval of the CEO.

## 6. The chairperson

### The chairperson at meetings

- 6.1 The chairperson, or at the request of or in the absence of the chairperson, the deputy chairperson (if any) presides at meetings of the Board.

**Note: Clause 6.1 reflects section 369(1) of the Act.**

- 6.2 If the chairperson and the deputy chairperson (if any) are absent, a member elected to chair the meeting by the members present presides at a meeting of the Board.

**Note: Clause 6.2 reflects section 369(2) of the Act.**

### Election of the chairperson in the absence of the chairperson and deputy chairperson

- 6.3 If no chairperson is present at a meeting of the Board at the time designated for the holding of the meeting, the first business of the meeting must be the election of a chairperson to preside at the meeting.
- 6.4 The election of a chairperson must be conducted:
- (a) by the CEO or, in their absence, an employee of the council designated by the CEO to conduct the election, or
  - (b) by the person who called the meeting or a person acting on their behalf if neither the CEO nor a designated employee is present at the meeting, or if there is no CEO or designated employee.
- 6.5 If, at an election of a chairperson, two (2) or more candidates receive the same number of votes and no other candidate receives a greater number of votes, the chairperson is to be the candidate whose name is chosen by lot.
- 6.6 For the purposes of clause 6.5, the person conducting the election must:
- (a) arrange for the names of the candidates who have equal numbers of votes to be written on similar slips, and
  - (b) then fold the slips so as to prevent the names from being seen, mix the slips and draw one of the slips at random.
- 6.7 The candidate whose name is on the drawn slip is the candidate who is to be the chairperson.
- 6.8 Any election conducted under clause 6.3, and the outcome of the vote, are to be recorded in the minutes of the meeting.

### Chairperson to have precedence

- 6.9 When the chairperson rises or speaks during a meeting of the Board:
- (a) any board member then speaking or seeking to speak must cease speaking and, if standing, immediately resume their seat, and
  - (b) every member present must be silent to enable the chairperson to be heard without interruption.

## 7. Order of business for ordinary board meetings

- 7.1 The general order of business for an ordinary meeting of the Board shall be:
- 01 Opening meeting
  - 02 Acknowledgement of country
  - 03 Apologies and applications for a leave of absence or attendance by audio visual link by board members
  - 04 Confirmation of minutes
  - 05 Disclosures of interests
  - 06 Chairperson minute(s)
  - 07 Reports of committees
  - 08 Reports to the board
  - 09 Notices of motions/Questions with notice
  - 10 Confidential matters
  - 11 Conclusion of the meeting
- 7.2 The order of business as fixed under clause 7.1 may be altered for a particular meeting of the Board if a motion to that effect is passed at that meeting. Such a motion can be moved without notice.
- Note: Part 12 allows the Board to deal with items of business by exception.**
- 7.3 Despite clauses 9.20 – 9.30, only the mover of a motion referred to in clause 7.2 may speak to the motion before it is put.

## 8. Consideration of business at board meetings

### Business that can be dealt with at a board meeting

- 8.1 The Board must not consider business at a meeting of the Board:
- (a) unless a board member has given notice of the business, as required by clause 3.10, and

- (b) unless notice of the business has been sent to the members in accordance with clause 3.7 in the case of an ordinary meeting or clause 3.9 in the case of an extraordinary meeting called in an emergency.
- 8.2 Clause 8.1 does not apply to the consideration of business at a meeting, if the business:
  - (a) is already before, or directly relates to, a matter that is already before the Board, or
  - (b) is the election of a chairperson to preside at the meeting, or
  - (c) subject to clause 8.9, is a matter or topic put to the meeting by way of a chairperson minute, or
  - (d) is a motion for the adoption of recommendations of a committee, including, but not limited to, a committee of the council.
- 8.3 Despite clause 8.1, business may be considered at a meeting of the Board even though due notice of the business has not been given to the members if:
  - (a) a motion is passed to have the business considered at the meeting, and
  - (b) the business to be considered is ruled by the chairperson to be of great urgency on the grounds that it requires a decision by the board before the next scheduled ordinary meeting of the board.
- 8.4 A motion moved under clause 8.3(a) can be moved without notice. Despite clauses 9.20–9.30, only the mover of a motion referred to in clause 8.3(a) can speak to the motion before it is put.
- 8.5 A motion of dissent cannot be moved against a ruling by the chairperson under clause 8.3(b).

### **Chairperson minutes**

- 8.6 A chairperson's minute, when put to a meeting, takes precedence over all business on the Board's agenda for the meeting.
- 8.7 A recommendation made in a chairperson minute put by the chairperson is, so far as it is adopted by the Board, a resolution of the Board.
- 8.8 A chairperson's minute must not be used to put without notice matters that are routine and not urgent, or matters for which proper notice should be given because of their complexity. For the purpose of this clause, a matter will be urgent where it requires a decision by the Board before the next scheduled ordinary meeting of the Board.
- 8.9 Where a chairperson's minute makes a recommendation which, if adopted, would require the expenditure of funds on works and/or services other than those already provided for in the council's current adopted operational plan, it must identify the source of funding for the expenditure that is the subject of the recommendation. If the chairperson minute does not identify a funding source, the Board must defer consideration of the matter, pending a report from the CEO on the availability of funds for implementing the recommendation if adopted.

## **Staff reports**

- 8.10 A recommendation made in a staff report is, so far as it is adopted by the Board a resolution of the Board.

## **Reports of committees of council**

- 8.11 The recommendations of a committee of the council are, so far as they are adopted by the Board, resolutions of the Board
- 8.12 If in a report of a committee of the council distinct recommendations are made, the Board may make separate decisions on each recommendation.

## **Questions**

- 8.13 A question must not be asked at a meeting of the Board unless it concerns a matter on the agenda of the meeting or notice has been given of the question in accordance with clauses 3.10 and 3.14.
- 8.14 A board member may, through the chairperson, put a question to another member about a matter on the agenda.
- 8.15 A board member may, through the CEO, put a question to a council employee about a matter on the agenda. Council employees are only obliged to answer a question put to them through the CEO at the direction of the CEO.
- 8.16 A board member or council employee to whom a question is put is entitled to be given reasonable notice of the question and, in particular, sufficient notice to enable reference to be made to other persons or to documents. Where a board member or council employee to whom a question is put is unable to respond to the question at the meeting at which it is put, they may take it on notice and report the response to the next meeting of the Board.
- 8.17 Board members must put questions directly, succinctly, respectfully and without argument.
- 8.18 The chairperson must not permit discussion on any reply to, or refusal to reply to, a question put to a board member or council employee.

# **9. Rules of debate**

## **Motions to be seconded**

- 9.1 Unless otherwise specified in this code, a motion or an amendment cannot be debated unless or until it has been seconded.

## Notices of motion

- 9.2 A board member who has submitted a notice of motion under clause 3.10 is to move the motion the subject of the notice of motion at the meeting at which it is to be considered.
- 9.3 If a board member who has submitted a notice of motion under clause 3.10 wishes to withdraw it after the agenda and business paper for the meeting at which it is to be considered have been sent to members, the member may request the withdrawal of the motion when it is before the Board.
- 9.4 In the absence of a board member who has placed a notice of motion on the agenda for a meeting of the Board:
- (a) any other member may, with the leave of the chairperson, move the motion at the meeting, or
  - (b) the chairperson may defer consideration of the motion until the next meeting of the Board.

## Chairperson's duties with respect to motions

- 9.5 It is the duty of the chairperson at a meeting of the Board to receive and put to the meeting any lawful motion that is brought before the meeting.
- 9.6 The chairperson must rule out of order any motion or amendment to a motion that is unlawful or the implementation of which would be unlawful.
- 9.7 Before ruling out of order a motion or an amendment to a motion under clause 9.6, the chairperson is to give the mover an opportunity to clarify or amend the motion or amendment.
- 9.8 Any motion, amendment or other matter that the chairperson has ruled out of order is taken to have been lost.

## Motions requiring the expenditure of funds

- 9.9 A motion or an amendment to a motion which if passed would require the expenditure of funds on works and/or services other than those already provided for in the council's current adopted operational plan must identify the source of funding for the expenditure that is the subject of the motion. If the motion does not identify a funding source, the Board must defer consideration of the matter, pending a report from the CEO on the availability of funds for implementing the motion if adopted.

## Amendments to motions

- 9.10 An amendment to a motion must be moved and seconded before it can be debated.
- 9.11 An amendment to a motion must relate to the matter being dealt with in the original motion before the Board and must not be a direct negative of the original motion. An amendment to a motion which does not relate to the matter being dealt with in the

original motion, or which is a direct negative of the original motion, must be ruled out of order by the chairperson.

- 9.12 The mover of an amendment is to be given the opportunity to explain any uncertainties in the proposed amendment before a seconder is called for.
- 9.13 If an amendment has been lost, a further amendment can be moved to the motion to which the lost amendment was moved, and so on, but no more than one (1) motion and one (1) proposed amendment can be before the Board at any one time.
- 9.14 While an amendment is being considered, debate must only occur in relation to the amendment and not the original motion. Debate on the original motion is to be suspended while the amendment to the original motion is being debated.
- 9.15 If the amendment is carried, it becomes the motion and is to be debated. If the amendment is lost, debate is to resume on the original motion.
- 9.16 An amendment may become the motion without debate or a vote where it is accepted by the member who moved the original motion.

### **Foreshadowed motions**

- 9.17 A board member may propose a foreshadowed motion in relation to the matter the subject of the original motion before the Board, without a seconder during debate on the original motion. The foreshadowed motion is only to be considered if the original motion is lost or withdrawn and the foreshadowed motion is then moved and seconded. If the original motion is carried, the foreshadowed motion lapses.
- 9.18 Where an amendment has been moved and seconded, a board member may, without a seconder, foreshadow a further amendment that they propose to move after the first amendment has been dealt with. There is no limit to the number of foreshadowed amendments that may be put before the Board at any time. However, no discussion can take place on foreshadowed amendments until the previous amendment has been dealt with and the foreshadowed amendment has been moved and seconded.
- 9.19 Foreshadowed motions and foreshadowed amendments are to be considered in the order in which they are proposed. However, foreshadowed motions cannot be considered until all foreshadowed amendments have been dealt with.

### **Limitations on the number and duration of speeches**

- 9.20 A board member who, during a debate at a meeting of the Board, moves an original motion, has the right to speak on each amendment to the motion and a right of general reply to all observations that are made during the debate in relation to the motion, and any amendment to it at the conclusion of the debate before the motion (whether amended or not) is finally put.



- 9.21 A board member, other than the mover of an original motion, has the right to speak once on the motion and once on each amendment to it.
- 9.22 A board member must not, without the consent of the Board, speak more than once on a motion or an amendment, or for longer than five (5) minutes at any one time.
- 9.23 Despite clause 9.22, the chairperson may permit a board member who claims to have been misrepresented or misunderstood to speak more than once on a motion or an amendment, and for longer than five (5) minutes on that motion or amendment to enable the member to make a statement limited to explaining the misrepresentation or misunderstanding.
- 9.24 Despite clause 9.22, the Board may resolve to shorten the duration of speeches to expedite the consideration of business at a meeting.
- 9.25 Despite clauses 9.20 and 9.21, a board member may move that a motion or an amendment be now put:
- (a) if the mover of the motion or amendment has spoken in favour of it and no member expresses an intention to speak against it, or
  - (b) if at least two (2) members have spoken in favour of the motion or amendment and at least two (2) members have spoken against it.
- 9.26 The chairperson must immediately put to the vote, without debate, a motion moved under clause 9.25. A seconder is not required for such a motion.
- 9.27 If a motion that the original motion or an amendment be now put is passed, the chairperson must, without further debate, put the original motion or amendment to the vote immediately after the mover of the original motion has exercised their right of reply under clause 9.20.
- 9.28 If a motion that the original motion or an amendment be now put is lost, the chairperson must allow the debate on the original motion or the amendment to be resumed.
- 9.29 All board members must be heard without interruption and all other members must, unless otherwise permitted under this code, remain silent while another member is speaking.
- 9.30 Once the debate on a matter has concluded and a matter has been dealt with, the chairperson must not allow further debate on the matter.

## 10. Voting

### Voting entitlements of board members

- 10.1 Each board member is entitled to one (1) vote.

**Note: Clause 10.1 reflects section 370(1) of the Act.**

- 10.2 The person presiding at a meeting of the Board has, in the event of an equality of votes, a second or casting vote.

**Note: Clause 10.2 reflects section 370(2) of the Act.**

- 10.3 Where the chairperson declines to exercise, or fails to exercise, their second or casting vote, in the event of an equality of votes, the motion being voted upon is lost.

### **Voting at board meetings**

- 10.4 A board member who is present at a meeting of the Board but who fails to vote on a motion put to the meeting is taken to have voted against the motion.
- 10.5 If a board member who has voted against a motion put at a board meeting so requests, the CEO must ensure that the member's dissenting vote is recorded in the board minutes
- 10.6 The decision of the chairperson as the result of a vote is final unless the decision is immediately challenged and not fewer than two (2) board members rise and call for a division.
- 10.7 When a division on a motion is called, the chairperson must ensure that the division takes place immediately. The CEO must ensure that the names of those who vote for the motion and those who vote against it are recorded in the Board's minutes for the meeting.
- 10.8 When a division on a motion is called, any board member who fails to vote will be recorded as having voted against the motion in accordance with clause 10.4 of this code.
- 10.9 Voting at a meeting, including voting in an election at a meeting, is to be by open means (such as on the voices, by show of hands or by a visible electronic voting system). However, the Board may resolve that the voting in any election by members for chairperson or deputy chairperson is to be by secret ballot.
- 10.10 All voting at board meetings, (including meetings that are closed to the public), must be recorded in the minutes of meetings with the names of members who voted for and against each motion or amendment, (including the use of the casting vote), being recorded.

## **11. Committee of the whole**

- 11.1 The Board may resolve itself into a committee to consider any matter before the Board.

**Note: Clause 11.1 reflects section 373 of the Act.**

- 11.2 All the provisions of this code relating to meetings of the Board, so far as they are applicable, extend to and govern the proceedings of the Board when in committee of the whole, except the provisions limiting the number and duration of speeches.

**Note: Clauses 9.20–9.30 limit the number and duration of speeches.**

- 11.3 The CEO or, in the absence of the CEO, an employee of the council designated by the CEO, is responsible for reporting to the Board the proceedings of the committee of the whole. It is not necessary to report the proceedings in full but any recommendations of the committee must be reported.
- 11.4 The Board must ensure that a report of the proceedings (including any recommendations of the committee) is recorded in the Board's minutes. However, the Board is not taken to have adopted the report until a motion for adoption has been made and passed.

## 12. Dealing with items by exception

- 12.1 The Board or a committee of council may, at any time, resolve to adopt multiple items of business on the agenda together by way of a single resolution.
- 12.2 Before the Board or committee resolves to adopt multiple items of business on the agenda together under clause 12.1, the chairperson must list the items of business to be adopted and ask board members to identify any individual items of business listed by the chairperson that they intend to vote against the recommendation made in the business paper or that they wish to speak on, or ask questions of management.
- 12.3 The Board or committee must not resolve to adopt any item of business under clause 12.1 that a board member has identified as being one they intend to vote against the recommendation made in the business paper or to speak on.
- 12.4 Where the consideration of multiple items of business together under clause 12.1 involves a variation to the order of business for the meeting, the Board or committee must resolve to alter the order of business in accordance with clause 8.3.
- 12.5 A motion to adopt multiple items of business together under clause 12.1 must identify each of the items of business to be adopted and state that they are to be adopted as recommended in the business paper.
- 12.6 Items of business adopted under clause 12.1 are to be taken to have been adopted unanimously.
- 12.7 Board members must ensure that they declare and manage any conflicts of interest they may have in relation to items of business considered together under clause 12.1 in accordance with the requirements of the council's Code of Conduct.

## 13. Closure of board meetings to the public

### Grounds on which meetings can be closed to the public

- 13.1 The Board or a committee of the council may close to the public so much of its meeting as comprises the discussion or the receipt of any of the following types of matters:

- (a) personnel matters concerning particular individuals (other than board members),
- (b) the personal hardship of any resident or ratepayer,
- (c) information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct) business,
- (d) commercial information of a confidential nature that would, if disclosed:
  - (i) prejudice the commercial position of the person who supplied it, or
  - (ii) confer a commercial advantage on a competitor of the council, or
  - (iii) reveal a trade secret,
- (e) information that would, if disclosed, prejudice the maintenance of law,
- (f) matters affecting the security of the council, board members, council staff or council property,
- (g) advice concerning litigation, or advice that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege,
- (h) information concerning the nature and location of a place or an item of Aboriginal significance on community land,
- (i) alleged contraventions of the council's Code of Conduct.

**Note: Clause 13.1 reflects section 10A(1) and (2) of the Act.**

- 13.2 The Board or a committee of the council may also close to the public so much of its meeting as comprises a motion to close another part of the meeting to the public.

**Note: Clause 13.2 reflects section 10A(3) of the Act.**

### **Matters to be considered when closing meetings to the public**

- 13.3 A meeting is not to remain closed during the discussion of anything referred to in clause 13.1:
- (a) except for so much of the discussion as is necessary to preserve the relevant confidentiality, privilege or security, and
  - (b) if the matter concerned is a matter other than a personnel matter concerning particular individuals, the personal hardship of a resident or ratepayer or a trade secret – unless the Board or committee concerned is satisfied that discussion of the matter in an open meeting would, on balance, be contrary to the public interest.

**Note: Clause 13.3 reflects section 10B(1) of the Act.**

- 13.4 A meeting is not to be closed during the receipt and consideration of information or advice referred to in clause 13.1(g) unless the advice concerns legal matters that:
- (a) are substantial issues relating to a matter in which the Board or committee is involved, and

- (b) are clearly identified in the advice, and
- (c) are fully discussed in that advice.

**Note: Clause 13.4 reflects section 10B(2) of the Act.**

- 13.5 If a meeting is closed during the discussion of a motion to close another part of the meeting to the public (as referred to in clause 13.2), the consideration of the motion must not include any consideration of the matter or information to be discussed in that other part of the meeting other than consideration of whether the matter concerned is a matter referred to in clause 13.1.

**Note: Clause 13.5 reflects section 10B(3) of the Act.**

- 13.6 For the purpose of determining whether the discussion of a matter in an open meeting would be contrary to the public interest, it is irrelevant that:
- (a) a person may misinterpret or misunderstand the discussion, or
  - (b) the discussion of the matter may:
    - (i) cause embarrassment to the Board or committee concerned, or to board members or to employees of the council, or
    - (ii) cause a loss of confidence in the Board or committee.

**Note: Clause 13.6 reflects section 10B(4) of the Act.**

- 13.7 In deciding whether part of a meeting is to be closed to the public, the Board or committee concerned must consider any relevant guidelines issued by the Departmental Chief Executive of the Office of Local Government.

**Note: Clause 13.7 reflects section 10B(5) of the Act.**

### **Notice of likelihood of closure not required in urgent cases**

- 13.8 Part of a meeting of the Board, or of a committee of the council, may be closed to the public while the Board or committee considers a matter that has not been identified in the agenda for the meeting under clause 3.21 as a matter that is likely to be considered when the meeting is closed, but only if:
- (a) it becomes apparent during the discussion of a particular matter that the matter is a matter referred to in clause 13.1, and
  - (b) the Board or committee, after considering any representations made under clause 13.9, resolves that further discussion of the matter:
    - (i) should not be deferred (because of the urgency of the matter), and
    - (ii) should take place in a part of the meeting that is closed to the public.

**Note: Clause 13.8 reflects section 10C of the Act.**

## Representations by members of the public

- 13.9 The Board, or a committee of the council, may allow members of the public to make representations to or at a meeting, before any part of the meeting is closed to the public, as to whether that part of the meeting should be closed.

**Note: Clause 13.9 reflects section 10A(4) of the Act.**

- 13.10 A representation under clause 13.9 is to be made after the motion to close the part of the meeting is moved and seconded.
- 13.11 Where the matter has been identified in the agenda of the meeting under clause 3.21 as a matter that is likely to be considered when the meeting is closed to the public, in order to make representations under clause 13.9, members of the public must first make an application to the council in the approved form. Applications must be received by midday of the Monday preceding the Board meeting before the meeting at which the matter is to be considered.
- 13.12 The CEO (or their delegate) may refuse an application made under clause 13.11. The CEO or their delegate must give reasons in writing for a decision to refuse an application.
- 13.13 No more than four (4) speakers are to be permitted to make representations under clause 13.9.
- 13.14 If more than the permitted number of speakers apply to make representations under clause 13.9, the CEO or their delegate may request the speakers to nominate from among themselves the persons who are to make representations to the Board. If the speakers are not able to agree on whom to nominate to make representations under clause 13.9, the CEO or their delegate is to determine who will make representations to the Board.
- 13.15 The CEO (or their delegate) is to determine the order of speakers.
- 13.16 Where the Board or a committee of the council proposes to close a meeting or part of a meeting to the public in circumstances where the matter has not been identified in the agenda for the meeting under clause 3.21 as a matter that is likely to be considered when the meeting is closed to the public, the chairperson is to invite representations from the public under clause 13.9 after the motion to close the part of the meeting is moved and seconded. The chairperson is to permit no more than four (4) speakers to make representations in such order as determined by the chairperson.
- 13.17 Each speaker will be allowed three (3) minutes to make representations, and this time limit is to be strictly enforced by the chairperson. Speakers must confine their representations to whether the meeting should be closed to the public. If a speaker digresses to irrelevant matters, the chairperson is to direct the speaker not to do so. If a speaker fails to observe a direction from the chairperson, the speaker will not be further heard.

### **Expulsion of non-members from meetings closed to the public**

- 13.18 If a meeting or part of a meeting of the Board or a committee of the council is closed to the public in accordance with section 10A of the Act and this code, any person who is not a board member and who fails to leave the meeting when requested, may be expelled from the meeting as provided by section 10(2)(a) or (b) of the Act.
- 13.19 If any such person, after being notified of a resolution or direction expelling them from the meeting, fails to leave the place where the meeting is being held, a police officer, or any person authorised for the purpose by the council or person presiding, may, by using only such force as is necessary, remove the first-mentioned person from that place and, if necessary restrain that person from re-entering that place for the remainder of the meeting.

### **Obligation of board members attending meetings by audio-visual links**

- 13.20 Board members attending a meeting by audio-visual link must ensure that no other person is within sight or hearing of the meeting at any time that the meeting is closed to the public under section 10A of the Act.

### **Information to be disclosed in resolutions closing meetings to the public**

- 13.21 The grounds on which part of a meeting is closed must be stated in the decision to close that part of the meeting and must be recorded in the minutes of the meeting. The grounds must specify the following:
- (a) the relevant provision of section 10A(2) of the Act,
  - (b) the matter that is to be discussed during the closed part of the meeting,
  - (c) the reasons why the part of the meeting is being closed, including (if the matter concerned is a matter other than a personnel matter concerning particular individuals, the personal hardship of a resident or ratepayer or a trade secret) an explanation of the way in which discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

**Note: Clause 13.21 reflects section 10D of the Act.**

### **Resolutions passed at closed meetings to be made public**

- 13.22 If the Board passes a resolution during a meeting, or a part of a meeting, that is closed to the public, the chairperson must make the resolution public as soon as practicable after the meeting, or the relevant part of the meeting, has ended, and the resolution must be recorded in the publicly available minutes of the meeting.
- 13.23 Resolutions passed during a meeting, or a part of a meeting, that is closed to the public must be made public by the chairperson under clause 13.22 during a part of the meeting that is webcast.

## 14. Keeping order at meetings

### Points of order

- 14.1 A board member may draw the attention of the chairperson to an alleged breach of this code by raising a point of order. A point of order does not require a seconder.
- 14.2 A point of order cannot be made with respect to adherence to the principles contained in clause 2.1.
- 14.3 A point of order must be taken immediately it is raised. The chairperson must suspend the business before the meeting and permit the board member raising the point of order to state the provision of this code they believe has been breached. The chairperson must then rule on the point of order – either by upholding it or by overruling it.

### Questions of order

- 14.4 The chairperson, without the intervention of any other board member, may call any member to order whenever, in the opinion of the chairperson, it is necessary to do so.
- 14.5 A board member who claims that another member has committed an act of disorder, or is out of order, may call the attention of the chairperson to the matter.
- 14.6 The chairperson must rule on a question of order immediately after it is raised but, before doing so, may invite the opinion of the Board.
- 14.7 The chairperson's ruling must be obeyed unless a motion dissenting from the ruling is passed.

### Motions of dissent

- 14.8 A board member can, without notice, move to dissent from a ruling of the chairperson on a point of order or a question of order. If that happens, the chairperson must suspend the business before the meeting until a decision is made on the motion of dissent.
- 14.9 If a motion of dissent is passed, the chairperson must proceed with the suspended business as though the ruling dissented from had not been given. If, as a result of the ruling, any motion or business has been rejected as out of order, the chairperson must restore the motion or business to the agenda and proceed with it in due course.
- 14.10 Despite any other provision of this code, only the mover of a motion of dissent and the chairperson can speak to the motion before it is put. The mover of the motion does not have a right of general reply.

### Acts of disorder

- 14.11 A board member commits an act of disorder if the member, at a meeting of the Board or a committee of the council:



- (a) contravenes the Act or any regulation in force under the Act, the Regulation or this code, or
- (b) assaults or threatens to assault another board member or person present at the meeting, or
- (c) moves or attempts to move a motion or an amendment that has an unlawful purpose or that deals with a matter that is outside the jurisdiction of the Board or the committee, or addresses or attempts to address the Board or the committee on such a motion, amendment or matter, or
- (d) insults, makes unfavourable personal remarks about, or imputes improper motives to any other council official, or alleges a breach of the council's Code of Conduct, or
- (e) says or does anything that is inconsistent with maintaining order at the meeting or is likely to bring the Board or the committee into disrepute.

**Note: Clause 14.11 reflects section 182 of the Regulation**

14.12 The chairperson may require a board member:

- (a) to apologise without reservation for an act of disorder referred to in clauses 14.11(a), (b), or (e), or
- (b) to withdraw a motion or an amendment referred to in clause 15.11(c) and, where appropriate, to apologise without reservation, or
- (c) to retract and apologise without reservation for any statement that constitutes an act of disorder referred to in clauses 15.11(d) and (e).

**Note: Clause 14.12 reflects section 233 of the Regulation**

### **How disorder at a meeting may be dealt with**

14.13 If disorder occurs at a meeting of the Board, the chairperson may adjourn the meeting for a period of not more than fifteen (15) minutes and leave the chair. The Board, on reassembling, must, on a question put from the chairperson, decide without debate whether the business is to be proceeded with or not. This clause applies to disorder arising from the conduct of members of the public as well as disorder arising from the conduct of board members.

### **Expulsion from meetings**

- 14.14 All chairpersons of meetings of the Board and committees of the council are authorised under this code to expel any person including any board member, from a board or committee meeting, for the purposes of section 10(2)(b) of the Act.
- 14.15 Clause 14.14, does not limit the ability of the Board or a committee of the council to resolve to expel a person, including a board member, from a board or committee meeting, under section 10(2)(a) of the Act.

- 14.16 A board member may, as provided by section 10(2)(a) or (b) of the Act, be expelled from a meeting of the Board for having failed to comply with a requirement under clause 14.12. The expulsion of a board member from the meeting for that reason does not prevent any other action from being taken against the board member for the act of disorder concerned.

**Note: Clause 14.16 reflects section 233(2) of the Regulation**

- 14.17 A member of the public may, as provided by section 10(2)(a) or (b) of the Act, be expelled from a meeting of the board for engaging in or having engaged in disorderly conduct at the meeting.
- 14.18 Where a board member or a member of the public is expelled from a meeting, the expulsion and the name of the person expelled, if known, are to be recorded in the minutes of the meeting.
- 14.19 If a board member or a member of the public fails to leave the place where a meeting of the Board is being held immediately after they have been expelled, a police officer, or any person authorised for the purpose by the council or person presiding, may, by using only such force as is necessary, remove the board member or member of the public from that place and, if necessary, restrain the board member or member of the public from re-entering that place for the remainder of the meeting.

**How disorder by board members attending meetings by audio-visual link may be dealt with**

- 14.20 Where a board member is attending a meeting by audio-visual link, the chairperson or a person authorised by the chairperson may mute the board member's audio-link to the meeting for the purposes of enforcing compliance with the code.
- 14.21 If a board member attending a meeting by audio-visual link is expelled from a meeting for an act of disorder, the chairperson of the meeting or a person authorised by the chairperson, may terminate the board member's audio-visual link to the meeting.

**Use of mobile phones and the unauthorised recording of meetings**

- 14.22 Board members, council staff and members of the public must ensure that mobile phones are turned to silent during meetings of the board and committees of the council.
- 14.23 A person must not live stream or use an audio recorder, video camera, mobile phone or any other device to make a recording of the proceedings of a meeting of the board or a committee of the council without the prior authorisation of the Board or the committee.
- 14.24 Without limiting clause 14.17, a contravention of clause 14.23 or an attempt to contravene that clause, constitutes disorderly conduct for the purposes of clause 14.17. Any person who contravenes or attempts to contravene clause 14.23, may be expelled from the meeting as provided for under section 10(2) of the Act.

14. 25 If any such person, after being notified of a resolution or direction expelling them from the meeting, fails to leave the place where the meeting is being held, a police officer, or any person authorised for the purpose by the council or person presiding, may, by using only such force as is necessary, remove the first-mentioned person from that place and, if necessary, restrain that person from re-entering that place for the remainder of the meeting.

## 15. Conflicts of interest

- 15.1 All board members and, where applicable, all other persons, must declare and manage any conflicts of interest they may have in matters being considered at meetings of the Board and committees of the council in accordance with the council's Code of Conduct. All declarations of conflicts of interest and how the conflict of interest was managed by the person who made the declaration must be recorded in the minutes of the meeting at which the declaration was made.
- 15.2 Board members attending a meeting by audio-visual link must declare and manage any conflicts of interest they may have in matters being considered at the meeting in accordance with the council's Code of Conduct. Where a board member has declared a pecuniary or significant non-pecuniary conflict of interest in a matter being discussed at the meeting, the board member's audio-visual link to the meeting must be suspended or terminated and the board member must not be in sight or hearing of the meeting at any time during which the matter is being considered or discussed by the Board or committee, or at any time during which the Board or committee is voting on the matter.

## 16. Decisions of the board

### Board decisions

- 16.1 A decision supported by a majority of the votes at a meeting of the Board at which a quorum is present is a decision of the Board.

**Note: Clause 16.1 reflects section 371 of the Act.**

- 16.2 Decisions made by the Board must be accurately recorded in the minutes of the meeting at which the decision is made.

### Rescinding or altering board decisions

- 16.3 A resolution passed by the Board may not be altered or rescinded except by a motion to that effect of which notice has been given under clause 3.10.

**Note: Clause 16.3 reflects section 372(1) of the Act.**

- 16.4 If a notice of motion to rescind a resolution is given at the meeting at which the resolution is carried, the resolution must not be carried into effect until the motion of rescission has been dealt with.

**Note: Clause 16.4 reflects section 372(2) of the Act.**

- 16.5 If a motion has been lost, a motion having the same effect must not be considered unless notice of it has been duly given in accordance with clause 3.10.

**Note: Clause 16.5 reflects section 372(3) of the Act.**

- 16.6 A notice of motion to alter or rescind a resolution, and a notice of motion which has the same effect as a motion which has been lost, must be signed by three (3) board members if less than three (3) months has elapsed since the resolution was passed, or the motion was lost.

**Note: Clause 16.6 reflects section 372(4) of the Act.**

- 16.7 If a motion to alter or rescind a resolution has been lost, or if a motion which has the same effect as a previously lost motion is lost, no similar motion may be brought forward within three (3) months of the meeting at which it was lost. This clause may not be evaded by substituting a motion differently worded, but in principle the same.

**Note: Clause 16.7 reflects section 372(5) of the Act.**

- 16.8 The provisions of clauses 16.5–16.7 concerning lost motions do not apply to motions of adjournment.

**Note: Clause 16.8 reflects section 372(7) of the Act.**

- 16.9 A notice of motion submitted in accordance with clause 16.6 may only be withdrawn under clause 3.11 with the consent of all signatories to the notice of motion.

- 16.10 A motion to alter or rescind a resolution of the Board may be moved on the report of a committee of the council and any such report must be recorded in the minutes of the meeting of the Board.

**Note: Clause 16.10 reflects section 372(6) of the Act.**

- 16.11 Subject to clause 16.7, in cases of urgency, a motion to alter or rescind a resolution of the Board may be moved at the same meeting at which the resolution was adopted, where:

- (a) a notice of motion signed by three(3) board members is submitted to the chairperson, and
- (b) a motion to have the motion considered at the meeting is passed, and
- (c) the chairperson rules the business that is the subject of the motion is of great urgency on the grounds that it requires a decision by the Board before the next scheduled ordinary meeting of the Board.

- 16.12 A motion moved under clause 16.11(b) can be moved without notice. Despite clauses 9.20–9.30, only the mover of a motion referred to in clause 16.11(b) can speak to the motion before it is put.
- 16.13 A motion of dissent cannot be moved against a ruling by the chairperson under clause 16.11(c).

### **Recommitting resolutions to correct an error**

- 16.14 Despite the provisions of this Part, a board member may, with the leave of the chairperson, move to recommit a resolution adopted at the same meeting:
- (a) to correct any error, ambiguity or imprecision in the Board's resolution, or
  - (b) to confirm the voting on the resolution.
- 16.15 In seeking the leave of the chairperson to move to recommit a resolution for the purposes of clause 16.14(a), the board member is to propose alternative wording for the resolution.
- 16.16 The chairperson must not grant leave to recommit a resolution for the purposes of clause 16.14(a), unless they are satisfied that the proposed alternative wording of the resolution would not alter the substance of the resolution previously adopted at the meeting.
- 16.17 A motion moved under clause 16.14 can be moved without notice. Despite clauses 9.20–9.30, only the mover of a motion referred to in clause 16.14 can speak to the motion before it is put.
- 16.18 A motion of dissent cannot be moved against a ruling by the chairperson under clause 16.14.
- 16.19 A motion moved under clause 16.14 with the leave of the chairperson cannot be voted on unless or until it has been seconded.

## **17. After the meeting**

### **Minutes of meetings**

- 17.1 The council is to keep full and accurate minutes of the proceedings of meetings of the Board.

**Note: Clause 17.1 reflects section 375(1) of the Act.**

- 17.2 At a minimum, the CEO must ensure that the following matters are recorded in the Board's minutes:
- (a) the names of board members attending a board meeting, and whether they attended the meeting in person or by audio-visual link
  - (b) details of each motion moved at a board meeting and of any amendments moved to it,

- (c) the names of the mover and seconder of the motion or amendment,
- (d) whether the motion or amendment was passed or lost, and
- (e) such other matters specifically required under this code.

17.3 The minutes of a board meeting must be confirmed at a subsequent meeting of the Board.

**Note: Clause 17.3 reflects section 375(2) of the Act.**

17.4 Any debate on the confirmation of the minutes is to be confined to whether the minutes are a full and accurate record of the meeting they relate to.

17.5 When the minutes have been confirmed, they are to be signed by the person presiding at the subsequent meeting.

**Note: Clause 17.5 reflects section 375(2) of the Act.**

17.6 The confirmed minutes of a meeting may be amended to correct typographical or administrative errors after they have been confirmed. Any amendment made under this clause must not alter the substance of any decision made at the meeting.

17.7 The confirmed minutes of a board meeting must be published on the council's website. This clause does not prevent the council from also publishing unconfirmed minutes of its meetings on its website prior to their confirmation.

### **Access to correspondence and reports laid on the table at, or submitted to, a meeting**

17.8 The Board and committees of the council 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.

**Note: Clause 17.8 reflects section 11(1) of the Act.**

17.9 Clause 17.8 does not apply if the correspondence or reports relate to a matter that was received or discussed or laid on the table at, or submitted to, the meeting when the meeting was closed to the public.

**Note: Clause 17.9 reflects section 11(2) of the Act.**

17.10 Clause 17.8 does not apply if the Board or the committee resolves at the meeting, when open to the public, that the correspondence or reports are to be treated as confidential because they relate to a matter specified in section 10A(2) of the Act.

**Note: Clause 17.10 reflects section 11(3) of the Act.**

17.11 Correspondence or reports to which clauses 17.9 and 17.10 apply are to be marked with the relevant provision of section 10A(2) of the Act that applies to the correspondence or report.

## Implementation of decisions of the council

17.12 The CEO is to implement, without undue delay, lawful decisions of the Board.

**Note: Clause 17.12 reflects section 335(b) of the Act.**

## 18. Council committees (sec 20 in model code)

### Application of this Part

18.1 This Part only applies to committees of the council whose members are all board members.

### Council committees whose members are all board members

18.2 The Board may, by resolution, establish such committees as it considers necessary.

18.3 A committee of the council is to consist of the chairperson and such other board members as are elected by the members or appointed by the Board

18.4 The quorum for a meeting of a committee of the council is to be:

- (a) such number of board members as the Board decides, or
- (b) if the Board has not decided a number – a majority of the board members of the committee.

### Functions of committees

18.5 The Board must specify the functions of each of its committees when the committee is established, but may from time to time amend those functions.

### Notice of committee meetings

18.6 The CEO must send to each board member, regardless of whether they are a committee member, at least three (3) days before each meeting of the committee, a notice specifying:

- (a) the time, date and place of the meeting, and
- (b) the business proposed to be considered at the meeting.

18.7 Notice of less than three (3) days may be given of a committee meeting called in an emergency.

### Attendance at committee meetings

18.8 A committee member (other than the chairperson) ceases to be a member of a committee if the committee member:

- (a) has been absent from three (3) consecutive meetings of the committee without having given reasons acceptable to the committee for the member's absences, or

- (b) has been absent from at least half of the meetings of the committee held during the immediately preceding year without having given to the committee acceptable reasons for the member's absences.

18.9 Clause 18.8 does not apply if all of the members of the Board are members of the committee.

### **Non-members entitled to attend committee meetings**

18.10 A board member who is not a member of a committee of the council is entitled to attend, and to speak at a meeting of the committee. However, the board member is not entitled:

- (a) to give notice of business for inclusion in the agenda for the meeting, or
- (b) to move or second a motion at the meeting, or
- (c) to vote at the meeting.

### **Chairperson and deputy chairperson of council committees**

18.11 The chairperson of each committee of the council must be:

- (a) the chairperson, or
- (b) if the chairperson does not wish to be the chairperson of a committee, a member of the committee elected by the Board, or
- (c) if the Board does not elect such a member, a member of the committee elected by the committee.

18.12 The Board may elect a member of a committee of the council as deputy chairperson of the committee. If the Board does not elect a deputy chairperson of such a committee, the committee may elect a deputy chairperson.

18.13 If neither the chairperson nor the deputy chairperson of a committee of the council is able or willing to preside at a meeting of the committee, the committee must elect a member of the committee to be acting chairperson of the committee.

18.14 The chairperson is to preside at a meeting of a committee of the council. If the chairperson is unable or unwilling to preside, the deputy chairperson (if any) is to preside at the meeting, but if neither the chairperson nor the deputy chairperson is able or willing to preside, the acting chairperson is to preside at the meeting.

### **Procedure in committee meetings**

18.15 Subject to any specific requirements of this code, each committee of the council may regulate its own procedure. The provisions of this code are to be taken to apply to all committees of the council unless the Board or the committee determines otherwise in accordance with this clause.



- 18.16 Whenever the voting on a motion put to a meeting of the committee is equal, the chairperson of the committee is to have a casting vote as well as an original vote unless the Board or the committee determines otherwise in accordance with clause 20.15.
- 18.17 Voting at a council committee meeting is to be by open means (such as on the voices, by show of hands or by a visible electronic voting system).

### **Closure of committee meetings to the public**

- 18.18 The provisions of the Act and Part 13 of this code apply to the closure of meetings of committees of the council to the public in the same way they apply to the closure of meetings of the Board to the public.
- 18.19 If a committee of the council passes a resolution, or makes a recommendation, during a meeting, or a part of a meeting that is closed to the public, the chairperson must make the resolution or recommendation public as soon as practicable after the meeting or part of the meeting has ended, and report the resolution or recommendation to the next meeting of the Board. The resolution or recommendation must also be recorded in the publicly available minutes of the meeting.
- 18.20 Resolutions passed during a meeting, or a part of a meeting that is closed to the public must be made public by the chairperson under clause 19.19 during a part of the meeting that is webcast.

### **Disorder in committee meetings**

- 18.21 The provisions of the Act and this code relating to the maintenance of order in board meetings apply to meetings of committees of the council in the same way as they apply to meetings of the board.

### **Minutes of council committee meetings**

- 18.22 Each committee of the council is to keep full and accurate minutes of the proceedings of its meetings. At a minimum, a committee must ensure that the following matters are recorded in the committee's minutes:
- (a) details of each motion moved at a meeting and of any amendments moved to it,
  - (b) the names of the mover and seconder of the motion or amendment,
  - (c) whether the motion or amendment was passed or lost, and
  - (d) such other matters specifically required under this code.
- 18.23 All voting at meetings of committees of the council (including meetings that are closed to the public), must be recorded in the minutes of meetings with the names of board members who voted for and against each motion or amendment, (including the use of the casting vote), being recorded.

- 18.24 The minutes of meetings of each committee of the council must be confirmed at a subsequent meeting of the committee.
- 18.25 Any debate on the confirmation of the minutes is to be confined to whether the minutes are a full and accurate record of the meeting they relate to.
- 18.26 When the minutes have been confirmed, they are to be signed by the person presiding at that subsequent meeting.
- 18.27 The confirmed minutes of a meeting may be amended to correct typographical or administrative errors after they have been confirmed. Any amendment made under this clause must not alter the substance of any decision made at the meeting.
- 18.28 The confirmed minutes of a meeting of a committee of the council must be published on the council's website. This clause does not prevent the council from also publishing unconfirmed minutes of meetings of committees of the council on its website prior to their confirmation.

## 19. Irregularities

- 19.1 Proceedings at a meeting of the Board or a council committee are not invalidated because of:
  - (a) a vacancy in a civic office, or
  - (b) a failure to give notice of the meeting to any board member or committee member, or
  - (c) any defect in the election or appointment of a board member or committee member, or
  - (d) a failure of a board member or a committee member to declare a conflict of interest, or to refrain from the consideration or discussion of, or vote on, the relevant matter, at a board or committee meeting in accordance with the council's code of conduct, or
  - (e) a failure to comply with this code.

**Note: Clause 19.1 reflects section 374 of the Act**

## 20. Definitions

the Act	the <i>Local Government Act 1993</i>
act of disorder	an act of disorder as defined in clause 14.11 of this code
amendment	In relation to an original motion, means a motion moving an amendment to that motion
audio recorder	Any device capable of recording speech
audio-visual link	Means a facility that enables audio and visual communication between persons at different places
business day	any day except Saturday or Sunday or any other day the whole or part of which is observed as a public holiday throughout New South Wales
chairperson	In relation to a meeting of the board – means the person presiding at the meeting as provided by section 369 of the Act and clauses 6.1 and 6.2 of this code, and in relation to a meeting of a committee – means the person presiding at the meeting as provided by clause 17.11 of this code
this code	the council's adopted <i>Code of Meeting Practice</i>
committee of the council	a committee established by the board in accordance with clause 18.2 of this code (being a committee consisting only of board members) or the board when it has resolved itself into committee-of-the-whole under clause 11.1
council official	Has the same meaning it has in the <i>Model Code of Conduct for Local Councils in NSW</i>
day	calendar day
division	a request by two members under clause 10.7 of this code requiring the recording of the names of the members who voted both for and against a motion
foreshadowed amendment	a proposed amendment foreshadowed by a board member under clause 9.18 of this code during debate on the first amendment
foreshadowed motion	a motion foreshadowed by a board member under clause 9.17 of this code during debate on an original motion
open voting	voting on the voices or by a show of hands or by a visible electronic voting system or similar means

planning decision	a decision made in the exercise of a function of a council under the <i>Environmental Planning and Assessment Act 1979</i> including any decision relating to a development application, an environmental planning instrument, a development control plan or a development contribution plan under that Act, but not including the making of an order under Division 9.3 of Part 9 of that Act
performance improvement order	an order issued under section 438A of the Act
quorum	the minimum number of board members or committee members necessary to conduct a meeting
the Regulation	the <i>Local Government (General) Regulation 2021</i>
webcast	a video or audio broadcast of a meeting transmitted across the internet either concurrently with the meeting or at a later time
year	the period beginning 1 July and ending the following 30 June

## 21. Cross referencing with Model Code of Meeting Practice

The Model Code of Meeting Practice (the Model Code) includes both mandatory and non-mandatory sections. Each council is free to adapt the Model Code to its purposes, ensuring that all mandatory sections are included in their Code of Meeting Practice.

As a number of non-mandatory clauses and sections have been removed from Riverina Water's Code of Meeting Practice it should be noted that the numbering of sections and clauses within Riverina Water's Code may differ from that of the Model Code.

## 22. Policy details

Policy number	Policy 1.02
Responsible area	Chief Executive Office
Approved by	Riverina Water Board –
Approval date	
Legislation or related strategy	Local Government Act 1993 Model Code of Conduct 2018 Procedures for the Administration of the Code of Conduct 2018
Documents associated with this policy	Policy 1.6 Conflict of Interest Policy 1.3 Good Governance Policy 1.14 Fraud & Corruption Prevention Policy 1.28 Related Parties Disclosure
Policy history	Amended 26 Aug 2020 (Res 20/081) 26 June 2019 Resolution No 19/86 Replaces Code of Meeting Practice 2017 Res 17/136

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

## R2 List of Investments

### Organisational Area Corporate Services

**Author** Emily Tonacia, Director Corporate Services

**Summary** This report details the status of Council's investment portfolio for the months of April 2022 and May 2022.

**RECOMMENDATION** that Council receive and note the report detailing external investments for the months of April 2022 and May 2022.

### Report

In accordance with the provisions of Clause 19(3) of the Local Government (Financial Management) Regulation 1993, reported are the details of the Council's external investment portfolio as of April 2022 and May 2022.

- › **R2.1**      **Investment Report - April 2022** [↓](#) 
- › **R2.2**      **Investment Report - May 2022** [↓](#) 

### Financial Implications

Not applicable.

### 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.

**Monthly Investment Report as at 30/04/2022**

Investment	Inception Date	Term (Days)	Maturity Date	S&P Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
<b>Term Deposits</b>								
ING	21/07/2021	365	21/07/22	A-2	0.45	5.263%	\$1,500,000.00	\$1,500,000.00
Auswide Bank	15/08/2019	1096	15/08/22	A-2	1.86	7.017%	\$2,000,000.00	\$2,000,000.00
BOQ	17/08/2020	730	17/08/22	A-2	0.95	5.263%	\$1,500,000.00	\$1,500,000.00
AMP	29/09/2021	365	29/09/22	A-2	0.80	7.017%	\$2,000,000.00	\$2,000,000.00
AMP	19/07/2021	365	19/07/22	A-2	0.75	8.771%	\$2,500,000.00	\$2,500,000.00
BOQ	23/09/2021	364	22/09/22	A-2	0.42	3.509%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	23/09/2021	733	26/09/23	A-1+	0.63	5.263%	\$1,500,000.00	\$1,500,000.00
AMP	14/09/2021	730	14/09/23	A-2	0.75	3.509%	\$1,000,000.00	\$1,000,000.00
BOQ	6/05/2021	732	08/05/23	A-2	0.49	8.771%	\$2,500,000.00	\$2,500,000.00
BOQ	7/07/2021	365	07/07/22	A-2	0.39	7.017%	\$2,000,000.00	\$2,000,000.00
BOQ	18/06/2021	368	21/06/22	A-2	0.40	5.263%	\$1,500,000.00	\$1,500,000.00
BOQ	14/10/2020	729	13/10/22	A-2	0.80	7.017%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	8/06/2021	730	08/06/23	A-1+	0.60	7.017%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	8/06/2021	1099	11/06/24	A-1+	0.75	8.771%	\$2,500,000.00	\$2,500,000.00
National Australia Bank	2/03/2022	364	01/03/23	A-1+	0.53	5.263%	\$1,500,000.00	\$1,500,000.00
						<b>94.73%</b>	<b>\$27,000,000.00</b>	<b>\$27,000,000.00</b>
<b>Cash Deposit Account</b>								
T Corp				A-1+	0.00	0.00%	\$0.30	\$0.30
National Australia Bank				A-1+	0.17	5.269%	\$1,501,790.78	\$1,501,790.78
						<b>5.27%</b>	<b>\$1,501,791.08</b>	<b>\$1,501,791.08</b>
<b>TOTAL INVESTMENTS</b>						<b>100.00%</b>	<b>\$28,501,791.08</b>	<b>\$28,501,791.08</b>
Cash at Bank								\$2,019,391.89
<b>TOTAL FUNDS</b>								<b>\$30,521,182.97</b>

**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
		<u>\$0.00</u>
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$2,425,499.63
	Plant Replacement	\$1,526,681.55
	Loan Funds	\$0.00
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$228,250.00
	Water Licences	\$332,520.00
		<u>\$7,512,951.18</u>
Unrestricted Funds		\$23,008,231.79
<b>TOTAL FUNDS</b>		<b>\$30,521,182.97</b>

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



## Report

The investment portfolio increased by \$949,206.53 for the month. The increase was due to income in April being higher than expenditure.

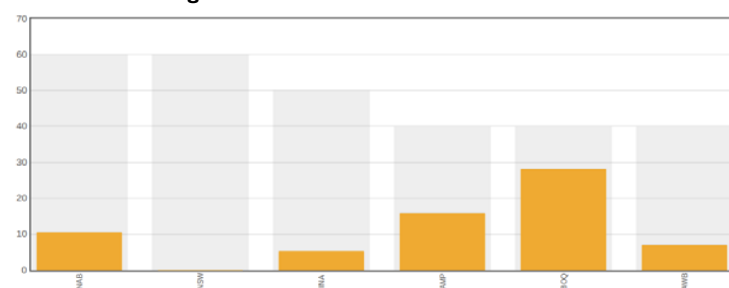
## Portfolio Performance

For the month of April, the portfolio (excluding cash) provided a return of +0.06% (actual), easily outperforming the benchmark Ausbond Bank Bill Index return by -0.02% (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.

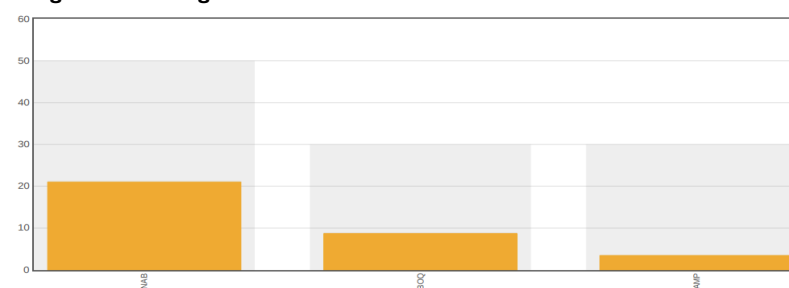
## Counterparty Compliance

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

### Short-term Holdings



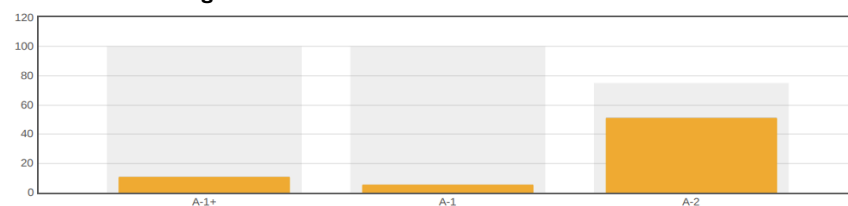
### Long-term Holdings



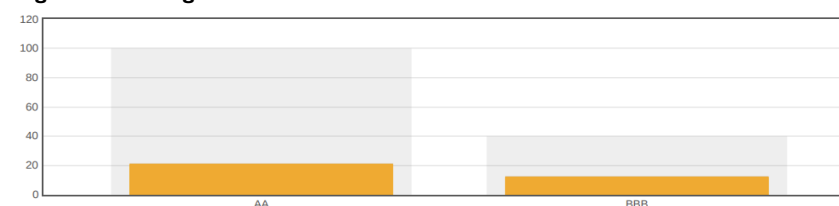
## Credit Quality Compliance

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

### Short-term Holdings

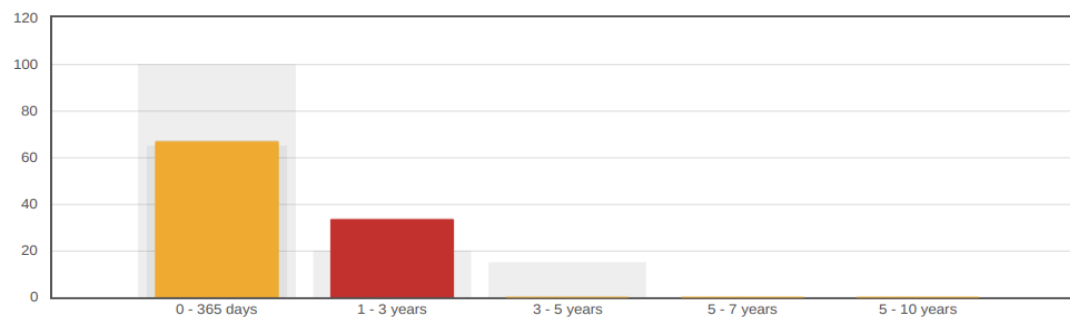


### Long-term Holdings



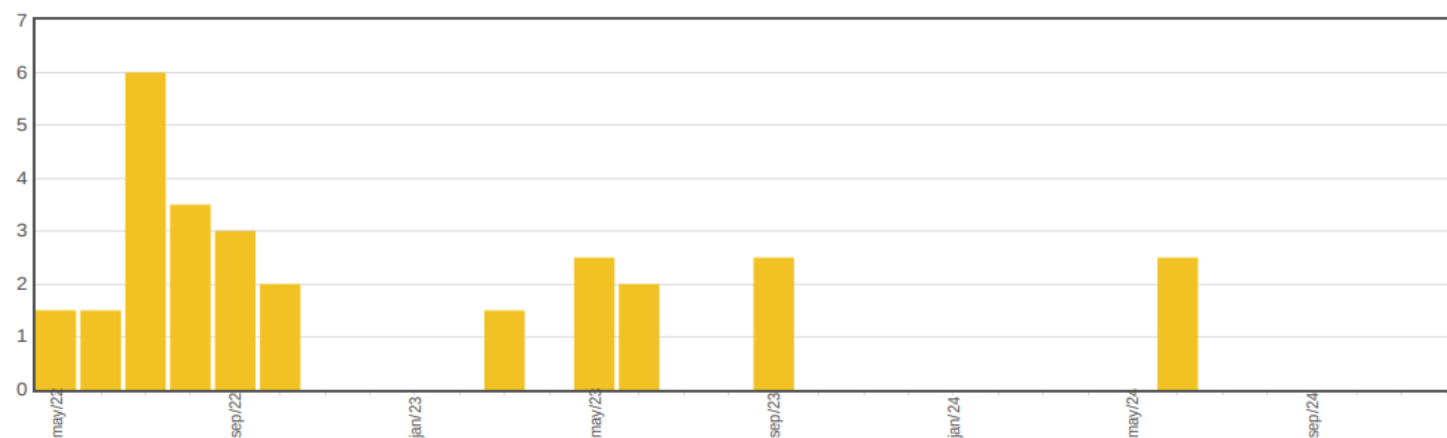
### Term to Maturity

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 30/04/2022**

Investment	Inception Date	Term (Days)	Maturity Date	S&P Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
<b>Term Deposits</b>								
ING	21/07/2021	365	21/07/22	A-2	0.45	5.263%	\$1,500,000.00	\$1,500,000.00
Auswide Bank	15/08/2019	1096	15/08/22	A-2	1.86	7.017%	\$2,000,000.00	\$2,000,000.00
BOQ	17/08/2020	730	17/08/22	A-2	0.95	5.263%	\$1,500,000.00	\$1,500,000.00
AMP	29/09/2021	365	29/09/22	A-2	0.80	7.017%	\$2,000,000.00	\$2,000,000.00
AMP	19/07/2021	365	19/07/22	A-2	0.75	8.771%	\$2,500,000.00	\$2,500,000.00
BOQ	23/09/2021	364	22/09/22	A-2	0.42	3.509%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	23/09/2021	733	26/09/23	A-1+	0.63	5.263%	\$1,500,000.00	\$1,500,000.00
AMP	14/09/2021	730	14/09/23	A-2	0.75	3.509%	\$1,000,000.00	\$1,000,000.00
BOQ	6/05/2021	732	08/05/23	A-2	0.49	8.771%	\$2,500,000.00	\$2,500,000.00
BOQ	7/07/2021	365	07/07/22	A-2	0.39	7.017%	\$2,000,000.00	\$2,000,000.00
BOQ	18/06/2021	368	21/06/22	A-2	0.40	5.263%	\$1,500,000.00	\$1,500,000.00
BOQ	14/10/2020	729	13/10/22	A-2	0.80	7.017%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	8/06/2021	730	08/06/23	A-1+	0.60	7.017%	\$2,000,000.00	\$2,000,000.00
National Australia Bank	8/06/2021	1099	11/06/24	A-1+	0.75	8.771%	\$2,500,000.00	\$2,500,000.00
National Australia Bank	2/03/2022	364	01/03/23	A-1+	0.53	5.263%	\$1,500,000.00	\$1,500,000.00
						<b>94.73%</b>	<b>\$27,000,000.00</b>	<b>\$27,000,000.00</b>
<b>Cash Deposit Account</b>								
T Corp				A-1+	0.00	0.00%	\$0.30	\$0.30
National Australia Bank				A-1+	0.17	5.270%	\$1,501,991.97	\$1,501,991.97
						<b>5.27%</b>	<b>\$1,501,992.27</b>	<b>\$1,501,992.27</b>
<b>TOTAL INVESTMENTS</b>						<b>100.00%</b>	<b>\$28,501,992.27</b>	<b>\$28,501,992.27</b>
Cash at Bank								\$1,824,710.96
<b>TOTAL FUNDS</b>								<b>\$30,326,703.23</b>

**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)	\$2,425,499.63
	Plant Replacement	\$1,467,977.69
	Loan Funds	\$0.00
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$228,250.00
	Water Licences	\$332,520.00
		\$7,454,247.32
Unrestricted Funds		\$22,872,455.91
<b>TOTAL FUNDS</b>		<b>\$30,326,703.23</b>

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

## Report

The investment portfolio decreased by \$194,479.74 for the month. The increase was due to income in May being higher than expenditure.

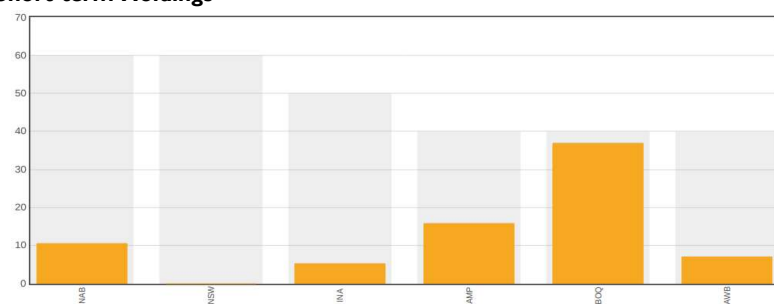
## Portfolio Performance

For the month of May, the portfolio (excluding cash) provided a return of +0.06% (actual), easily outperforming the benchmark Ausbond Bank Bill Index return by +0.03% (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.

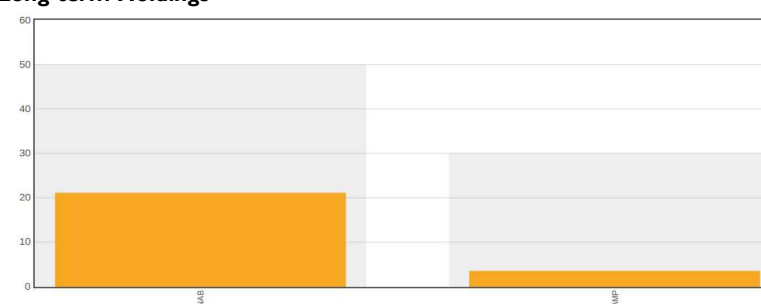
## Counterparty Compliance

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

### Short-term Holdings



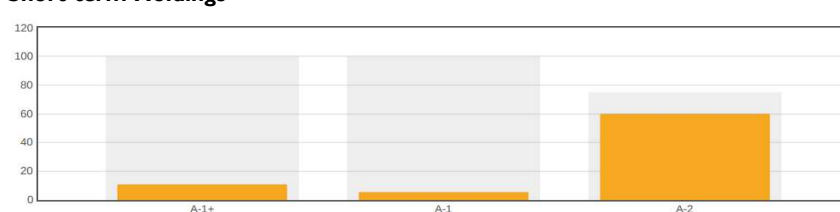
### Long-term Holdings



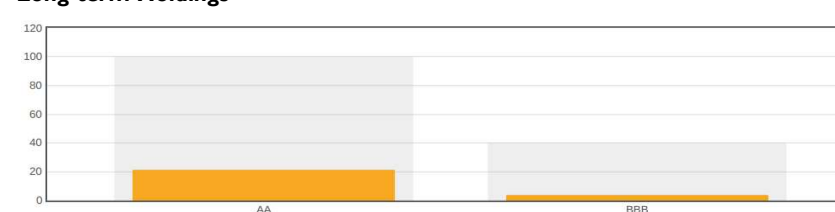
## Credit Quality Compliance

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

### Short-term Holdings

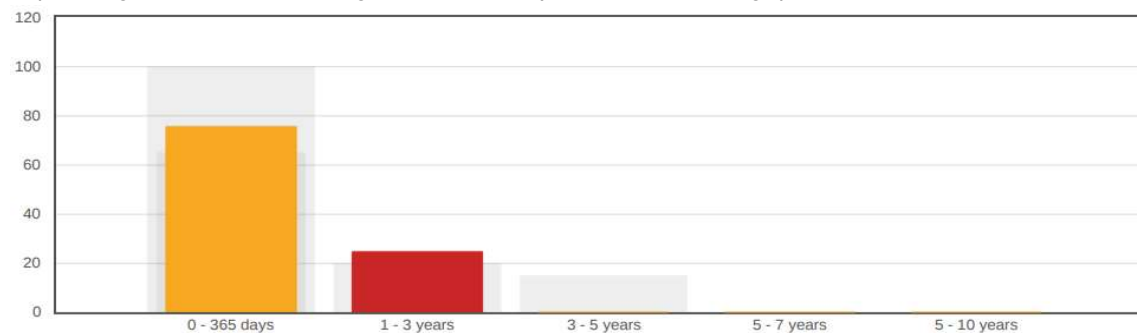


### Long-term Holdings



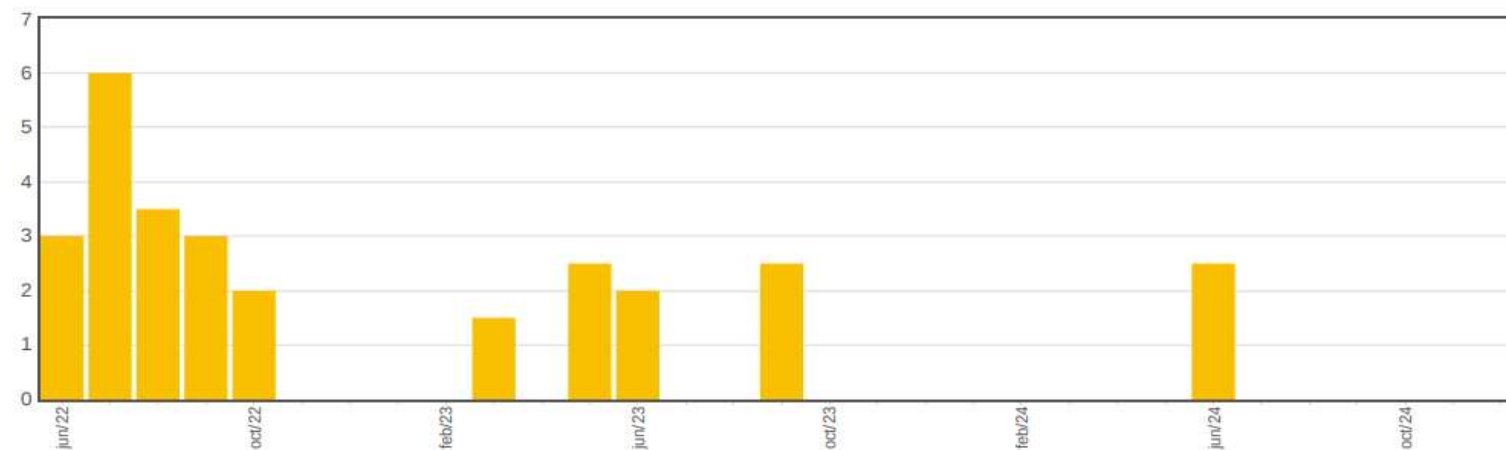
### Term to Maturity

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



### Maturity Cashflow

When investments will mature over time



## R3 Annual Hospital Allowance

### Organisational Area Corporate Services

**Author** Emily Tonacia, Director Corporate Services

**Summary** Historically Council has provided an access charge exemption and annual charge allowance to all hospitals in its supply area. The allowance provided is a reduction in water usage charges which is determined by the total patient numbers. Under Section 558 of the Local Government Act 1993, a Council may exempt a public hospital from payment of water supply special rates. Where a public hospital is exempt from payment of water supply special rates they are provided with 300 litres per day for each resident that is in the hospital free of charge. Council has the ability under Section 558 to revoke or alter an exemption at any time.

---

### RECOMMENDATION that:

- a) Council discontinues providing private and public hospitals in the Riverina Water supply area with an exemption for the payment of an access charge from 1 July 2022 in accordance with Section 558(5) of the Local Government Act;
- b) Council discontinues providing an annual allowance for public and private hospitals in the Riverina Water supply area from 1 July 2022 in accordance with Section 558(5) of the Local Government Act; and
- c) Council writes to the public and private hospitals that currently receive the allowance to advise of the changes.

### Report

Historically Riverina Water has provided an annual allowance to all hospitals (public and private) in its supply area by crediting the hospital 120 litres of usage per inpatient, per day of being hospitalised for the year. In addition, these hospitals are also exempt from paying an access charge.

Section 558 of the Local Government Act 1993 (the Act) states:

#### ***What land and bodies may be exempted from water supply special rates and sewerage special rates?***

(1) A council **may** exempt the following from payment of water supply special rates and sewerage special rates—

- (a) a public reserve,
- (b) a public hospital,

(c) a public charity,

(d) land—

(i) that is unoccupied, and

(ii) that is not supplied with water from a council water pipe and is not connected to a council sewer, and

(iii) that the council has determined is unsuitable for the erection of a building because it is liable to flooding or tidal inundation or liable to be affected by a coastal hazard,

(e) land that, in the opinion of the council, it is impracticable, having regard to the physical features of the land or any unusual cost that may be incurred, to supply with water or connect to the sewer.

(2) A council may exempt from payment of water supply special rates land that is within 225 metres of a gravitation or rising water main and that is not connected to the main.

(3) A council may exempt from payment of sewerage special rates land that for the time being is not rateable in respect of the water supply special rate.

**(4) A public hospital that is exempt from payment of water supply special rates is to be supplied with water, and a public charity that is so exempt may be supplied with water, on the following conditions—**

**(a) there is to be supplied free of charge—**

**(i) in the case of a public hospital—300 litres per day (or such greater quantity as the council may determine) for each person resident in the hospital, and**

**(ii) in the case of a public charity—140 litres per day (or such greater quantity as the council may determine) for each person resident in an institution conducted by the public charity,**

**(b) for the purposes of this provision—**

(i) an inmate is taken to be resident, and

(ii) the number of persons resident is the average number of persons resident during the year preceding the period in respect of which charges would be payable, and

(iii) the general manager may, at any reasonable time, require the production of the records of the public hospital or public charity to verify the average number,

(c) the supply is to be through a meter,

(d) any quantity of water in excess of that which may be supplied free of charge is to be paid for at the charge fixed by the council for excess water.



**(5) The council may revoke or alter an exemption.**

Management is unable to locate any resolution of the Board where it was determined that both private and public hospitals within the Riverina Water supply area are exempt from the payment of special rates, and in addition provided with an allowance of 120 litres per patient, per day. Upon further investigation it was identified this practice was carried forward from when Riverina Water operated as Southern Riverina County Council, and no evidence for the basis of 120 litres per patient, per day can be identified.

In accordance with part (b)(ii) of Section 558 of the Act, Riverina Water staff annually request hospitals to advise the average daily inpatient numbers to assist with the calculation of the annual allowance.

A summary for the allowances for the past four years for each hospital is provided below:

Hospitals	2021	2020	2019	2018
Wagga Base Hospital	\$22,637.59	\$25,564.60	\$28,555.08	\$24,504.08
Calvary Hospital	\$14,963.83	\$17,152.96	\$15,027.78	\$16,083.36
Urana Hospital	\$1,534.75	\$4,168.01	\$4,156.62	\$4,099.68
Lockhart Hospital	\$1,598.70	\$2,848.46	\$3,511.28	\$830.80
Henty Hospital	\$1,087.12	\$2,725.24	\$2,717.79	\$2,680.56
Holbrook Hospital	\$2,430.52	\$5,054.52	\$4,095.14	\$2,920.08
<b>Total</b>	<b>\$44,252.51</b>	<b>\$57,513.79</b>	<b>\$58,063.69</b>	<b>\$51,118.56</b>

Each year the allowance offsets any additional payments required for water usage for each hospital, meaning generally payments to Riverina Water are not required.

Riverina Water does not provide this allowance to any other organisation, including public charities. Enquiries with other Councils in NSW have identified that Riverina Water appear to be the only Council in the State applying the rebate.

Noting the financial impact, and the ability for Council under Part 5 of the Act to revoke or alter the exemption, it is recommended that Council revoke the exemption and subsequently cease providing the annual allowance to both public and private hospitals in the Riverina Water supply area.

Should Council not proceed with the recommendation, management recommend that Council make a formal resolution to provide the exemption to public hospitals only, and subsequently increase the annual allowance for these hospitals to be 300 litres per inpatient per day in accordance with Section 558 of the Act.

It is the intention of management to provide a written update to hospitals within the supply area of the outcome and resolution made to ensure clarity.

### Financial Implications

The recommendation will increase annual water usage on average by approximately \$52,717 per annum.

### 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.

## R4 Delivery Program 2022/23 - 2025/26 and Operational Plan 2022/23

### Organisational Area Corporate Services

**Author** Emily Tonacia, Director Corporate Services

**Summary** The draft Delivery Program 2022/23 – 2025/26 and draft Operational Plan 2022/23 are submitted for adoption. Minor changes have been made to these plans and are detailed in the body of the report. In accordance with Sections 404 and 405 of the Local Government Act 1993, the draft plans were placed on public exhibition from 28 April to 27 May (28 days). No public submissions were received.

### RECOMMENDATION that the:

- a) Draft Delivery Program 2022/23 – 2025/26 and the draft Operational Plan 2022/23, as exhibited and following close of public comments, be adopted as Council's Delivery Program 2022/23 – 2025/26 and Operational Plan 2022/23, subject to the proposed changes listed in the body of this report; and
- b) Fees and charges be made for the 2022/23 financial year, as outlines in the draft Operational Plan 2022/23.

### Report

The draft Delivery Program 2022/23 – 2025/26 and draft Operational Plan 2022/23 were placed on public exhibition on 28 April 2022. Submissions from the public were invited until 27 May 2022. No public submissions were received.

The draft Delivery Program 2022/23 – 2025/26 and draft Operation Plan 2022/23, as exhibited following close of public comments, can now be adopted as Council's Delivery Program 2022/23 – 2025/26 and Operational Plan 2022/23, subject to the following changes.

#### Operational Plan

In preparation for progress reporting, management have commenced the adaptation of the Delivery program and Operational Plan into Riverina Water's corporate planning and reporting software. During this process, small changes in the Operational Plan actions were identified and have been amended. These changes were mostly the update to more clear and concise wording regarding the action and performance indicator. A copy of the revised plan is attached for the Board's information. As the changes are minor and not deemed material, Management recommend that the plans do not require re-exhibition.

### › R4.1 Delivery Program & Operational Plan

## Financial Implications

Pricing scenarios and associated financial implications were discussed by the Board during their consideration of the draft Delivery Program and Operational Plan and associated budget workshop.

## Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



# **Riverina Water Delivery Program 2022/2023 – 2025/2026 and Operational Plan 2022/2023**

All Images: Riverina Water County Council

# Table of contents

1.1	About this document	4	2.4	Adopt emerging technology to increase our efficiency	17
1.2	Guiding documents and plans	6	2.5	Improve strategic planning and accountability	17
1.3	Our strategic priorities	7	2.6	Take actions that deliver responsible financial management and ensure long term sustainability	18
<b>Delivery Program 2022/2023 - 2025/2026</b>		<b>8</b>	2.7	Improve our operations to future proof our business	18
<b>Objective 1 - Our people</b>		<b>9</b>	2.8	Collaborate and share our knowledge with other organisations	19
1.1	Attract, retain and develop our people	10	<b>Objective 3 - Our community</b>		<b>20</b>
1.2	Foster diversity, inclusion, respect and gender equality at all levels of our organisation	10	3.1	Actively support and participate in our community	21
1.3	Create an engaging, positive, collaborative and innovative workplace culture	11	3.2	Create stronger connections with our diverse community to help deliver positive impact	21
1.4	Build upon our strong history of safety and wellbeing	11	3.3	Continue to develop positive relationships with our First Nations community	22
1.5	Invest in and evolve our HR systems, processes and frameworks	12	3.4	Provide exceptional customer service by understanding our customers and tailoring and improving our systems, processes and service offerings to their needs	23
<b>Objective 2 - Our business</b>		<b>13</b>	3.5	Understand and prepare to serve our customers of the future	23
2.1	Optimise our network and infrastructure	14	3.6	Share our knowledge and expertise to make a positive change in our global community	23
2.2	Enhance and integrate our asset management system and practices	15			
2.3	Deliver business value through digitisation with a focus on accessible and accurate information, integrated and secure services that promote agile operations	16			



<b>Operational Plan 2022/2023</b>	<b>24</b>		
<b>Objective 1 – Our people</b>	<b>25</b>		
1.1 Attract, retain and develop our people	25		
1.2 Foster diversity, inclusion, respect and gender equality at all levels of our organisation	26		
1.3 Create an engaging, positive, collaborative and innovative workplace culture	26		
1.4 Build upon our strong history of safety and wellbeing	27		
1.5 Invest in and evolve our HR systems, processes and frameworks	27		
<b>Objective 2 – Our business</b>	<b>28</b>		
2.1 Optimise our network and infrastructure	29		
2.2 Enhance and integrate our asset management system and practices	31		
2.3 Deliver business value through digitisation with a focus on accessible and accurate information, integrated and secure services that promote agile operations.	32		
2.4 Adopt emerging technology to increase our efficiency	32		
2.5 Improve strategic planning and accountability	33		
2.6 Take actions that deliver responsible financial management and ensure			
		long term sustainability	33
		2.7 Improve our operations to future proof our business	34
		2.8 Collaborate and share our knowledge with other organisations	34
		<b>Objective 3 – Our community</b>	<b>35</b>
		3.1 Actively support and participate in our community	36
		3.2 Create stronger connections with our diverse community to help deliver positive impact	37
		3.3 Continue to develop positive relationships with our First Nations community	37
		3.4 Provide exceptional customer service by understanding our customers and tailoring and improving our systems, processes and service offerings to their needs	38
		3.5 Understand and prepare to serve our customers of the future	39
		3.6 Share our knowledge and expertise to make a positive change in our global community	39
		<b>Finance and revenue</b>	<b>40</b>
		<b>Budget summary</b>	<b>50</b>
		Financial results and projections	51
		Our service level promises	56
		Acronyms	58

## 1.1 About this document

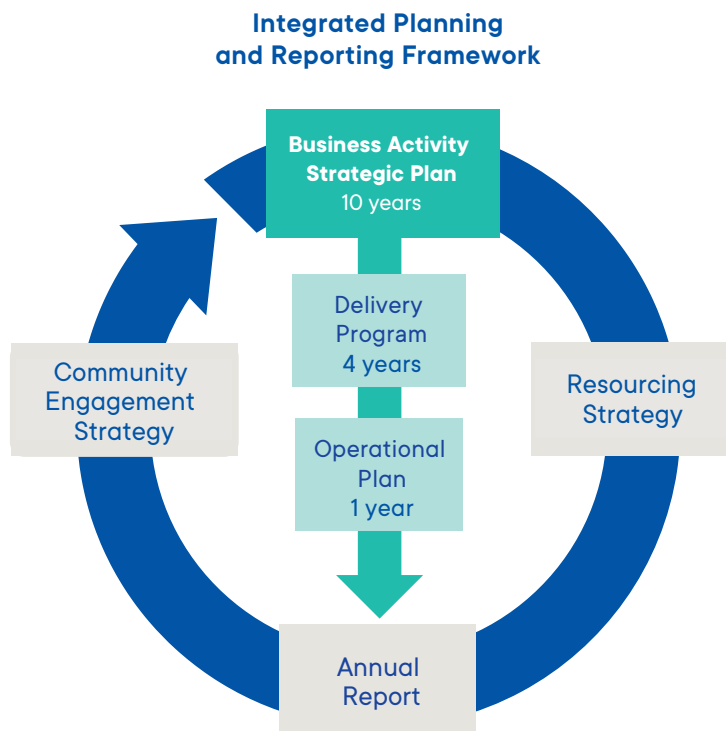
Riverina Water County Council must comply with the NSW local government Integrated Planning and Reporting Framework. To meet these obligations, we have developed a Business Activity Strategic Plan (BASP) that outlines:

- › our strategic priorities for the next 10 years, and
- › the strategies we will adopt to achieve these priorities.

This document provides additional detail on the projects, activities and actions we will deliver to achieve these strategic priorities and strategies.

It combines:

- › a Delivery Program – that outlines the principle activities we will deliver over the next four years (2022/2023 – 2025/2026)
- › an Operational Plan – that details the specific actions and projects we will undertake this year (2022/2023), and
- › our budget forecasts for the coming four years





We will engage and update our community in accordance with our Community Engagement Strategy and provide updates on our progress and achievements via:

- › 6-monthly reports against the Delivery Program, and
- › the Riverina Water Annual Report.

We will also adopt a new Operational Plan each financial year.

**Our strategies, activities and actions have been developed with regard for the social, economic and environmental needs of the communities we serve in the Southern Riverina:**

- › Wagga Wagga City Council
- › Federation Council
- › Greater Hume Council
- › Lockhart Shire Council



## 1.2 Guiding documents and plans

The IP&R Framework does not exist in isolation.

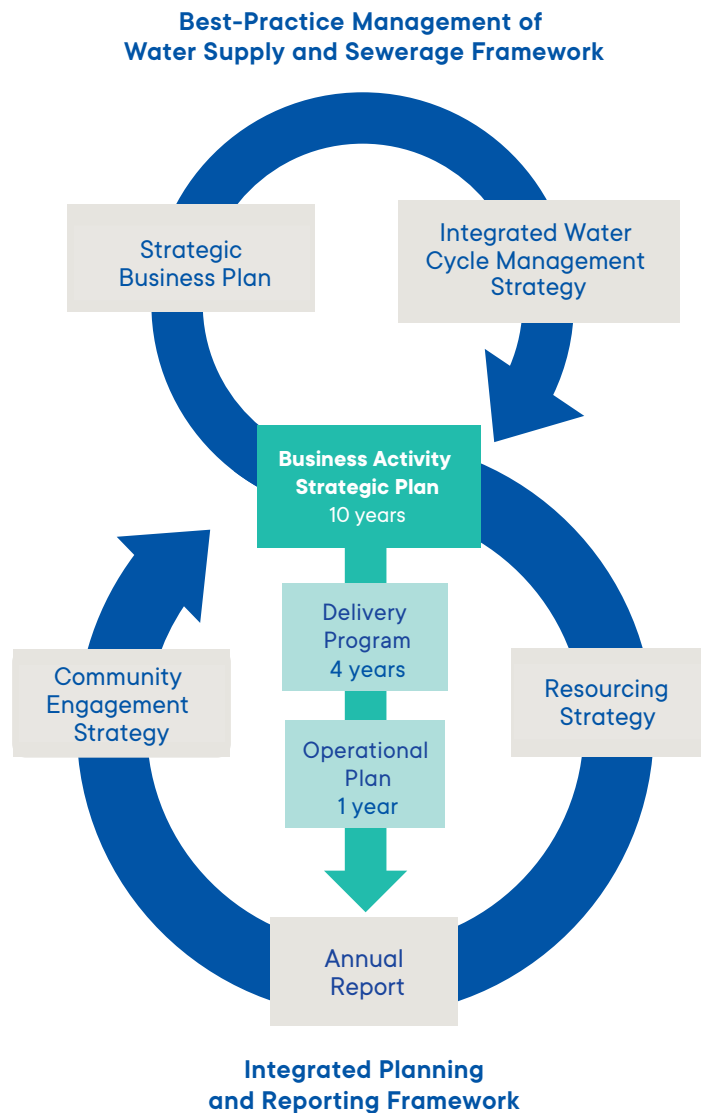
As a council responsible for water supply, Riverina Water must also comply with the requirements of the NSW Government's Best-Practice Management of Water Supply and Sewerage Guidelines (2007).

Our Integrated Water Cycle Management Strategy (2021) sets out our 30-year strategy for delivering water in accordance with these requirements.

This DP and OP document seeks to integrate and align with these requirements.

It also seeks to align with a range of internal strategies and plans, including:

- › Asset Management Plan 2022
- › Community Engagement Strategy 2019-21
- › Demand Management Plan 2012
- › Digital Strategy 2021
- › Internal Communications Strategy 2021-23
- › Net Zero Emissions Policy 2021
- › Workforce Management Plan 2020-2024



## 1.3 Our strategic priorities

### Our people

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



### Our business

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



### Our community

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



### Our focus areas

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



# Delivery Program

## 2022/2023 – 2025/2026



## Objective 1 - Our people

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



Strategic objective	We have a high-performance culture, achieved through accountability, diversity, respect and investment in our people.	
Strategies	Workforce	1.1 Attract, retain and develop our people
	Culture	1.2 Foster diversity, inclusion, respect and gender equality at all levels of our organisation 1.3 Create an engaging, positive, collaborative and innovative workplace culture 1.4 Build upon our strong history of safety and wellbeing
	Systems & Practices	1.5 Invest in and evolve our HR systems, processes and frameworks

## Objective 1 - Our people

Workforce	Culture	Systems & Practices				
<b>1.1: Attract, retain and develop our people</b>						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
1.1.1. Develop and implement workforce strategies to ensure capacity, capability and readiness for future organisational requirements	Workforce strategies are developed Workforce Management Plan 2024 – 2028 is reviewed and implemented	Corporate Services	●	●	●	●
1.1.2. Continue to develop leadership skills across our organisation	Leadership development program is endorsed by Senior Exec and implemented	Corporate Services		●	●	●
1.1.3. Gear recruitment and onboarding practices towards attracting talent and inducting them into our good organisational culture	Recruitment processes and supporting HR policies are reviewed	Corporate Services			●	
1.1.4. Proactively engage in initiatives that make Riverina Water an employer of choice	Applications for advertised Riverina Water positions produce strong candidate fields	CEO Corporate Services	●		●	

Workforce	Culture	Systems & Practices				
<b>1.2: Foster diversity, inclusion, respect and gender equality at all levels of our organisation</b>						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
1.2.1. Establish programs and systems that enhance and support our commitment to diversity, equity and inclusion	Programs and systems are developed and implemented	CEO Corporate Services	●	●	●	
1.2.2. Embed our organisational values into people practices and culture to support a quality employee experience	Organisational values are updated and embedded within the organisation	CEO	●			

Workforce	Culture	Systems & Practices				
1.3: Create an engaging, positive, collaborative and innovative workplace culture						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
1.3.1. Collaborate with our staff and ensure strong employee engagement and communication across the organisation	Internal staff engagement strategies are reviewed and updated	Corporate Services	●	●	●	●
1.3.2. Prepare our people to embrace change based on the organisational and community needs	Change management strategies are developed and implemented	Corporate Services			●	
1.3.3. Create a value based reward system that rewards outstanding performance and fosters adequate feedback	Values based reward system is developed and implemented	Corporate Services	●			
1.3.4. Strengthen mechanisms to capture staff ideas and implement innovative or transformative business solutions	Staff engagement is embedded in project planning and employee participation is encouraged	CEO		●		

Workforce	Culture	Systems & Practices				
1.4: Build upon our strong history of safety and wellbeing						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
1.4.1. Prioritise employee mental health, physical health and overall wellbeing	Wellbeing program is implemented Staff survey results show improved wellbeing	Corporate Services		●		
1.4.2. Maintain a strong safety culture across the organisation	Safety obligations are well understood and adhered to	CEO	●	●		
1.4.3. Develop and monitor WHS metrics	WHS metrics are developed, monitored regularly and modifications are made where required based on the insights	CEO		●	●	●

Objective 1 - Our people

Workforce	Culture	Systems & Practices				
1.5: Invest in and evolve our HR systems, processes and frameworks						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
1.5.1. Implement and evolve fit for purpose systems, processes and frameworks	HR management framework and action plan are developed and implemented	Corporate Services	●	●	●	
1.5.2. Develop and implement Knowledge Management processes to improve efficiency and enable informed decisions	Knowledge management framework is developed and implemented	Corporate Services		●		



## Objective 2 - Our business

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



Strategic objective	We strive to be an industry leader by continuously improving our operations and the management of our assets.	
Strategies	Assets & Networks	2.1 Optimise our network and infrastructure 2.2 Enhance and integrate our asset management system
	Technology & Data	2.3 Deliver business value through digitisation with a focus on accessible and accurate information, integrated and secure services that promote agile operations 2.4 Adopt emerging technology that increases our efficiency
	Operational Excellence	2.5 Improve strategic planning and accountability 2.6 Take actions that deliver responsible financial management and ensure long term sustainability 2.7 Improve our operations to future proof our business 2.8 Collaborate and share our knowledge with other organisations

## Objective 2 - Our business

Assets & Networks	Technology & Data	Operational Excellence				
2.1: Optimise our network and infrastructure						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.1.1. Supply water to all viable urban areas, villages and rural land within the County district	Reticulated water supply is available where practical and economically recoverable	Engineering	●	●	●	●
2.1.2. Ensure our water supply system is capable of meeting current and future levels of service	Regularly monitor and maintain water supply system	Engineering	●	●	●	●
2.1.3. Monitor water quality to ensure supply is in accordance with 2011 Australian Drinking Water Guidelines	Ongoing water sampling and testing	Operations	●	●	●	●
2.1.4. Monitor and manage the risks posed by PFAS in the Lachlan Aquifer in collaboration with DPIE Water	Ongoing monitoring of PFAS levels	Operations	●	●	●	●
2.1.5. Build, operate, monitor and maintain assets at least lifecycle cost, while meeting agreed levels of service	Operational costs are minimised without adversely affecting performance through the use of an asset renewal and augmentation timetable	Engineering / Corporate Services	●	●	●	●
2.1.6. Undertake a number of demand management strategies to mitigate overall consumption and peak demand pressures on the system	Apply water restrictions and management strategies when necessary	Engineering	●	●	●	●

Assets & Networks	Technology & Data	Operational Excellence				
2.2: Enhance and integrate our asset management system and practices						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.2.1. Implement central asset management system in ERP solution (FLOW)	Asset management register operational in FLOW	Engineering	●			
2.2.2. Develop condition ratings for all asset classes in the central asset management system	Condition ratings uploaded to system	Assets	●	●	●	
2.2.3. Integrate central asset management system with financial information	Asset management system integrated with financial system	Engineering	●			
2.2.4. Implement Esri GIS system	GIS system operational	Works	●			
2.2.5. Identify, assess and appropriately manage risks associated with asset failures	Risk management approach in place	Engineering			●	●
2.2.6. Develop and input asset maintenance schedules for major assets	All assets that require maintenance have schedules built	Engineering	●	●	●	●

## Objective 2 - Our business

Assets & Networks	Technology & Data	Operational Excellence				
2.3: Deliver business value through digitisation with a focus on accessible and accurate information, integrated and secure services that promote agile operations						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.3.1. Ensure secure and accurate data that is actionable and enables intelligent decision making	Accurate data supports all decision making activities of Board and Senior Executive	CEO/Corporate Services/ Engineering	●	●	●	
2.3.2. Ensure seamless and intelligent systems and processes that enable us to do our job well	100% of business processes are captured electronically	Corporate Services	●	●	●	●
2.3.3. Strengthen mechanisms to capture staff ideas and implement innovative or transformative business solutions	85% of R&D budget is expended	Corporate Services		●		
2.3.4. Riverina Water structures provide clear direction, transparency, and accountability	Staff survey	Corporate Services	●	●	●	●

Assets & Networks	Technology & Data	Operational Excellence
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#### 2.4: Adopt emerging technology to increase our efficiency

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.4.1. Implement our Net Zero policy	Net Council emissions reduced	Engineering	●	●	●	●
2.4.2. Invest in research and development (e.g. renewables)	Opportunities for investment are investigated and a business case is developed and considered	CEO		●		
2.4.3. Transition to renewable energy sources and reduce greenhouse gas emissions	Meet targets in Net Zero policy	CEO		●	●	●

Assets & Networks	Technology & Data	Operational Excellence
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#### 2.5: Improve strategic planning and accountability

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.5.1. Develop accountability tools in line with our mission and vision	Implement KPIs for the Council and its departments	CEO		●	●	●
2.5.2. Deliver, monitor and review plans and frameworks in line with regulatory and governance requirements	All legislative requirements are met and ARIC audits are completed	CEO	●	●	●	●

## Objective 2 - Our business

Assets & Networks	Technology & Data	Operational Excellence				
2.6: Take actions that deliver responsible financial management and ensure long term sustainability						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.6.1. Implement and review sound financial processes and practices	Nil management letter or all management items addressed	Corporate Services	●			
2.6.2. Ensure sufficient funds are available for long term organisational requirements	Capital and liquidity ratios	Corporate Services	●	●	●	●
2.6.3. Drive smart business decisions through proactive development and delivery of financial metrics and business insights	Management reports are provided for each meeting	Corporate Services	●	●	●	●

Assets & Networks	Technology & Data	Operational Excellence				
2.7: Improve our operations to future proof our business						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.7.1. Investigate sustainable and ethical procurement practices	Current state and gap analysis are completed	Finance & Sourcing	●			
2.7.2. Adopt viable circular economy practices in the planning and delivery of assets, products and services	Circular economy policy and action plan is developed and endorsed by the Board	CEO	●	●		
2.7.3. Update our water cycle and environmental management plans	Plans approved by DPIE Water	Engineering	●			
2.7.4. Protect and restore field work-sites to eliminate and prevent degradation	No soil loss or siltation and vegetation is restored	Engineering	●	●	●	●

Assets & Networks	Technology & Data	Operational Excellence
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2.8: Collaborate and share our knowledge with other organisations

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
2.8.1. Identify other organisations as benchmarks for operational excellence	Undertake benchmarking via the analysis of current data and insights available	CEO	●	●	●	●
2.8.2. Create opportunities for Riverina Water to collaborate with other industry experts	Ongoing participation in committees and conferences	CEO	●	●	●	●



# Objective 3 - Our community

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



Strategic objective	We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility.	
Strategies	Community Engagement	<div>3.1 Actively support and participate in our community</div> <div>3.2 Create stronger connections with our diverse community to help deliver positive impact</div> <div>3.3 Continue to develop positive relationships with our First Nations community</div>
	Customer Focus	<div>3.4 Provide exceptional customer service by tailoring and improving our systems, processes and service offers</div> <div>3.5 Understand and prepare to serve our customers of the future</div>
	Civic Leadership	<div>3.6 Share our knowledge and expertise to make a positive change in our global community</div>



Community Engagement	Customer Focus	Civic Leadership
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### 3.1: Actively support and participate in our community

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
3.1.1. Provide and support education opportunities for youth, tertiary and the wider community	Participate in at least one youth education opportunity per annum	Corporate Services	●	●	●	●
3.1.2. Strengthen opportunities to collaborate with constituent councils, JOs and industry	Annual meeting between Riverina Water CEO and Chairperson, and GM and Mayor of the constituent councils	CEO	●	●	●	●
3.1.3. Provide access to tap water in community spaces in the Riverina Water supply area	Installation of Tap2Go refill stations in consultation with constituent councils	Engineering	●	●	●	●
3.1.4. Investigate and implement ways we can invest in our community to achieve desired outcomes	Review the Community Grants Program and investigate opportunities to support our communities in the most impactful ways	Corporate Services	●	●	●	●

Community Engagement	Customer Focus	Civic Leadership
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### 3.2: Create stronger connections with our diverse community to help deliver positive impact

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
3.2.1. Drive strong community engagement through an endorsed strategy	Updated Community Engagement Strategy endorsed by Board	Corporate services	●	●	●	●
3.2.2. Improve our understanding and strengthen our connection with our diverse community	Diverse community groups are engaged to understand their needs Community Engagement Strategy is updated to reflect findings	Corporate services		●		

## Objective 3 - Our community

Community Engagement	Customer Focus	Civic Leadership				
3.3: Continue to develop positive relationships with our First Nations community						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
3.3.1. Develop and implement adequate strategies, frameworks and education systems to support Council's commitment to strengthening our relationship with our First Nations community	Values and viewpoints of Aboriginal peoples and communities are reflected in our operations and decisions	CEO	●	●	●	●

Community Engagement	Customer Focus	Civic Leadership				
3.4: Provide exceptional customer service by understanding our customers and tailoring and improving our systems, processes and service offerings to their needs						
Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
3.4.1. Develop and capture data regularly in regards to our customers to help us understand them, their needs and expectations	Annual customer survey is completed	Corporate Services	●	●	●	●
3.4.2. Ensure we have the best systems, processes and frameworks that reflect our commitment to our customer centricity	Review and implement a revised Customer Service Charter	Corporate Services	●	●	●	
3.4.3. Strive to support customers with sustainable pricing models that meet levels of service and both operational and infrastructure requirements.	Customer support framework is reviewed and implemented	Corporate Services	●	●	●	●

Community Engagement	Customer Focus	Civic Leadership
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### 3.5: Understand and prepare to serve our customers of the future

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
3.5.1. Collaborate with constituent councils to attract businesses and encourage supply area growth	Marketing material to support industry growth is created Annual meeting with GM and constituent council staff	CEO	•	•	•	•
3.5.2. Monitor emerging trends in customer service technology and business processes	Attend industry conferences and/or participate in industry groups	CEO	•	•	•	•

Community Engagement	Customer Focus	Civic Leadership
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### 3.6: Share our knowledge and expertise to make a positive change in our global community

Actions	Method of assessment	Accountability	22/23	23/24	24/25	25/26
3.6.1. Ongoing support and participation in altruistic and/or knowledge-sharing programs and initiatives	Participated in programs and initiatives that have impact broader than our local community	CEO	•			
3.6.2. Continue to provide professional input to the Federal Government	Ongoing engagement	CEO	•	•	•	•

# Operational Plan 2022/2023



## Objective 1 - Our people

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



Workforce		1.1 Attract, retain and develop our people					
	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>1.1.1</b>	<b>Develop and implement workforce strategies to ensure capacity, capability and readiness for future organisational requirements</b>						
1.1.1.1	Create and adopt a new workforce plan	New workforce plan created and endorsed	People & Culture			●	
1.1.1.2	Complete a full skills systems review	Skills system review completed	People & Culture		●		
1.1.1.3	Equip staff with annual training plan supported by budget	Mandatory training identified and undertaken – other training scheduled	People & Culture				●
1.1.1.4	Develop and implement a professional development program	Professional development program is operational	People & Culture		●		
<b>1.1.4</b>	<b>Proactively engage in initiatives that make Riverina Water an employer of choice</b>						
1.1.4.1	Create and support flexibility in work arrangements and practices	Flexible work policy and employee guidance are implemented	People & Culture	●			



## Objective 1 - Our people

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

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>1.2.1</b>	<b>Establish programs and systems that enhance and support our commitment to diversity, equity and inclusion</b>						
1.2.1.1	Develop a Disability Inclusion Action Plan	Disability Inclusion Action Plan is endorsed by the Board	People & Culture		●		
1.2.1.2	Review the Equal Employment Opportunity policy and develop supporting operational plan	EEO policy and plan endorsed by the Board. Implementation plan with clear deliverables endorsed by Senior Executive	People & Culture		●		
<b>1.2.2</b>	<b>Embed our organisational values into people practices and culture to support a quality employee experience</b>						
1.2.2.1	Engage staff to review and refresh Riverina Water's values and embed them within the organisation	New values are endorsed by the Board	CEO	●	●		

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

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>1.3.1</b>	<b>Collaborate with our staff and ensure strong employee engagement and communication across the organisation</b>						
1.3.1.1	Develop an internal Communications Strategy	Internal Communications Strategy is endorsed by Senior Executive and implementation commenced	Customer & Community	●			
1.3.1.2	Continue to drive internal communications between staff on relevant platforms	Staff participation and engagement on Yammer	Customer & Community	●	●	●	●
1.3.1.3	Continue collaboration and consultation through the Staff Consultative Committee	Consultative Committee meetings are held as scheduled	CEO	●	●	●	●
<b>1.3.3</b>	<b>Create a value based reward system that rewards outstanding performance and fosters adequate feedback</b>						
1.3.3.1	Implement a reward and recognition program	Reward and Recognition program is endorsed by the Senior Executive	People & Culture		●		

**Culture****1.4: Build upon our strong history of safety and wellbeing**

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>1.4.2</b>	<b>Maintain a strong safety culture across the organisation</b>						
1.4.2.1	Promote regular and appropriate WHS education and training to staff	WHS education is provided to staff annually	WHS	●	●	●	●
1.4.2.2	Review and update WHS policies, procedures, guidelines and frameworks regularly	Policies and procedures are reviewed in line with schedule	WHS				●
1.4.2.3	Continue to provide systems and frameworks for managing workplace safety and recovery at work for injured workers	Systems and frameworks are reviewed annually	WHS	●	●	●	●
1.4.2.4	Improve musculoskeletal ergonomic and workplace modification as required	Reduction in musculoskeletal claims	WHS	●			

**Systems & Practices****1.5: Invest in and evolve our HR systems, processes and frameworks**

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>1.5.1</b>	<b>Collaborate with our staff and ensure strong employee engagement and communication across the organisation</b>						
1.5.1.1	Review current human resource policies & procedures and create a forward plan for the development of new documents to ensure a fit for purpose framework	A review of HR policies and procedures is completed in line with adopted schedule	People & Culture			●	
1.5.1.2	Review the organisation structure as required by the Local Government Act	Report is presented to the Board by Feb 23	CEO	●			

## Objective 2 - Our business

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





**Assets & Networks****2.1: Optimise our network and infrastructure**

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.1.1</b>	<b>Supply water to all viable urban areas, villages and rural land within the County district</b>						
2.1.1.1	Investigate and respond to requests to connect to water supply	Potential new connections are provided with the information to make an informed decision	Works	●	●	●	●
2.1.1.2	Identify viable areas to supply in conjunction with forward capital works.	Viable service areas identified	Works		●	●	
2.1.1.3	Continue discussions with constituent Councils on future service delivery opportunities	Viable service delivery opportunities identified	Engineering	●	●		
<b>2.1.2</b>	<b>Ensure our water supply system is capable of meeting current and future levels of service</b>						
2.1.2.1	Identify potential system capacity deficiencies and incorporate in Capital Works Program (CWP)	Network analysis undertaken and deficiencies incorporated into CWP	Operations / Works		●	●	
2.1.2.2	Understand industrial and residential demand growth in various areas with particular regard to the Bomen Special Activation Precinct.	Strategic infrastructure plan developed for demand growth	Engineering		●	●	
2.1.2.3	Implement 30-year Peak Day 'game plan' to optimise the production and transfer of supplies between the integrated water supply systems: Wagga Wagga, North Wagga and Western Trunk systems	30-year Peak Day game plan is successfully implemented	Engineering	●	●	●	●
2.1.2.4	Deliver annual adopted Capital Expenditure program	85% delivered by 30 June	Engineering				●

## Objective 2 - Our business

### Assets & Networks

### 2.1: Optimise our network and infrastructure

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.1.3</b>	<b>Monitor water quality to ensure supply is in accordance with 2011 Australian Drinking Water Guidelines</b>						
2.1.3.1	Undertake water quality testing per regulations and Drinking Water Management System	Riverina Water meets governance in DWMS and Health requirements	Operations / Works	●	●	●	●
2.1.3.2	Investigate and implement options to treat blue green algae	Completion of investigation/s implemented in consultation with regulators if required	Operations / Works	●	●	●	●
<b>2.1.4</b>	<b>Monitor and manage the risks posed by PFAS in the Lachlan Aquifer in collaboration with DPIE Water</b>						
2.1.4.1	Monitor the risks posed by PFAS in the Lachlan Aquifer in collaboration with DPIE Water	Receiving and undertaking water quality sample reports on PFAS annually	Operations	●		●	
<b>2.1.5</b>	<b>Build, operate, monitor and maintain assets at sustainable lifecycle cost, while meeting agreed levels of service</b>						
2.1.5.1	Manage assets within control appropriately	Operational costs are minimised without adversely affecting performance through the use of an asset renewal and augmentation timetable	Engineering Corporate Services	●	●	●	●
<b>2.1.6</b>	<b>Undertake a number of demand management strategies to mitigate overall consumption and peak demand pressures on the system</b>						
2.1.6.1	Apply water restrictions and management strategies when necessary	PDD remains under peak capacity	Engineering	●	●	●	●
2.1.6.2	Revise existing Demand Management Plan	Revised Demand Management Plan is endorsed by the Board	Engineering	●	●		

## Assets &amp; Networks

## 2.2: Enhance and integrate our asset management system and practices

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.2.1</b>	<b>Implement central asset management system in ERP solution (FLOW)</b>						
2.2.1.1	Implement asset management module in FLOW	AM module successfully implemented	Assets	●	●		
<b>2.2.2</b>	<b>Develop condition ratings for all asset classes in the central asset management system</b>						
2.2.2.1	Migrate existing condition ratings for pipe assets	Conditions ratings are fully migrated	Assets		●	●	
2.2.2.2	Migrate existing condition ratings for above ground assets	Conditions ratings are fully migrated	Assets			●	●
<b>2.2.3</b>	<b>Integrate central asset management system with financial information</b>						
2.2.3.1	Integrate asset management system with financial system	Integration is completed	Assets	●	●		
<b>2.2.4</b>	<b>Implement Esri GIS system</b>						
2.2.4.1	Integrate and implement new GIS system	System operations are established	Works (GISO)	●	●	●	●
<b>2.2.6</b>	<b>Develop and input asset maintenance schedules for major assets</b>						
2.2.6.1	Develop and input asset maintenance schedules for major assets	All major assets that require maintenance have schedules developed. All required maintenance schedules migrated into Flow	Assets			●	●

## Objective 2 - Our business

### Technology & Data

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

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.3.1</b>	<b>Increase capacity for data analytics</b>						
2.3.1.1	Develop a data strategy	Data strategy is endorsed by Senior Executive	Technology & Information				●
<b>2.3.2</b>	<b>Utilise data collection and analytics tools</b>						
2.3.2.1	Implementation of Enterprise Resource Planning (ERP) program	ERP is implemented in line with project plan	CEO	●	●	●	●
2.3.2.2	Document end to end enterprise solution architecture	Architecture is documented	Information & Technology				●
<b>2.3.4</b>	<b>Riverina Water structures provide clear direction, transparency, and accountability</b>						
2.3.4.1	Develop and establish an ICT governance framework appropriate for Riverina Water usage incl. security, vendor mgmt, and risk management	ICT governance framework is documented and approved	Information & Technology				●
2.3.4.2	Develop and rollout an ICT services catalogue	ICT services catalogue is developed	Information & Technology				●

### Technology & Data

**2.4: Adopt emerging technology to increase our efficiency**

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.4.1</b>	<b>Implement our Net Zero Policy</b>						
2.4.1.1	Commence implementing the Net Zero Roadmap	Implementation of Net Zero roadmap as per schedule	Projects	●	●	●	●

**Operational Excellence**    **2.5: Improve strategic planning and accountability**

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.5.2</b>	<b>Deliver, monitor and review plans and frameworks in line with regulatory and governance requirements</b>						
2.5.2.1	Report to ARIC in line with forward meeting schedule, internal audit program and compliance requirements	All legislative requirements are met and ARIC audits are completed	Governance & Records		●		●
2.5.2.2	Implement new risk management and audit guidelines and practices	New guidelines and practices are implemented	Governance & Records	●	●	●	●

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

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.6.1</b>	<b>Implement and review sound financial processes and practices</b>						
2.6.1.1	Undertake review of Council's current policy to ensure that investments are managed to yield maximum return	Updated investment policy is adopted	Finance & Sourcing		●		
2.6.1.3	Undertake 12 monthly management report meetings per year	12 meetings are undertaken	Finance & Sourcing	●	●	●	●
<b>2.6.2</b>	<b>Annually review Council's financial planning and forecasting</b>						
2.6.2.1	Annually review Council's financial planning and forecasting	Updated financial planning is provided to the Board annually	Finance & Sourcing			●	

## Objective 2 - Our business

### Operational Excellence 2.7: Improve our operations to future proof our business

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.7.1</b>	<b>Investigate sustainable and ethical procurement practices</b>						
2.7.1.1	Review current sustainable and economic procurement practices at Riverina Water and opportunities for improvement	Review completed with future actions proposed	Finance & Sourcing				●
<b>2.7.2</b>	<b>Adopt viable circular economy practices in the planning and delivery of assets, products and services</b>						
2.7.2.1	Assess our current economy and seek opportunities to increase circularity	Current state and gap analysis are completed	CEO				●
<b>2.7.3</b>	<b>Update our water cycle and environmental management plans</b>						
2.7.3.1	Develop Drought Management and Contingency Plan	Plan approved by DPIE Water	Operations	●	●		
2.7.3.2	Revise existing Environmental Management Plan	Environmental Management Plan is endorsed by the Board and implementation commenced	Engineering				●
<b>2.7.4</b>	<b>Protect and restore field work-sites to eliminate and prevent degradation</b>						
2.7.4.1	Undertake appropriate training for staff in protection and restoration of work sites	No negative feedback received from customers or staff of constituent councils	Works	●	●	●	●

### Operational Excellence 2.8: Collaborate and share our knowledge with other organisations

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>2.8.1</b>	<b>Identify other organisations as benchmarks for operational excellence</b>						
2.8.1.1	Share information with the GM Working group for Rous County, Central Tablelands County and Goldenfields County	Initiatives from other county councils are taken up as appropriate	CEO	●	●	●	●
<b>2.8.2</b>	<b>Create opportunities for Riverina Water to collaborate with other industry experts</b>						
2.8.2.1	Attend industry forums and conferences and deliver papers on recent successes	Member/s of staff attend at least two conferences per year as guest speaker	CEO		●		●



## Objective 3 - Our community

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



## Objective 3 - Our community

### Community engagement 3.1. Actively support and participate in our community

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>3.1.1</b>	<b>Provide and support education opportunities for youth, tertiary and the wider community</b>						
3.1.1.1	Support opportunities for youth education initiatives	At least one education initiative is undertaken for the year	Customer & Community	●	●	●	●
<b>3.1.2</b>	<b>Strengthen opportunities to collaborate with constituent councils, JOs and industry</b>						
3.1.2.1	Have one on one meetings with Mayors and GM's of four constituent Councils	Meetings held annually	CEO			●	
3.1.2.2	Attend the meetings of Riverina JO	Council represented at each meeting of Riverina JO	CEO	●	●	●	●
3.1.2.3	Attend meetings of relevant business and community groups	Attendance at meetings as requested	CEO	●	●	●	●
<b>3.1.3</b>	<b>Provide access to tap water in community spaces in the Riverina Water supply area</b>						
3.1.3.1	Continue program of installing Tap2Go refill station in each constituent council as requested	Completion of request by constituent council for installation of refill station	Works	●	●	●	●
3.1.3.2	Review the report on the outcomes of the Community Grants Program to date	Review of the Community Grants Program is conducted and way forward determined	Customer & Community		●		
3.1.3.3	Review existing practices and develop new opportunities to participate in and support our community	Framework for community involvement is developed	Customer & Community				●
3.1.3.4	Participate in community events within the Riverina Water supply area	Support at least one community event within each constituent per annum	Customer & Community	●	●	●	●
<b>3.1.4</b>	<b>Investigate and implement ways we can invest in our community to achieve desired outcomes</b>						
3.1.4.2	Review existing practices and develop new opportunities to participate in and support our community	Framework for community involvement is developed and endorsed					
3.1.4.3	Participate in community events within the Riverina Water supply area		CEO				



## Community engagement

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

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>3.2.1</b>	<b>Drive strong community engagement through an endorsed strategy</b>						
3.2.1.1	Review and endorse the Community Engagement Strategy	Updated Community Engagement Strategy endorsed by Board	Customer & Community			●	
3.2.1.2	Implement outcomes identified in the Community Engagement Strategy	Implementation as per schedule contained within adopted Strategy	Customer & Community	●	●	●	●

## Community engagement

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

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>3.3.1</b>	<b>Develop and implement adequate strategies, frameworks and education systems to support Council's commitment to strengthening our relationship with our First Nations community</b>						
3.3.1.1	Develop a Reconciliation Action Plan	Reconciliation Action Plan is endorsed by the Board	CEO				●
3.3.1.2	Provide cultural awareness training to all staff	Cultural awareness training program is developed and established	People & Culture				●
3.3.1.3	Identify opportunities to engage and support our First Nations Community	Opportunities that are identified are implemented	CEO	●	●	●	●

## Objective 3 - Our community

Customer focus		3.4: Provide exceptional customer service by understanding our customers and tailoring and improving our systems, processes and service offerings to their needs					
	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>3.4.1</b>	<b>Develop and capture data regularly in regards to our customers to help us understand them, their needs and expectations</b>						
3.4.1.1	Undertake annual customer survey, review results and ensure any actions are captured in customer experience strategy	Annual Customer survey is undertaken	Customer & Community			●	●
3.4.1.2	Develop customer metrics, capture data and regularly monitor analytics to continuously improve our customer experience	At least one detailed data report is produced and metric developed	Customer & Community				●
<b>3.4.2</b>	<b>Ensure we have the best systems, processes and frameworks that reflect our commitment to our customer centricity</b>						
3.4.2.1	Develop Customer Service Charter	Customer Service Charter endorsed by the Executive team	Customer & Community			●	
3.4.2.2	Seek opportunities to assist financially vulnerable or at risk customer groups	Forward action plan is created for viable opportunities identified and included in implementation plan as agreed	Customer & Community				●
<b>3.4.3</b>	<b>Strive to support customers with sustainable pricing models that meet levels of service and both operational and infrastructure requirements</b>						
3.4.3.1	Seek opportunities to assist financially vulnerable or at risk customer groups	Opportunities that are identified are implemented	Customer & Community				●
3.4.3.2	Undertake annual pricing review	Adequate price path is determined	Finance & Sourcing			●	

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

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>3.5.1</b>	<b>Collaborate with constituent councils to attract businesses and encourage supply area growth</b>						
3.5.1.1	Meet with staff of constituent councils as requested and actively participate in planning activities	Annual meeting with GM and constituent council staff	CEO		●		●
<b>3.5.2</b>	<b>Monitor emerging trends in customer service technology and business processes</b>						
3.5.2.1	Support attendance of staff at industry conferences and/or to participate in industry groups	Staff provide reports on outcomes of their attendance at conferences	CEO	●	●	●	●

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

	Project, program or action	Measure	Responsible officer	Q1	Q2	Q3	Q4
<b>3.6.1</b>	<b>Ongoing support and participation in altruistic and/or knowledge-sharing programs and initiatives</b>						
3.6.1.1	Review and confirm our relationships with third parties in relationship to our provision of overseas aid	Report is provided to the Board as required	CEO		●		●
<b>3.6.2</b>	<b>Continue to provide professional input to the Federal Government</b>						
3.6.2.1	Seek opportunities to have “a seat at the table” on both Federal and State Government matters	Reports on number of meetings attended and issues discussed	CEO	●	●	●	●

# Finance and revenue



## Recommended development servicing charges

### Urban (residential) development servicing charge

Urban - including township and village - single residential lots	Tax	Cost per lot (based on lot size)		
		<450m2	450 - 2000m2	>2000m2
Lots where developers have prepaid the fees appropriate at time of development		Nil - (note only applies for a single residence on the lot)		
Lots (not prepaid) existing prior to 01/01/1994 and 2nd or subsequent services (only where availability fees are being paid)	N	1st Service - Nil - (note only applies for a single residence on the lot) 2nd and subsequent service based on \$4,348 per E.T.		
Lots (not prepaid) created since 01/01/1994	N	\$4,348	\$4,348	\$5,218
Urban - including township and village - multiple residential units		Price for multiple units		
Lots where developers have prepaid the fees		Nil - provided correct charges have been prepaid		
Lots (not prepaid) existing prior to 01/01/1994	N	Fee applicable for newly created lots less \$4,348		
Lots (not prepaid) created since 01/01/1994				
Multi-residential lots (medium density 1-2 storey)		Developer charge per dwelling		
Dual occupancy - 1 Bedroom				
Dual occupancy - 2 Bedrooms	N	\$4,348 if lot size > 450m2 per dwelling		
Dual occupancy - 3 or more Bedrooms				
Duplex - 1 Bedroom				
Duplex - 2 Bedrooms		Units priced, as below, if lot size <450m2 per dwelling		
Duplex - 3 or more Bedrooms				
Units - 1 Bedroom	N	\$1,740		
Units - 2 Bedrooms	N	\$2,609		
Units - 3 or more Bedrooms	N	\$3,479		
Multi-residential lots (high density >2 storey)		Developer charge per dwelling		
Multi storey apartments - 1 Bedroom	N	\$1,435		
Multi storey apartments - 2 Bedrooms	N	\$2,174		
Multi storey apartments - 3 or more Bedrooms	N	\$2,914		
NOTE: The minimum Developer Servicing Charge per Lot is \$4,348				
Urban - additional costs (to be read in conjunction with the DSP)				
Lots which require significant supply mains in advance of sequential development	N	An amount calculated to recoup the cost of the supply main		

### Rural development servicing charge

Rural location	Tax	Price per service connection				
		20mm	25mm	*32mm	*40mm	*50mm
Rural pipelines **	N	\$5,218	\$5,218	\$8,548	\$13,357	\$20,870

#### Additional costs

\* The availability of a service connection greater than 25mm diameter is dependent on the capacity to supply within the reticulation network and must have Engineering Approval

\*\* If a tapping direct to Goldenfields Water County Council large diameter main is required, the customer must arrange this with GWCC. They will be a GWCC customer

### Commercial or industrial development servicing charges

Service size	Tax	<80mm	80mm	100mm (minimum 4 E.T.)	150mm	200mm
Minimum Charge	N	\$4,348	\$11,132	\$17,392	\$39,131	\$69,566

## Recommended service connection fees

### Urban service connection

Urban - including township and village - single residential/commercial/ industrial developments	Tax	Price per service connection for single unit					
		20mm	25mm	*32mm	*40mm	*50mm	
Lots where developers have prepaid the fees appropriate at time of Development	N	NIL	\$569		\$1,134	\$1,890	\$2,521
All other lots including 2nd or subsequent services	N	\$1,436	\$2,005		\$2,570	\$3,326	\$3,957
* The availability of a service connection greater than 25mm is dependent on capacity to supply with the reticulation network and must have Engineering Approval.							
Urban - including township and village - multiple residential units	Tax	Price for multiple units					
		1 unit	2 units	3 units	4 units	5 units	Extra units
Lots where developers have prepaid the fees		No additional Service Connection Charge provided correct fees as per the following line have been paid					
All other lots including 2nd or subsequent services	N	\$1,436	\$1,723	\$2,010	\$2,297	\$2,548	\$287
These prices apply to multi-unit residential developments provided for by water connection(s) at any one time, and include the cost of bulk and individual meters. In the case of individual metering of strata units, the owner is responsible for internal plumbing required.							
Urban - additional costs							
a) Where Baylis Street pavers need to be disturbed.	N	As per WWCC charges					
b) Where the service requires a rail crossing and approval from the Railway Authorities	N	The fees and charges that rail authority imposes					
c) Where the service connection generates other similar extraordinary costs	N	A fee assessed on a similar basis					
Road Underboring	N	\$134 per metre					

## Rural service connection

Rural location	Tax	Price per service connection				
		20mm	25mm	*32mm	*40mm	*50mm
Rural pipelines **	N	\$1,638	\$2,249	\$2,762	\$3,536	\$4,198
Walbundrie to Rand Pipeline Urangeline/Bidgeemia Rural Scheme and other rural schemes		Refer to Engineering staff regarding availability and costing for these schemes				
Some rural spur lines incur additional costs. Refer to Engineering or Customer Services Officer.						
Additional costs						
Where the service requires a rail crossing and approval from the Railway Authorities	N	The fees a charges that rail authority imposes				
Where the service connection generates other similar extraordinary costs	N	A fee assessed on a similar basis				
Road underboring	N	\$134 per metre				

\* The availability of a service connection greater than 25mm diameter is dependent on the capacity to supply within the reticulation network and must have Engineering Approval

\*\* If a tapping direct to Goldenfields Water County Council large diameter main is required, the customer must arrange this with GWCC. They will be a GWCC customer



## Availability charges for 2022/2023

### Availability charge per property, residential, strata unit or customer

Domestic	Tax	Per Quarter
Built Upon or connected Property	N	\$40
Each additional dwelling erected on each parcel of property	N	\$40
Vacant land not connected (within 225 metres or adjacent to a main) - urban only	N	\$17.50
Commercial/Industrial		
Built Upon or connected Property	N	\$45
Non-metered Connected Premises	N	\$90
Each Additional Strata Unit	N	\$45
Other		
Government Departments, including police stations, court houses, schools, staff housing, public offices, etc	N	\$45
Churches and similar "non-rateable" property	N	Usage charge only
Additional fee for separate fire service connected	N	\$45

\* Customers serviced through Goldenfields Water County Council will be charged at the relevant rate.

## Usage charges for 2022/2023

Water Tariffs \$ per kilolitre	Tax	2021/2022	2022/2023
<b>General tariff</b>			
All users (except as detailed below)	N		
First 125 kls per quarter		1.49	1.51
Balance per kilolitre per quarter		2.24	2.27
<b>Strata title units and flats</b>			
First 125 kls per quarter per unit	N	1.49	1.51
Balance per kilolitre per quarter		2.24	2.27
(For Strata complexes and Flats where units are not individually metered the total metered consumption will be evenly apportioned between units)			
<b>Industrial Tariffs</b> for processing and manufacturing industries as well as livestock marketing centres with consistent year round usage connected since 01/07/2009			
First 41 kls per month	N	1.49	1.51
Balance above 42 kls per month		2.24	2.27
Balance above 3,000 kls per month		2.24	2.27
Applicable to large scale processing and manufacturing industries as well as livestock marketing centres with consistent year round usage and specifically approved by Council.			
First 3,000 kls per month	N	1.49	1.51
Balance above 3,000 kls per month		1.49	1.51
<b>Commercial tariff</b>			
All users (except as detailed below)	N		
First 125 kls per quarter/41 kls per month		1.49	1.51
Balance per kilolitre per quarter		2.24	2.27
<b>Community facilities</b>			
Hospitals, Schools / TAFE / University	N	1.49	1.51
Parks and Gardens, Council Swimming Pools			
<b>Non-potable water</b>			
First 125 kls per quarter	N	0.74	0.75
Balance per kilolitre per quarter		1.11	1.13
<b>Metered supply to standpipe</b> agents or constituent Councils	N	2.09	2.12

<b>Supply from fixed standpipe and water filling stations</b> (Minimum charge \$10.00 when via an Agent)	N	3.30	3.35
<b>Bulk supply</b> Application of this tariff will be at the discretion of the Council	N	1.49	1.51
<b>Primary producers tariff</b> Applicable to all rural services along Council's trunk mains	N	1.49	1.51
<b>Rebates</b>			
Eligible Pensioner		\$30 per quarter	
Kidney Dialysis Machine Users		20 kls per quarter	

## Sundry fees and charges

Sundry fees and charges	Tax	2021/2022	2022/2023
Search/Enquiry Certificate Fee - s603 (as for property transfer)	N	\$85	\$90
Fee for providing information in writing, including Special meter reading	N	\$79	\$81
Formal GIPA Access Application	N	\$31	\$32
Formal GIPA Processing Fee	N	\$66 per hour	\$67 per hour
Reconnection Fee - requires new service fee	N	Appropriate connection fee	Appropriate connection fee
Reconnection Fee - new service not required	N	\$177 + cost of meter if required	\$180 + cost of meter if required
Remove Flow Restricting Device	N	\$177	\$180
Meter Repairs - s636 LG Act	Y	\$114 per hour	\$116 per hour
Meter Test Deposit	N	\$77	\$78
Test Fees for Backflow Prevention Devices			
RPZ Devices	N	\$119	\$121
Other Devices	N	\$94	\$95
Leak Detection ( Minimum 1 hour)	Y	\$114 per hour	\$116 per hour
Water Main Locating Involving Potting or Excavation	N	\$114 per hour	\$116 per hour
Dishonoured Payments Fee	N	Relevant bank fee incurred	Relevant bank fee incurred
Interest on Overdue Accounts	N	6%	6%
Written Quotation Fee	Y	\$87	\$88
Service Call	Y	\$114 per hour	\$116 per hour
Plumbing Permit including Standard Inspections	N	\$114	\$116
Additional Plumbing Inspection due to Non-Compliance	N	\$186	\$189
Non-Compliance with Water Restrictions	N	\$263	\$267
Water Filling Station Access	N	\$295	\$295

Replacement Water Filling Station Key	Y	\$60	\$60
Pressure and Flow Analysis Application Fee	N	\$183	\$186
Clearing of Shrubs and Small Bushes	Y	\$114 per hour	\$116 per hour
Repair to Damaged Water Main	N	Actual costs plus 20%	Actual costs plus 20%
Private Works	Y	Actual costs plus 20% unless a fixed quotation	Actual costs plus 20% unless a fixed quotation
Print/Copy A4 Single Sided Black and White	Y	\$0.50	\$0.50
Print/Copy A4 Single Sided Colour	Y	\$2.55	\$2.55
Print/Copy A3 Single Sided Black and White	Y	\$1	\$1
Print/Copy A3 Single Sided Colour	Y	\$3.30	\$3.30
Copy of Water Notice	Y	\$11	\$11
Copy of Financial Data on Properties	Y	\$10	\$10
Copy of 603 Certificate Administration	Y	\$11	\$11
Fee for Reallocation of Electronic Payment	Y	\$10	\$10

# Budget summary



## Financial results and projections

\$'000	Forecast 2021/2022	Budget 2022/2023	Proposed 2023/2024	Proposed 2024/2025	Proposed 2025/2026
<b>Operating result</b>	4,160	5,952	6,048	7,265	7,178
<b>Increase/(decrease) Net current assets</b>	(11,754)	7,357	(11,110)	(9,184)	1,070
<b>Net current assets</b>	25,537	32,894	21,784	12,600	13,670

The 2022/23 capital works programme will be financed as follows:

	\$'000
a) Capital contributions	3,150
b) Revenue allocations	13,410
c) Loan funding and reserves	4,522
<b>Total</b>	<b>21,082</b>

Budgeted restricted cash and investments	\$'000
Asset replacement	1,857
Sales fluctuations	3,000
Employee leave entitlements	2,426
Water treatment plant	228
Revenue from water licenses	333
Unexpended loans	12,000
Unrestricted cash and investments	6,205
<b>Estimate 30th June 2023</b>	<b>26,049</b>

## Capital works plan

Description	Current year	Projected years			
	2021/2022 \$	2022/2023 \$	2023/2024 \$	2024/2025 \$	2025/2026 \$
<b>Management</b>					
Land and buildings for admin, depots and workshops	3,232,722	1,159,446	3,162,072	2,860,000	1,410,000
Plant and equipment (incl. Solar installation)	2,582,803	7,741,060	7,279,000	7,264,000	1,534,000
Intangibles	3,426,430	350,000	1,350,000	-	-
<b>Total management</b>	<b>9,241,955</b>	<b>9,250,506</b>	<b>11,791,072</b>	<b>10,124,000</b>	<b>2,944,000</b>
Sources	374,000	307,000	95,000	110,000	30,000
<b>Total sources</b>	<b>374,000</b>	<b>307,000</b>	<b>95,000</b>	<b>110,000</b>	<b>30,000</b>
Treatment plants	4,521,728	4,839,000	3,050,000	650,000	85,000
<b>Total treatment plants</b>	<b>4,521,728</b>	<b>4,839,000</b>	<b>3,050,000</b>	<b>650,000</b>	<b>85,000</b>
Pumping stations	226,000	140,000	140,000	1,985,700	1,025,000
<b>Total pumping stations</b>	<b>226,000</b>	<b>140,000</b>	<b>140,000</b>	<b>1,985,700</b>	<b>1,025,000</b>
Reservoirs	804,129	875,000	635,000	2,010,000	340,000
<b>Total reservoirs</b>	<b>804,129</b>	<b>875,000</b>	<b>635,000</b>	<b>2,010,000</b>	<b>340,000</b>
<b>Mains, services and meters</b>					
Mains	4,653,328	4,465,000	5,720,000	5,280,000	5,600,000
<b>Sub-total mains</b>	<b>4,653,328</b>	<b>4,465,000</b>	<b>5,720,000</b>	<b>5,280,000</b>	<b>5,600,000</b>
Services	1,130,403	880,000	880,000	880,000	880,000
<b>Sub-total services</b>	<b>1,130,403</b>	<b>880,000</b>	<b>880,000</b>	<b>880,000</b>	<b>880,000</b>
Meters	295,871	325,000	925,000	1,425,000	1,400,000
<b>Sub-total meters</b>	<b>295,871</b>	<b>325,000</b>	<b>925,000</b>	<b>1,425,000</b>	<b>1,400,000</b>
<b>Total mains, services and meters</b>	<b>6,079,602</b>	<b>5,670,000</b>	<b>7,525,000</b>	<b>7,585,000</b>	<b>7,880,000</b>
<b>Totals</b>	<b>21,247,414</b>	<b>21,081,506</b>	<b>23,236,072</b>	<b>22,464,700</b>	<b>12,304,000</b>



## Budgeted financial statements

Income statement	Current year		Projected years		
	2021/2022 \$'000	2022/2023 \$'000	2023/2024 \$'000	2024/2025 \$'000	2025/2026 \$'000
<b>Income from continuing operations</b>					
<b>Revenue:</b>					
Rates and annual charges	5,172	5,214	5,269	5,325	5,381
User charges and fees	22,030	24,541	24,786	25,034	25,284
Interest and investment revenue	250	200	200	200	200
Other revenues	466	339	343	346	349
Grants and contributions provided for operating purposes	225	225	225	225	225
Grants and contributions provided for capital purposes	3,958	3,150	3,195	3,241	3,287
<b>Total income from continuing operations</b>	<b>32,101</b>	<b>33,669</b>	<b>34,018</b>	<b>34,371</b>	<b>34,726</b>
<b>Expenses from continuing operations</b>					
Employee benefits and on-costs	10,741	10,530	10,717	10,931	11,150
Borrowing costs	281	1,031	912	824	731
Materials and contracts	8,739	8,348	8,515	7,386	7,559
Depreciation and amortisation	7,550	7,580	7,716	7,855	7,997
Other expenses	630	227	110	110	111
<b>Total expenses from continuing operations</b>	<b>27,941</b>	<b>27,716</b>	<b>27,970</b>	<b>27,106</b>	<b>27,548</b>
<b>Operating result from continuing operations</b>	<b>4,160</b>	<b>5,953</b>	<b>6,048</b>	<b>7,265</b>	<b>7,178</b>
<b>Net operating result for the year</b>	<b>4,160</b>	<b>5,953</b>	<b>6,048</b>	<b>7,265</b>	<b>7,178</b>
<b>Net operating result before grants and contributions provided for capital purposes</b>	<b>202</b>	<b>2,802</b>	<b>2,852</b>	<b>4,024</b>	<b>3,891</b>

## Budgeted financial statements

Balance sheet	Current year		Projected years		
	2021/2022 \$'000	2022/2023 \$'000	2023/2024 \$'000	2024/2025 \$'000	2025/2026 \$'000
<b>Assets</b>					
<b>Current assets</b>					
Cash and cash equivalents	18,734	26,049	14,932	6,170	7,132
Receivables	3,769	3,947	3,896	3,866	3,914
Inventories	3,034	2,898	2,956	2,564	2,624
<b>Total current assets</b>	<b>25,537</b>	<b>32,894</b>	<b>21,784</b>	<b>12,600</b>	<b>13,670</b>
<b>Non-current assets</b>					
Infrastructure, property, plant and equipment	341,318	354,820	370,340	384,950	389,256
Intangible assets	9,776	9,776	9,776	9,776	9,776
<b>Total non-current assets</b>	<b>351,094</b>	<b>364,596</b>	<b>380,116</b>	<b>394,726</b>	<b>399,032</b>
<b>Total assets</b>	<b>376,631</b>	<b>397,490</b>	<b>401,900</b>	<b>407,326</b>	<b>412,702</b>
<b>Liabilities</b>					
<b>Current liabilities</b>					
Bank overdraft	-	-	-	-	-
Payables	2,264	2,184	2,208	2,118	2,156
Borrowings	1,587	1,662	1,749	1,839	1,933
Provisions	4,852	4,852	4,852	4,852	4,852
<b>Total current liabilities</b>	<b>8,703</b>	<b>8,698</b>	<b>8,809</b>	<b>8,809</b>	<b>8,941</b>
<b>Non-current liabilities</b>					
Borrowings	1,847	16,758	15,008	13,169	11,236
<b>Total non-current liabilities</b>	<b>1,847</b>	<b>16,758</b>	<b>15,008</b>	<b>13,169</b>	<b>11,236</b>
<b>Total liabilities</b>	<b>10,550</b>	<b>25,456</b>	<b>23,817</b>	<b>21,978</b>	<b>20,177</b>
<b>Net assets</b>	<b>366,081</b>	<b>372,034</b>	<b>378,083</b>	<b>385,348</b>	<b>392,525</b>

Equity					
Retained earnings	157,004	162,957	169,006	176,271	183,448
Revaluation reserves	209,077	209,077	209,077	209,077	209,077
Council equity interest	366,081	372,034	378,083	385,348	392,525
<b>Total equity</b>	<b>366,081</b>	<b>372,034</b>	<b>378,083</b>	<b>385,348</b>	<b>392,525</b>

## Our service level promises

Reticulated water supply is to be available to all urban areas and villages within the County district, up to elevations that the reservoir systems can serve. It will also be available to land within the rural area, where supply lines exist or can be laid at a practical and economically recoverable cost.

The service connection and meter will be installed according to adopted procedures and will generally be located adjacent to or within the road reserve containing the water main. Urban domestic customers will normally be served with one meter per assessment.

### Pressure and flow

Provide pressures between 12 and 120 metres head at the water meter when service has no flow.

Provide water to each connection at an available flow rate not less than:

#### Diameter of service pipe (mm)

20	25	32	40	50
----	----	----	----	----

#### Minimum flow rate (litres per minute)

20	35	60	90	160
----	----	----	----	-----

Trickle feed option is on an economic basis case by case.

The minimum flow rate available for rural properties may be less where elevations or operational factors limit the supply. In some situations, the flow may be restricted to 11 kl/day. In such situations or where part of the land being serviced has elevation higher than the head available, approval may be granted for a private balance tank and pressure system to be installed at the owner's cost.

Direct pumping from Council water mains is not permitted.

### Consumption restrictions in droughts

Water restrictions may be applied to encourage wise water use, to reduce excessive demand, or to conserve limited resource in time of drought.

Restrictions may also be applied at the request of NSW Office of Water or to comply with an adopted Water Sharing Plan.

The strategy will include a Level 1 Restriction during daylight savings, pricing (stepped tariff), targets for reduced demand, changes to irrigation 3.1 culture, regulations, information and rebates.

### Interruptions to supply

#### Planned

Domestic customers will receive 24 hours written notice and industrial customers will receive 7 days' written notice.

#### Unplanned

Not to occur more than 2 times per year if lasting up to 12 hours.

Not to occur more than 5 times per year if lasting up to 5 hours.

### Water for fire-fighting

Provide fire flows in reticulation systems in accordance with NSW Water Directorate Fire Flow guidelines.

A positive residual head should be maintained while supplying fire flow plus 75% of the design peak instantaneous demand.

Internal systems designed for fire-fighting purposes must recognise that direct pumping from Council water mains is not permitted.

### Potable water supply

Where it can be achieved, water quality should meet the 2011 Australian Drinking Water Guidelines, published jointly by the National Health and Medical Research Council (NHMRC) and the Natural Resource Management Ministerial Council. Some aesthetic or taste parameters may not be achieved at times in some village and rural areas.

### Response time

Response time is defined as time to have staff on site to commence rectification of problem after notification by public or Riverina Water County Council staff. Council aims to meet the following response times depending on priority.

**Priority 1** – defined as failure to maintain continuity or quality of supply to a large number of customers or to a critical use at a critical time.

1 hour (during working hours)

2 hours (after working hours)

**Priority 2** – defined as failure to maintain continuity or quality of supply to a small number of customers or to a critical user at a non-critical time.

3 hours (during working hours)

4 hours (after working hours)

**Priority 3** - defined as failure to maintain continuity or quality of supply to a single customer.

One working day.

**Priority 4** - defined as a minor problem or complaint, which can be dealt with at a time convenient to the customer and the water authority.

Within 2 weeks.

### Catastrophe

Any situation of this nature would prompt immediate action involving senior personnel and emergency services with the aim of containing and resolving the situation as quickly as possible.

### Customer complaints and enquiries of general nature

Respond to 95% of written complaints or inquiries within 10 working days.

Respond to 95% of personal complaints or inquiries within 1 working day.

(Source: Riverina Water Strategic Business Plan and Resource Strategy for Water Supply, 2012)

### Special customers

Certain customers may have special needs by virtue of specific health, commercial or industrial circumstances. Specific levels of service and associated charges should be negotiated with these customers.

### Customer relations

The most significant contributions to good customer relations are quality of service, good communication and responsive action.

Our customers consist of water users (most of the population and businesses), landowners, land developers, plumbers and builders.

All staff need to be empowered to deal with customers in a friendly and helpful manner. Staff who regularly have customer contact will receive appropriate training for their role.

*The Levels of Service (LOS) listed above are the primary driving force for RWCC's actions. These LOS will largely shape the objectives and requirements for operation, maintenance and provision of capital works within RWCC's water supply schemes. Achievement of target levels of service is the primary objective of the system.*

### Management of drinking water quality

As with many other NSW local water utilities, Riverina Water's management system for drinking water quality includes *NSW Health Drinking Water Monitoring Program Supplies, NSW Code of Practice for Fluoridation of Public Water Supplies, and the NSW Best-Practice Management of Water Supply and Sewerage Framework and Best Practice Management of Water Supply and Sewerage Guidelines*.

Further development of the ADWG (2011) provided a more structured risk-based approach to drinking water management and satisfies the requirement for a quality assurance program in the *Public Health Act 2010*.

The ADWG (2011) is structured into four general areas comprising of:

1. Commitment to drinking water quality management
  - › Commitment to management
2. System analysis and management
  - › Assessment of the water supply systems
  - › Preventative measures for drinking water
  - › Operational procedures and process control
  - › Verification
  - › Management of incidents and emergencies
3. Supporting requirements
  - › Training and awareness
  - › Community involvement
  - › Research and development
  - › Documentation and reporting
4. Review, evaluation and auditing
  - › Evaluating and audit
  - › Continual improvements

# Acronyms

- › BASP      Business Activity Strategic Plan
- › DP        Delivery Program
- › DPIE      Department of Primary Industries  
              and Energy
- › LTAAEL   Long-Term Average Annual Extraction  
              Limits
- › MoU      Memorandum of Understanding
- › OP        Operational Plan
- › PFAS      Per-and Polyfluoroalkyl substances

## Directory

### Headquarters

91 Hammond Avenue Wagga Wagga

### Postal address

PO Box 456 Wagga Wagga 2650

### E-mail

admin@rwcc.nsw.gov.au

### Web

www.rwcc.nsw.gov.au

### Telephone

(02) 6922 0608 (all hours)

### Office hours

8.30am to 4.30pm  
Monday to Friday

### Bank

National Australia Bank Ltd

### External auditors

NSW Audit Office

### Internal auditors

National Audits Group

### Emergency

Wagga Wagga

**(02) 6922 0608 (all hours)**

The Rock

**(02) 6922 0608 (all hours)**

Lockhart

**(02) 6922 0608 (all hours)**

Uranquinty

**(02) 6922 0608 (all hours)**

Urana/Oaklands

**(02) 6922 0608 (all hours)**

Culcairn/Holbrook/Walla Walla

**(02) 6922 0608 (all hours)**

## Customer information – payment facilities



### Telephone

Australia Post  
Telephone Billpay



### Billpay

Please call **13 18 16** to pay your bill using your credit card, or register to pay using your savings or cheque account from your bank, building society or credit union. Please have your water account ready as you will be required to key in payment details. **Your Billpay code and reference number is located beside the Australia Post symbol on the front of your account.** This service is available 7 days a week, 24 hours per day. **(For the cost of a local call).**



### Credit cards

Ring the **13 18 16** number as listed above.



### To pay by the internet

[www.postbillpay.com.au](http://www.postbillpay.com.au)

(Access to this option is also available via Council's Internet site listed above).



### Bpay

Phone your participating Bank, Credit Union or Building Society to make this payment from your cheque, savings or credit card account. **Your Biller Code and Reference Number is located beside the BPAY symbol located on the front of your account.**



### Mail

Send cheques to PO Box 456, Wagga Wagga with the "tear off payment slip". Keep the top portion of the account (with details of cheque etc.) for your record. No receipts will be issued unless the whole of the account is returned with the cheque.



### In person

Bring your account with you to pay at Australia Post Shops or Post Offices anywhere throughout Australia. Riverina Water County Council office at 91 Hammond Avenue, Wagga Wagga.





## R5 Rescission of Policies

### Organisational Area Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** As the Board are aware, Management is currently undertaking a review of all public policies. It has been determined that Policy 1.6 Conflicts of Interest & Policy 2.02 Fixed Standpipes for Public Use are no longer required. This report recommends the rescission of these policies.

### RECOMMENDATION that Council:

- a) Rescind Policy 1.6 Conflicts of Interest
- b) Rescind Policy 2.02 Fixed Standpipes for Public Use

### Report

The review of public policies continues in line with a stated aim of having a review conducted by the Board within the first 12 months of its term.

In line with the review schedule, Management have determined that Policy 1.6 Conflicts of Interest and Policy 2.02 Fixed Standpipes for Public Use are no longer required and recommend their rescission.

The provisions within Policy 1.6 Conflicts of Interest Policy are also contained within the Code of Conduct Policy 1.01; the Model Code of Conduct Administrative Procedures; and the Code of Meeting Practice Policy 1.02. To avoid duplication, it recommended that Council rescind the policy and provide internal guidance and resources to staff on the use of a Conflict-of-Interest declaration form via Council's intranet. Conflicts of interest are captured for recruitment and procurement, as well as in the minutes of the Board and ARIC meetings. Declaration forms will be held within a secure area of the records management system should there need to be a formal review at any time. Conflicts that arise through secondary employment are managed through the annual skills review process as well as on an on-going basis by managers and staff.

Policy 2.02 Fixed Standpipes for Public Use was first published by Riverina Water in December 2002. The policy outlines the previous arrangements for fixed standpipes to be controlled by a local custodian, who collected payments and controlled standpipe access. Constituent councils were required to meet the costs of new or upgraded standpipes.

The end of the existing policy includes a Council resolution from 2002 which states:

#### **FIXED STANDPIPES FOR PUBLIC USE**

*02/1116 RESOLVED on the motion of Councillors Vidler and Georgiou that:*

- i. the cost of future installations and upgrades of fixed standpipes be met by Riverina Water, provided the local council attends to vehicle access and standing requirements.
- ii. the appointment of custodians and responsibility for water dispensed remain with the local councils.
- iii. the price of water sold through standpipes be reviewed with the next annual management plan, to reflect equitably with other water consumers; and
- iv. Council advise our constituent Councils of Council's decision.

Riverina Water's position on fixed standpipes has changed in line with the above recommendations. Fixed standpipes have been replaced with newer Water Filling Stations at Riverina Water's cost. Riverina Water uses a third-party system to remotely monitor water usage and users must obtain a dongle from Riverina Water's administration building to access the Water Filling Stations. The price of water sold through the Water Filling Stations was also increased and is reviewed annually.

As the Policy does not meet the definition of a Policy as per Riverina Water's Policy Framework it is proposed to rescind the Policy and replace it with a procedure for Water Filling Stations.

› **R5.1 Conflicts of Interest Policy 1.6** [↓](#) 

› **R5.2 Policy 2.02 Fixed Standpipes for Public Use.docx** [↓](#) 

### Financial Implications

Not applicable.

### Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



## POLICY REGISTER

### CONFLICT OF INTEREST POLICY

<b>POLICY REFERENCE NUMBER:</b>		<b>POL 1.6</b>	
<b>Original publication date</b>		<b>24 October 2012</b>	
<b>Revision number</b>	<b>Issue Date</b>	<b>Approved</b>	<b>Approval date</b>
0	24 Oct 2012	Res: 12/146	24 Oct 2012
Name Changed 22/11/13 from 5.20			
1	26 Oct 2016	Res: 16/185	26 Oct 2016
This document is to be reviewed every 4 years. Next review date: <b>October 2020</b>			
<b>RESPONSIBLE OFFICER</b>		General Manager	

## PART 1: INTRODUCTION

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

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

### 1.1 Policy Objectives

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

### 1.2 Scope of Policy

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

### 1.3 Definitions

#### Conflict of interest

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

#### Pecuniary interest

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

#### Non-pecuniary interest

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

#### Actual Conflict of Interest

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

#### Perceived Conflict of Interest

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

### Potential Conflict of Interest

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

## **1.4 Legislative Context**

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

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

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

## **1.5 Related Documents**

Code of Conduct

Fraud and Corruption Policy (Draft Pending)

Good Governance Policy

# **PART 2: POLICY CONTENT**

## **2.1 Specific Provisions**

### 2.1.1 Pecuniary Interests

1. Pecuniary interests must be disclosed.
2. A person will be considered to have a pecuniary interest if:
  - they or a person with whom they are associated has a pecuniary interest
  - their spouse, defacto partner, relative, partner or employer has a pecuniary interest (relative includes any of the following – parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descendant or an adopted child of the person or the person's spouse).
  - they, a nominee, partner or employer are a member of a company or other body that has a pecuniary interest.
3. A person is not taken to have a pecuniary interest if:
  - they are unaware of the relevant pecuniary interest of the spouse, defacto partner, relative, partner, employer or company or other body
  - just because the person is a member of, or is employed by, a Council or statutory body or is employed by the Crown

- just because the person is a member of or a delegate of a council to, a company or other body that has a pecuniary interest in the matter, so long as the person has no beneficial interest in any shares of the company or body
4. A person does not have a pecuniary interest in a matter if the interest is so remote that it could not reasonably be regarded as likely to influence any decision the person might make in relation to the matter. (Section 442 of the Act).

### 2.1.2 Non Pecuniary Interests

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

### 2.1.3 Interests that Need not be Disclosed

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

- an interest as an elector,
- an interest as a ratepayer or a person liable to pay a charge,
- an interest in any matter relating to the terms on which the provision of a service or the supply of goods or commodities is offered to the public generally, or to a section of the public that includes persons who are not subject to this Part,
- an interest in any matter relating to the terms on which the provision of a service or the supply of goods or commodities is offered to a relative of the person by the Council in the same manner and subject to the same conditions as apply to persons who are not subject to this part,
- an interest as a member of a club or other organisation or association, unless the interest is as the holder of an office in the club or organisation (whether remunerated or not),
- an interest of a member of a Council committee as a person chosen to represent the community or as a member of a non-profit organisation or other community or special

interest group if the committee member has been appointed to represent the organisation or group on the committee,

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

## PART 3: POLICY IMPLEMENTATION GUIDELINES

### 3.1 Disclosing Interests

#### 3.1.1 Councillors

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

#### 3.1.2 General Manager

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

#### 3.1.3 Employees and Delegates

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

### 3.2 Returns Disclosing Interests

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

### 3.3 Disclosures at Meetings



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

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

### 3.4 Deciding if a Conflict of Interest Exists

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

- Do I, a relative, friend or associate stand to gain or lose financially from the Council's decision or action on this matter?
- Do I, a relative, friend or associate stand to gain or lose my/our reputation because of Council's decision or action on this matter?
- Have I contributed in a private capacity in any way to the matter before Council?
- Have I made any promises or commitments in relation to the matter?

- Have I received a benefit or hospitality from someone who stands to gain or lose from Council's decision or action?
- Am I a member of an association, club or professional organisation, or do I have particular ties and affiliations with organisations or individuals, who stand to gain or lose from Council's consideration of this matter?
- Is the person an election campaign donor or someone who helped during my election campaign?
- Could there be benefits for me in the future that could cast doubt on my objectivity?
- If I participate in assessment or decision making, would I be happy if my colleagues and the public became aware of my association or connection?
- Would a fair and reasonable person perceive that I was influenced by personal interest in performing my public duty?
- Do I need to seek advice or discuss the matter with an objective party?
- Am I confident of my ability to act impartially and in the public interest?
- Do I understand the possible penalties if I go on with the action?

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

### **3.5 Responsibility for Making a Disclosure**

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

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

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

### **3.6 Complaints Regarding Failure to Disclose an Interest**

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

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

A complaint must be in writing; and

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

Director-General, Division of Local Government

Locked Bag 3015, Nowra, NSW 2541

Fax: (02) 4428 4199

Phone: (02) 4428 4100

Email: [dlg@dlg.nsw.gov.au](mailto:dlg@dlg.nsw.gov.au)

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

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

The Pecuniary Interest Tribunal may consider reports concerning complaints.

### **3.7 Managing Conflicts of Interest**

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

Strategies for managing conflicts of interest include:

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

### **3.8 Conflicts of Interest Register**

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



## POLICY REGISTER

POLICY			
FIXED STANDPIPES FOR PUBLIC USE			
<b>POLICY REFERENCE NUMBER:</b>	<b>2.2</b>		
<b>Original publication date</b>	11 <sup>th</sup> December 2002		
Revision Number	Issue Date	Approved	Approval date
1	11 <sup>th</sup> December 2002	Res: 02/116	11/12/2002
2	Name change 22/11/13		
This document is to be reviewed every .....years. Next review date: .....			
<b>RESPONSIBLE OFFICER: General Manager</b>			

The primary purpose of the water supply system is to have water available at all times to connected premises, and to have water available if needed for fire fighting. The provision of fixed public standpipes is a secondary benefit, but is of particular value in times of drought, to enable stock and domestic storages to be replenished.

There are currently twenty or more fixed standpipes in the township and rural areas covered by Riverina Water. Each standpipe is controlled by a local custodian, who collects the payments for water purchased and controls the key to the standpipe. The local council is usually the nominal customer and is responsible for payment to Riverina Water.

The flow rate available from any standpipe needs to be limited to ensure that the supply is not drawn down too quickly and that water hammer is not induced into the system during operation. Most standpipes can produce around 200 litres per minute, although some have been upgraded to around 300 litres per minute, where the local reticulation allows.

Our practice has been to require the local council to meet the installation cost of new standpipes or upgrades, but not any headworks or infrastructure charge. In a recent instance Lockhart Shire declined to contribute to an upgrade and further suggested that Riverina Water deal direct with the custodians on all standpipes.

This would create practical difficulties compared to the more local control, and the potential for unaccounted for water losses could increase. It is considered that the arrangement and co-ordination with the custodian is best handled by the local council.

The cost of installing (or upgrading) the standpipes (typically \$3000) could be met directly by Riverina Water, however as there is no headworks cost recoupment or availability charge, the price of water sold through standpipes should really be increased to be equitable with other consumers. It is also highly desirable that the standpipes not proliferate in number, as the extra demand on our system and the maintenance and administrative difficulties could easily become excessive.

**RECOMMENDED that:**

- i) the cost of future installations and upgrades of fixed standpipes be met by Riverina Water, provided the local council attends to vehicle access and standing requirements;
- ii) the appointment of custodians and responsibility for water dispensed remain with the local councils;
- iii) the price of water sold through standpipes be reviewed with the next annual management plan, to reflect equitably with other water consumers. and
- iv) Council advise our constituent Councils of Council's decision.

#### **FIXED STANDPIPES FOR PUBLIC USE**

02/116      RESOLVED on the motion of Cllrs. Vidler and Georgiou that:

- i) the cost of future installations and upgrades of fixed standpipes be met by Riverina Water, provided the local council attends to vehicle access and standing requirements;
- ii) the appointment of custodians and responsibility for water dispensed remain with the local councils;
- iii) the price of water sold through standpipes be reviewed with the next annual management plan, to reflect equitably with other water consumers; and
- iv) Council advise our constituent Councils of Council's decision.

## R6 Board Member Training & Development Policy

### Organisational Area Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** Due to an administrative error the incorrect policy was presented for endorsement to the April 2022 Board meeting. Policy 1.08 Board Member Training & Development is now presented for endorsement following public exhibition.

**RECOMMENDATION** that Council adopt Policy 1.08 Board Member Training & Development.

### Report

Policy 1.08 Board Member Training & Development was placed on public exhibition following the February 2022 Board meeting for a period of 28 days (res 22/018(b)).

No submissions were received, and this policy was to be presented to the April meeting of the Board for endorsement. Unfortunately, due to administrative error on the author's behalf, the policy endorsed at the April Board meeting was the Board Member Expenses and Facilities Policy 1.10.

Policy 1.10 Board Member Expenses and Facilities Policy was reviewed and subject to public exhibition in August 2021. It was subsequently endorsed by the previous Board in October 2021. This policy will now be updated with the later resolution number from the April 2022 Board meeting (22/045) and will not be due again for review until 2026.

Policy 1.08 Board Member Training & Development Policy is now submitted to the Board for endorsement.

› **R6.1 Board member training and development Policy 1.08.docx** [📄](#) 

### Financial Implications

The costs for training for Board Members are provided for in the annual Operational Plans.

**Risk Considerations**

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



# Board Member Training and Development

## Purpose

The aims of the policy are to:

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

## Policy Statement

Council will develop and adopt a Training and Development Plan each year to ensure that training activities available to all Board Members contributes to the achievement of the strategic and good governance objectives of Riverina Water County Council.

## Scope

This policy applies to all elected representatives (Board Members) of Riverina Water County Council.

## Legislative Context

Board Members are bound by the Local Government Act 1993 and the Local Government Regulations 2021, together with a number of other statutory instruments including the State Records Act 1998 and the Privacy and Personal Information Protection Act (PPIPA) 1998.

## Principles

### 1.1 Collection of information to determine training and development needs

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

- Surveys and questionnaires
- Board Member feedback
- Observations during Board meetings and workshops

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Page 1 of 4

Author: CEO

Version4

EDRMS #

Last revised date Feb 2022  
Next scheduled review Feb2026

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

## **1.2 Training and Development Plan**

It is recognised that Board Members will have training provided by their constituent council and this information will be considered when drafting the Training Plan for Riverina Water. Emphasis will be given in the Training Plan to the training needs of new Board Members elected to Riverina Water County Council following a general council election.

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

- Role and responsibilities of Board Members
- Relationship between Board Members, the CEO and members of staff
- Meeting procedures
- Conflict of interest
- Code of conduct
- Good governance
- Strategic planning
- Media skills (as required)

Additional development areas will be assessed as they arise and incorporated into the annual Training Plan. Where urgent training is required, this will be accommodated in addition to planned development sessions, and Board Member availability.

## **1.3 Delivery of Training and Development Plan**

A range of delivery methods will be used including:

- In-house workshops, seminars and information briefing sessions using guest speakers and trainers as appropriate
- Attendance at workshops, seminars and conferences offered by organisations such as Local Government Learning Solutions, Australian Local Government Association, Local Government Professionals Australia, and other private providers that offer an opportunity for Board Members to gain relevant skills



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

#### **1.4 Annual Budget Allocation**

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

#### **1.5 Reporting on the annual Training and Development Plan**

The CEO will maintain data pertaining to training and development undertaken by Board Members each financial year. This data is required by legislation to be published in Council's Annual Report.



**Policy number** **1.08**

Responsible area	Governance
Approved by	Riverina Water Board
Approval date	TBA
Legislation or related strategy	Local Government Act 1993 Local Government Regulations 2021 State Records Act 1998 Privacy and Personal Information Protection Act (PPIPA) 1998
Documents associated with this policy	Board Member Expenses and Provision of Facilities Policy 1.10
Policy history	Reviewed Oct 2016 (Res 16/187) Adopted 24 Oct 2012 –(Res 12/147)
Review schedule	Every 4 years (once per council term). Next review scheduled for Dec 2025

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

## END OF POLICY STATEMENT

Page 4 of 4

**Author:** CEO

**Version**4

**EDRMS #**

**Last revised date** Feb 2022  
**Next scheduled review** Feb2026

## R7 Determination of fees for board members and chairperson from 1 July 2022

**Organisational Area** Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** The Local Government Remuneration Tribunal has determined a 2% increase for Councillors from 1 July 2022. This report recommends increasing member and chairperson fees in line with the determination.

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**RECOMMENDATION** that Council approve a 2.0% increase in member and chairperson fees for 2022/2023 in line with the Local Government Remuneration Tribunal determination.

### Report

The Local Government Remuneration Tribunal (the Tribunal) handed down its 2022 Annual Report and Determination on the fees payable to councillors and mayors (or in Riverina Water's case, members, and chairperson) on 20 April 2022.

The Tribunal has granted a 2.0% increase in the fees payable to councillors and mayors, which is 0.5% less than the maximum allowable increase under the government's wages policy. The increase will take effect on and from 1 July 2022.

The Riverina Water Board at its February 2018 meeting resolved that councillors' and chairperson's annual fees be set at 100% of the maximum allowable, as determined annually by the Tribunal (Res 18/11).

The Tribunal has determined that the current categories and allocation of councils to those categories will remain the same. The Tribunal had conducted an extensive review in 2020 and has decided that the categories will next be considered in 2023.

### Fees for general purpose and county councils 2022/2023

Category		Councillor/Member Annual Fee (\$) effective 1 July 2022		Mayor/Chairperson Additional Fee* (\$) effective 1 July 2022	
		Minimum	Maximum	Minimum	Maximum
General Purpose Councils - Metropolitan	Principal CBD	28,750	42,170	175,930	231,500
	Major CBD	19,180	35,520	40,740	114,770
	Metropolitan Large	19,180	31,640	40,740	92,180
	Metropolitan Medium	14,380	26,840	30,550	71,300
	Metropolitan Small	9,560	21,100	20,370	46,010
General Purpose Councils - Non-Metropolitan	Major Regional City	19,180	33,330	40,740	103,840
	Major Strategic Area	19,180	33,330	40,740	103,840
	Regional Strategic Area	19,180	31,640	40,740	92,180
	Regional Centre	14,380	25,310	29,920	62,510
	Regional Rural	9,560	21,100	20,370	46,040
	Rural	9,560	12,650	10,180	27,600
County Councils	Water	1,900	10,550	4,080	17,330
	Other	1,900	6,300	4,080	11,510

\*This fee must be paid in addition to the fee paid to the Mayor/Chairperson as a Councillor/Member (s.249(2)).

Accordingly, the annual fees for the Riverina Water board members for 2022/23 will be \$10,550 per member; and for the board chair \$27,880 (\$10,550 plus \$17,330). The annual fee is paid monthly in arrears. Superannuation payments of 10.5% p/a will also additionally commence from 1 July 2022 (Res 22/051).

### Financial Implications

The recommended increase in fees is accommodated in 2022-23 budget.

### Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

## R8 Pensioner Concession Rebates Policy 2.7

### Organisational Area Corporate Services

**Author** Josh Lang, Customer and Communications Team Leader

**Summary** The Pensioner Concession Rebates Policy 2.7 is due for review and presented for adoption by Council.

**RECOMMENDATION** that Council adopt the Pensioner Concession Rebates Policy 2.7

### Report



All public policies are currently being reviewed during the first twelve-month period of the Board.

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

One addition has been made to the current policy, which clarifies that Life Tenants are treated as owners and eligible to receive the rebate: in line with Riverina Water's current processes.

Separately, the "Extension of Pension Rebate to avoid hardship" has been removed as any support for a customer in hardship should be managed via the relevant separate policy.

Both the draft and new policy are attached for comparison.

- › **R8.1** **Draft Pensioner Concession Rebates Policy 2022** [↓](#) 
- › **R8.2** **2016 Pensioner Concession Rebates Policy** [↓](#) 

### Financial Implications

Not applicable.

### Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



# Pensioner Concession Rebates Policy

## Purpose

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

## Policy Statement

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

## Scope

This policy applied to all eligible customers of Riverina Water.

## Principles

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

### Backdating of Pensioner Concession Rebates

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

### Backdating in the Case of Financial Hardship

Riverina Water may give special consideration to extend the rebate period based on pension start date in a case of genuine financial hardship.

### Life Tenancy

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

### Data and document control

Page 1 of 3

Author:

EDRMS #

Version

Last revised date

Next scheduled review



## 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	2.7
Responsible area	Corporate Services
Approved by	
Approval date	
Legislation or related strategy	Local Government Act 1993 Local Government (General) Regulation 2021
Documents associated with this policy	Office of Local Government Council Rating and Revenue Raising Manual 2007
Policy history	Adopted 2007: 07/89 Name change Nov 2013 Review 11 Dec 2015: 15/186 Review 26 Oct 2016: 16/182 Review 22 June 2022:
Review schedule	This document is to be reviewed once every Council term

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

### Data and document control

Page 2 of 3

Author:

EDRMS #

Version

Last revised date

Next scheduled review





**END OF POLICY STATEMENT**

**Data and document control**

Page 3 of 3

<b>Author:</b>	<b>Version</b>
<b>EDRMS #</b>	<b>Last revised date</b>
	<b>Next scheduled review</b>



## POLICY REGISTER

### PENSIONER CONCESSION REBATES POLICY

<b>POLICY REFERENCE NUMBER:</b>		<b>POL 2.7</b>	
<b>Original publication date</b>		<b>2007</b>	
<b>Revision number</b>	<b>Issue Date</b>	<b>Approved</b>	<b>Approval date</b>
0	2007	Res: 07/89	2007
Name change			22 Nov 2013
1	2015	15/186	11 Dec 2015
2	2016	16/182	26 Oct 2016
This document is to be reviewed once every Council term. Next review date: <b>April 2021</b>			
<b>RESPONSIBLE OFFICER</b>	Manager Corporate Services		

## PART 1: INTRODUCTION

### 1.1 Policy Objectives'

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

### 1.2 Scope of Policy

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

### 1.3 Legislative Context

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

## **PART 2: POLICY PROVISIONS**

### **2.1 Backdating of Pensioner Concession Rebates**

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

### **2.2 Backdating in the Case of Financial Hardship**

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

### **2.3 Extension of Concession to Avoid Hardship**

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

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

## R9 2022 Customer Satisfaction Survey

### Organisational Area Corporate Services

**Author** Josh Lang, Customer and Communications Team Leader

**Summary** Riverina Water conducted its Customer Satisfaction Survey throughout April and May 2022, with all water quality and customer service indicators again returning high satisfaction scores

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### RECOMMENDATION that Council:

- a) Receive and note the report; and
- b) Acknowledge and thank staff for their ongoing good work as reflected in the consistent results of the community satisfaction survey results year-on-year

### Report

Each year, Riverina Water is required to undertake a customer survey. Previously these have been undertaken by an external research company at a significant cost.

At the 24 February 2022 meeting, it was resolved that:

*Council endorse undertaking a revised customer survey for 2021-22 at a lower cost than previous years.*

The 2022 survey was undertaken internally, with significant promotion of the survey via social media, print media and online. To ensure respondent numbers were adequate to receive comparable data to previous years, a prize of up to \$800 of their water bill over the coming 12 months was offered.

In previous surveys, the research company aims for a demographically representative sample of 500 residents, weighted against gender, age and location data. The 2021 survey had a representative sample of 337 respondents across phone and online with a 95% confidence level in the data.

There were more respondents to the 2022 survey with 445 completed surveys. However, it is important to note participation was open and not weighted against the supply area's demographic profile.

#### Survey results summary

Riverina Water has historically enjoyed strong levels of satisfaction in its annual customer surveys, and 2022 proved no different.

All Customer Service and Water Quality indicators returned weighted averages of either very high (>4.5 out of 5) or high (>3.75) levels of satisfaction.

It should be noted that the average score of all indicators was above 4 out of 5.

More detailed results are attached to this report.

### Customer Service

Those customers who had had contact with Riverina Water in the past 12 months were asked to rate their experience across nine indicators.

First contact resolution, ease of working with Riverina Water, and friendly and caring service were all rated as 5 – very high satisfaction by more than 80% of respondents.

The rating over overall customer service was 4.72 out of 5.

The responses were all on trend with previous years and in line with Riverina Water's historically strong levels of customer satisfaction.

### Water Quality

Satisfaction with the quality of water again remained high and is consistent year-on-year.

Water supply reliability had the highest level of satisfaction, as it did in the 2021 survey. It had a weighted average of 4.76 out of 5 with more than 80% of respondents rating it 5 – Very Satisfied.

All water quality attributes were rated higher in the high satisfaction band (>3.75 out of 5).

## **R9.1 2022 Customer Satisfaction Survey results summary** [↓](#)

### **Financial Implications**

Not applicable.

### **Risk Considerations**

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

# 2022 Customer Satisfaction Survey

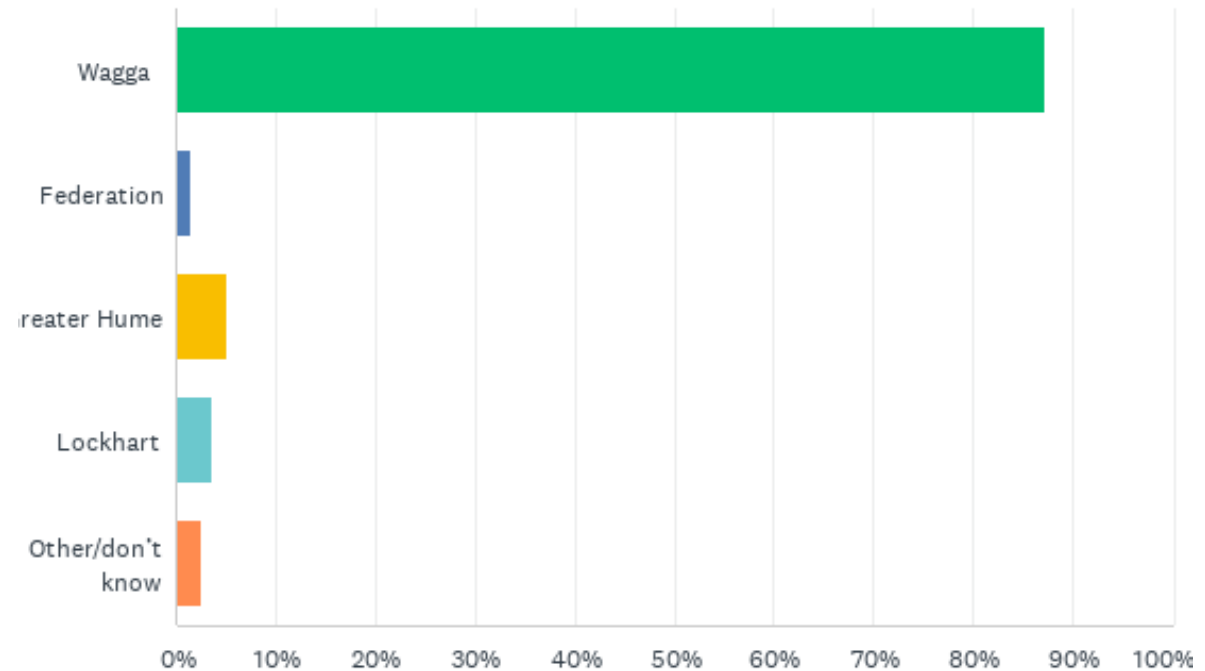
April-May 2022 | Summary of Results

# Survey participation

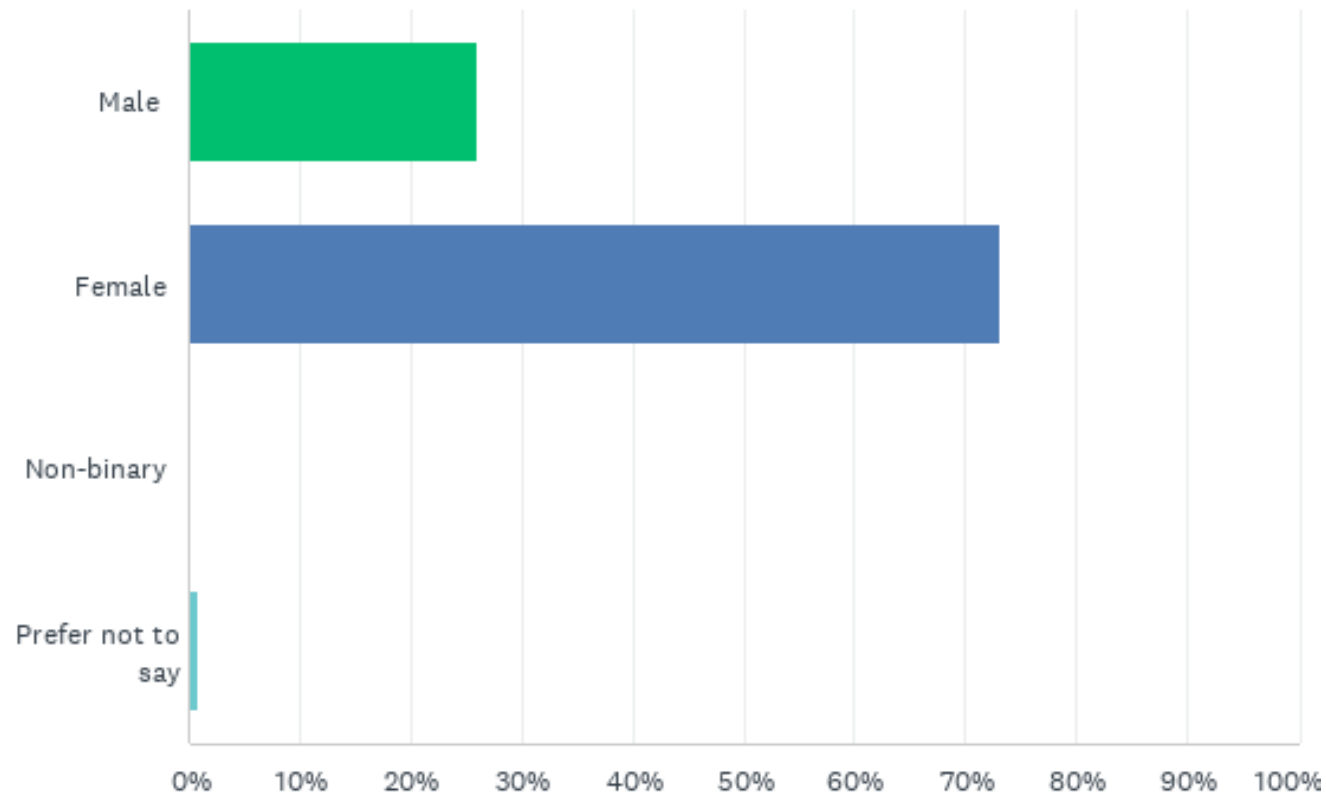
- › 445 survey respondents

## LGA breakdown

- › Wagga: 87.12%
- › Greater Hume: 5.15%
- › Lockhart: 3.65%
- › Federation: 1.5%



# Survey participation - gender

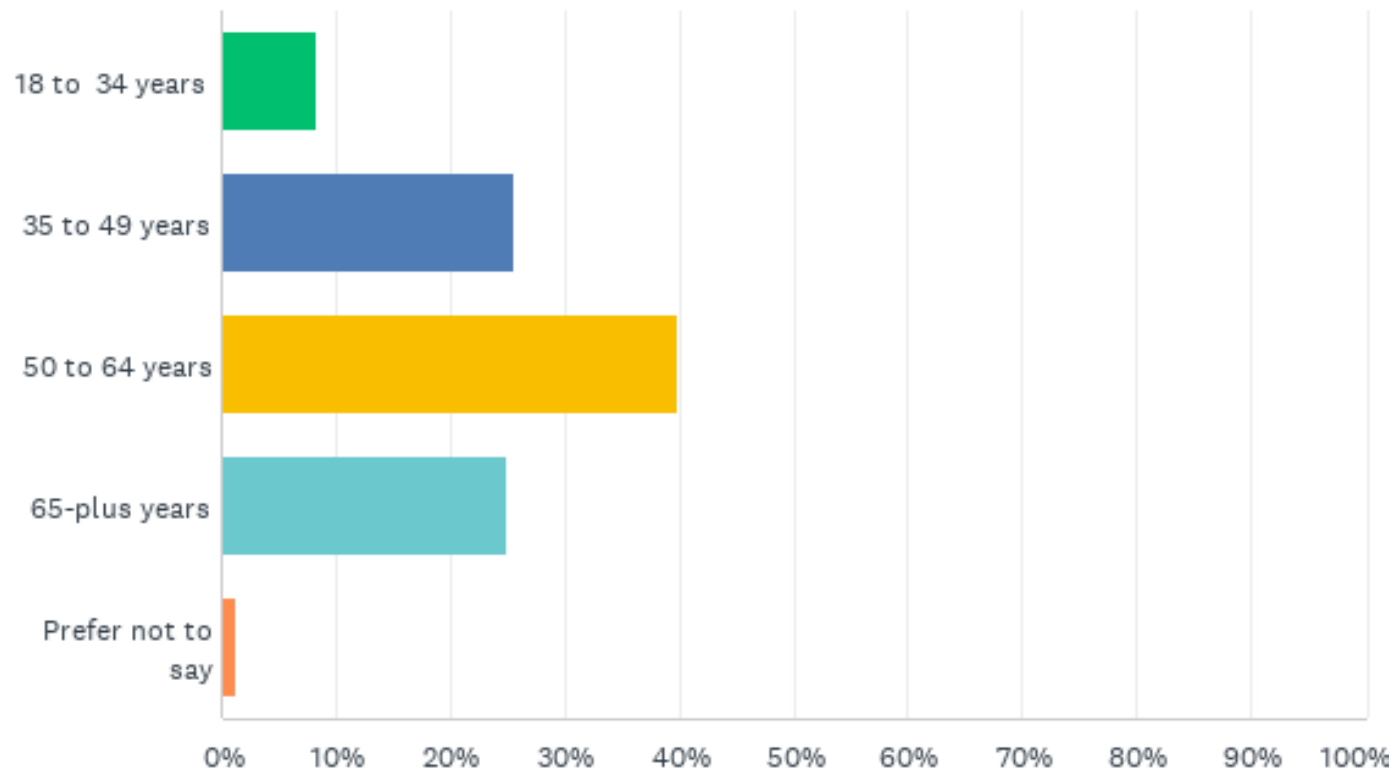


2022 Customer Satisfaction Survey

3



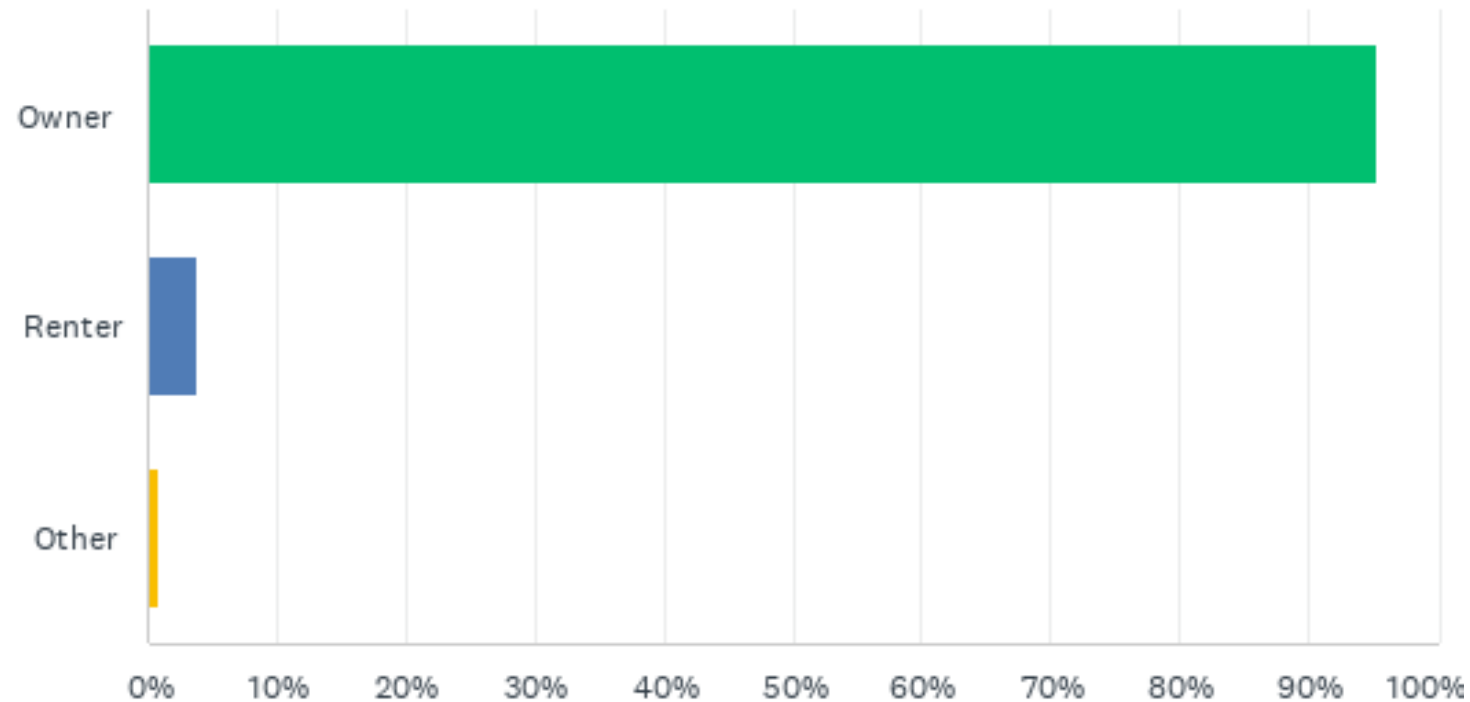
## Survey participation - age



2022 Customer Satisfaction Survey

4

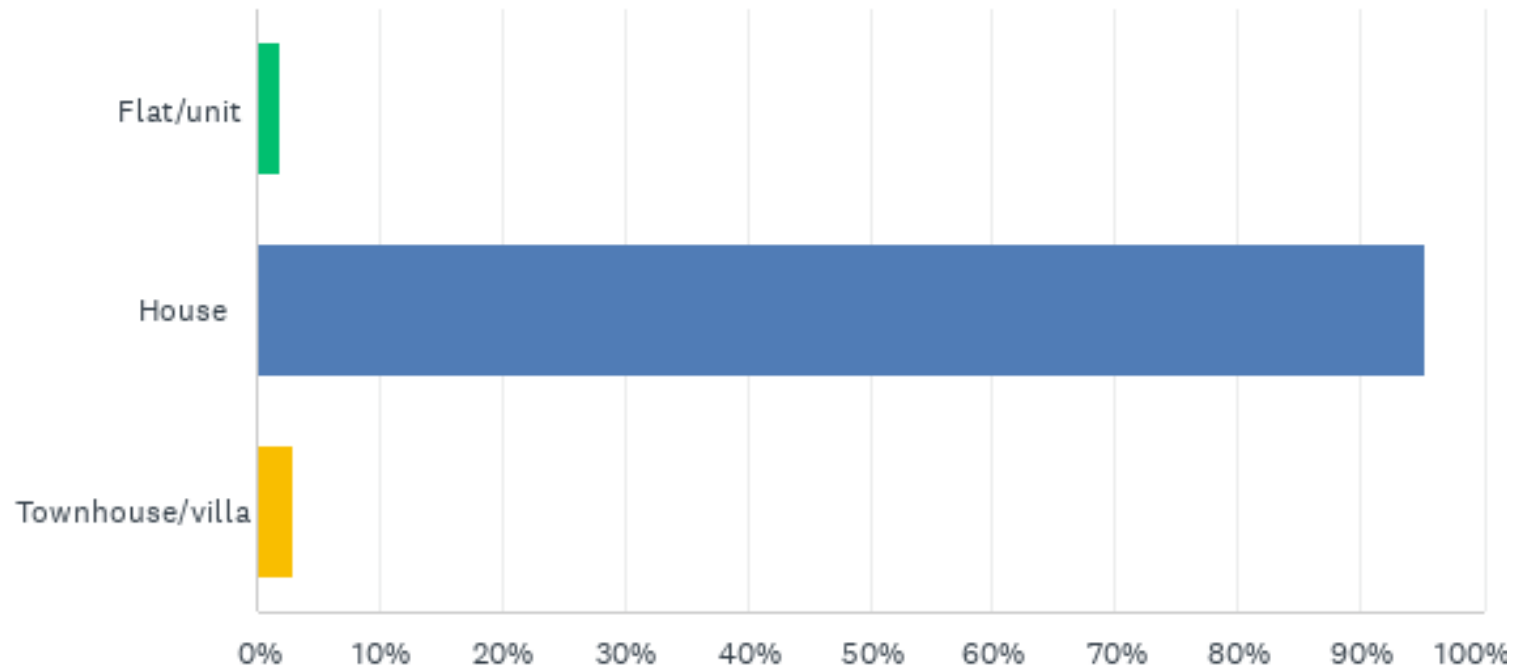
## Survey participation - dwellings



2022 Customer Satisfaction Survey

5

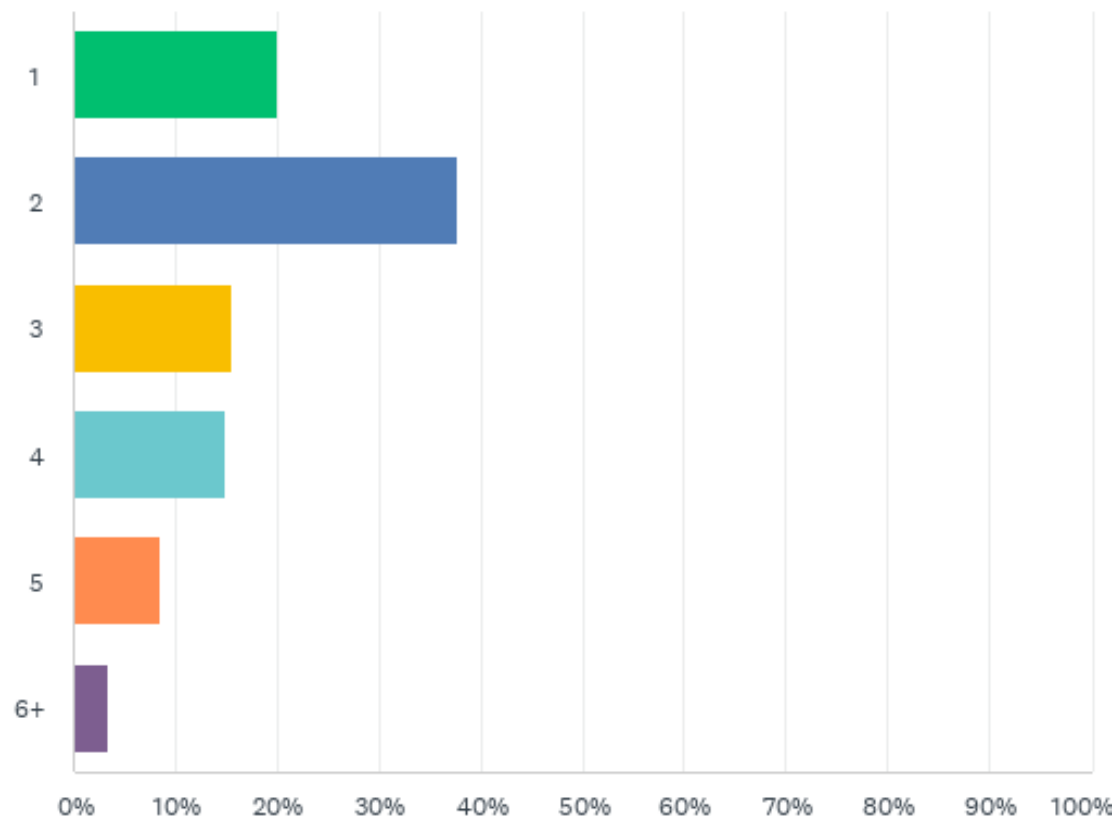
# Survey participation - dwellings



2022 Customer Satisfaction Survey

6

## Survey participation – household size



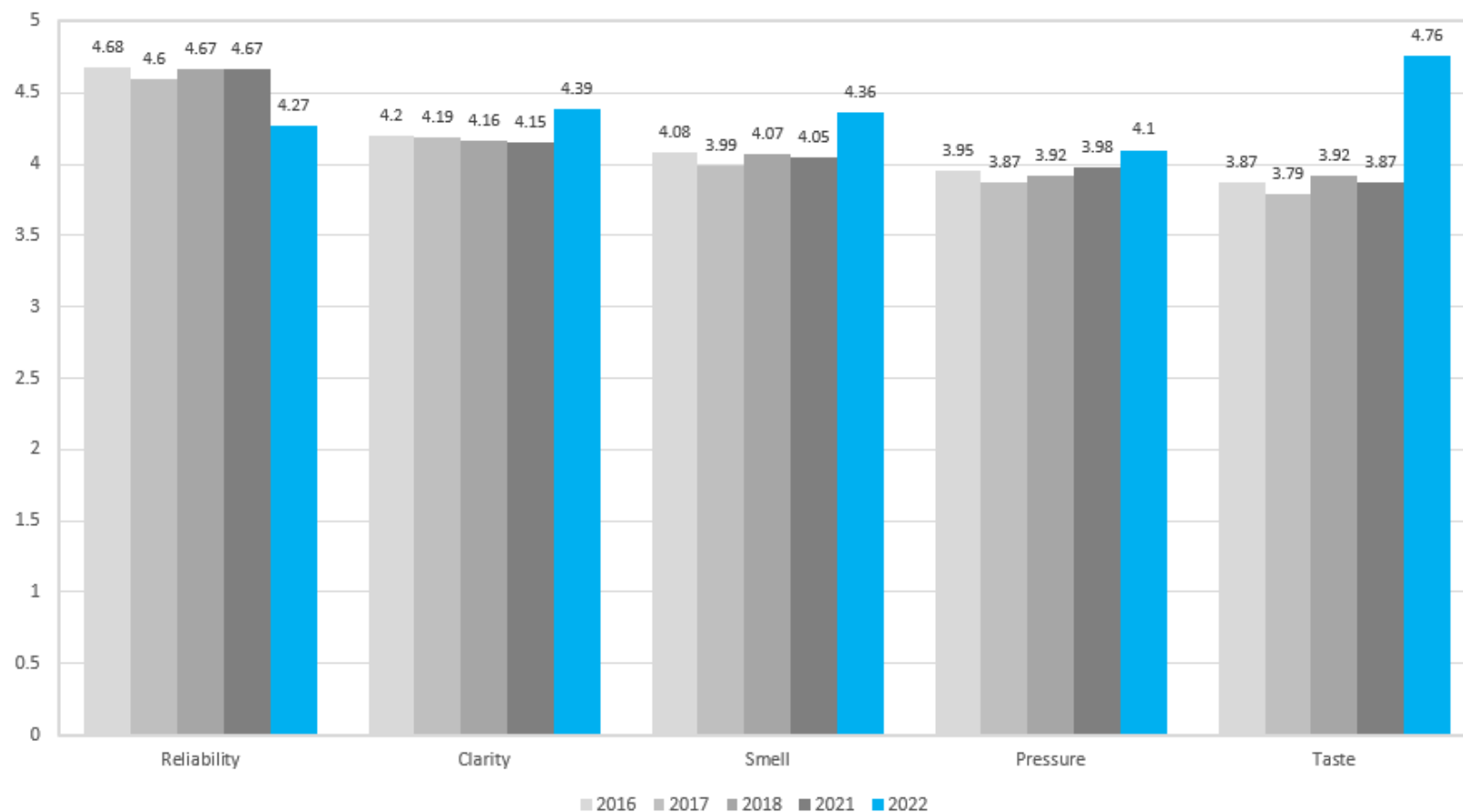
2022 Customer Satisfaction Survey

7

# Satisfaction with Water Quality

	1 VERY DISSATISFIED	2	3	4	5 VERY SATISFIED	CAN'T SAY	TOTAL	WEIGHTED AVERAGE
Water taste	3.51% 15	3.75% 16	10.07% 43	27.40% 117	54.57% 233	0.70% 3	427	4.27
Water smell	1.64% 7	1.64% 7	10.33% 44	28.40% 121	56.81% 242	1.17% 5	426	4.39
Water clarity	1.17% 5	3.99% 17	11.03% 47	24.88% 106	58.69% 250	0.23% 1	426	4.36
Water pressure	3.04% 13	7.96% 34	14.99% 64	23.19% 99	50.35% 215	0.47% 2	427	4.10
Water supply reliability	1.17% 5	0.47% 2	2.80% 12	12.38% 53	81.78% 350	1.40% 6	428	4.76

# Satisfaction with Water Quality 2016-22

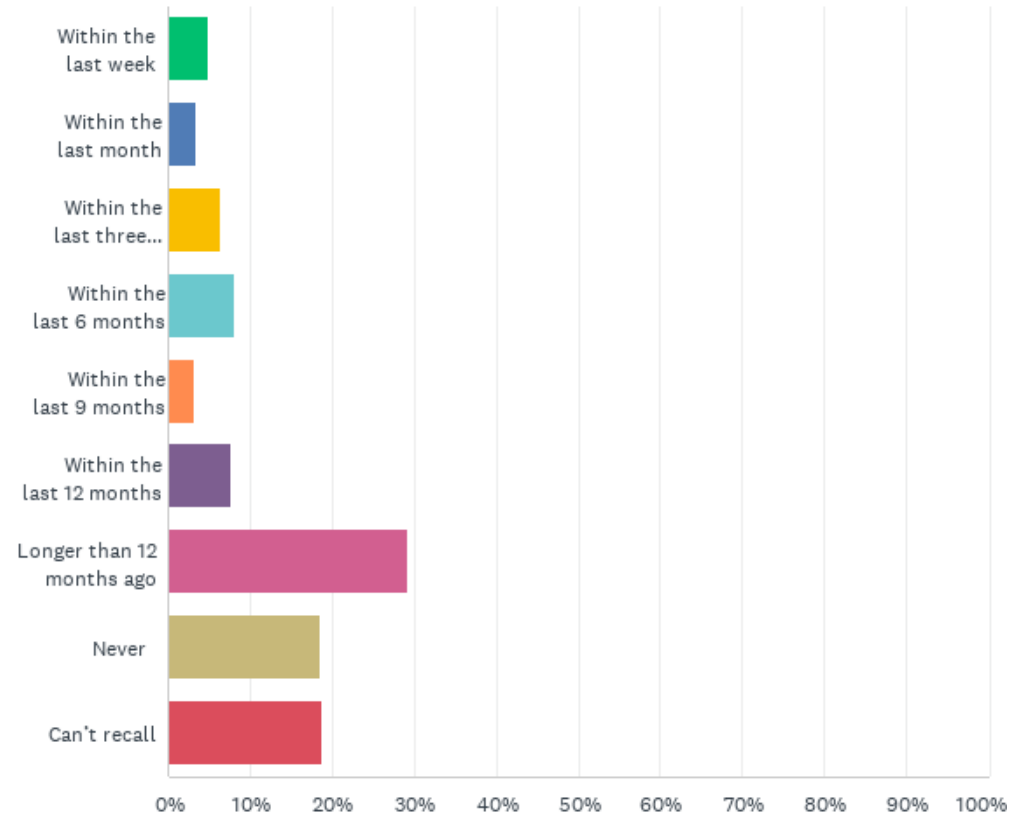


2022 Customer Satisfaction Survey

9

## Last contact with Riverina Water

- › Respondents who contacted Riverina Water within the past 12 months (140 people) were asked additional questions on how they contacted us, the reason and when their request was responded to
- › They were then asked to rate Riverina Water's Customer Service based on 9 indicators



# Contact with Riverina Water - methods

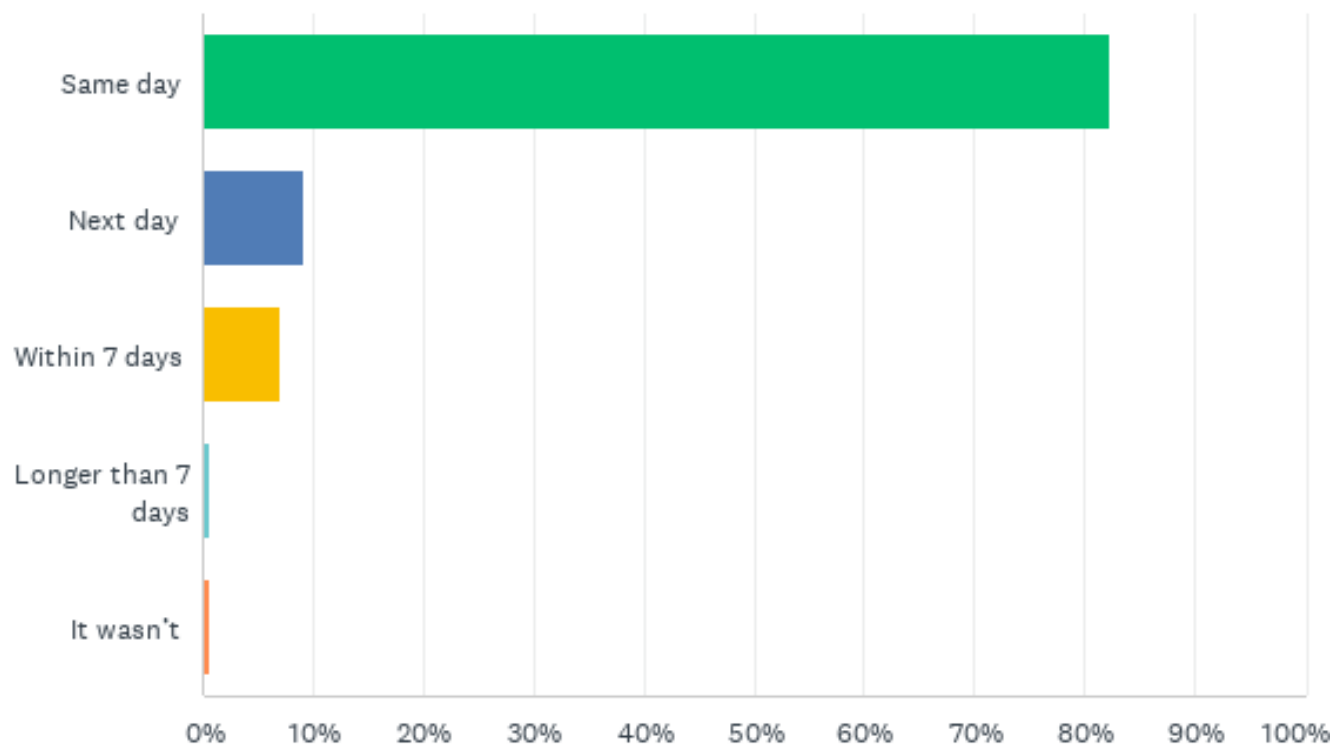
Telephone	78.68%
Riverina Water website	3.68%
Email	8.82%
Social Media	0.74%
Letter	0.74%
Visited Riverina Water office	7.35%



# Contact with Riverina Water - purpose

Account enquiry	52.89%
Payment of account	12.40%
Connection of water supply	3.31%
Pressure / flow interruption	9.09%
Report a broken pipe	5.79%
Leaking meter / meter tap	8.26%
Water quality	4.13%
Education resources or fact finding	4.13%

## Contact with Riverina Water – response time



2022 Customer Satisfaction Survey

13

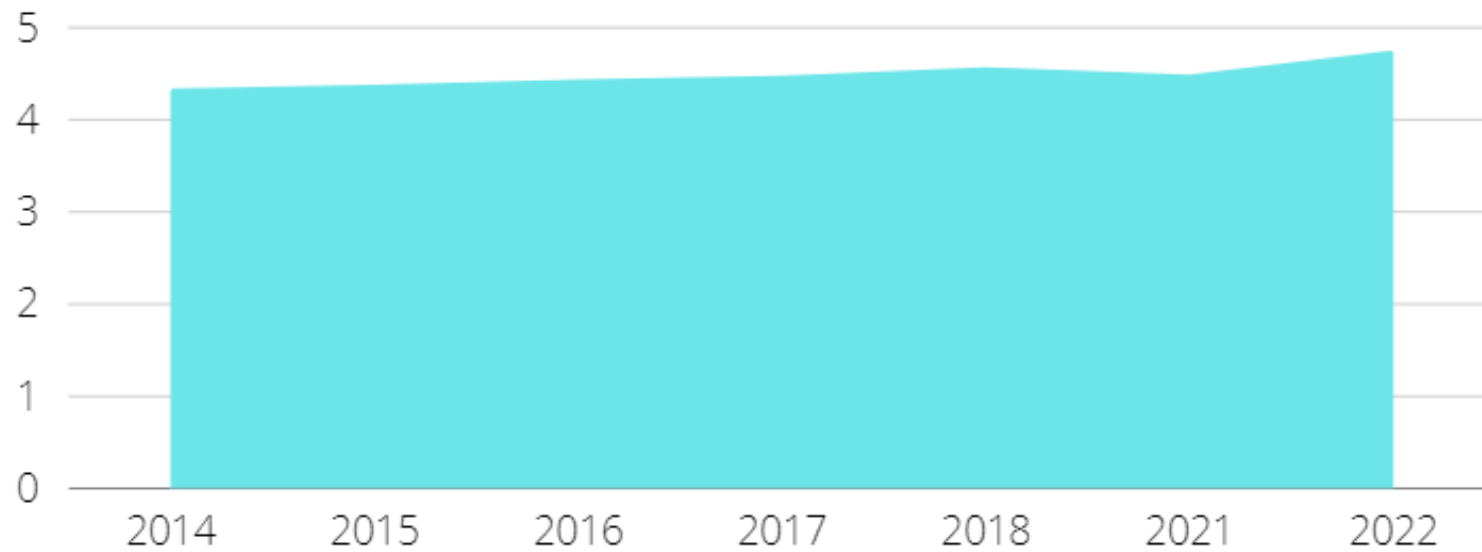
# Satisfaction with Customer Service

	1 VERY DISSATISFIED	2	3	4	5 VERY SATISFIED	CAN'T SAY	TOTAL	WEIGHTED AVERAGE
The ability to meet your needs on the first contact.	1.41% 2	1.41% 2	2.82% 4	10.56% 15	82.39% 117	1.41% 2	142	4.74
Handling your transaction accurately	1.41% 2	0.00% 0	4.93% 7	12.68% 18	78.87% 112	2.11% 3	142	4.71
Ease of doing business here	2.11% 3	0.00% 0	2.11% 3	14.08% 20	80.99% 115	0.70% 1	142	4.73
Contact was dealt with quickly	1.42% 2	0.00% 0	4.26% 6	13.48% 19	80.85% 114	0.00% 0	141	4.72

# Satisfaction with Customer Service

	1 VERY DISSATISFIED	2	3	4	5 VERY SATISFIED	CAN'T SAY	TOTAL	WEIGHTED AVERAGE
Knowledge & skill of staff	1.43% 2	0.00% 0	2.14% 3	15.00% 21	80.00% 112	1.43% 2	140	4.75
Friendly and caring service	1.41% 2	1.41% 2	2.11% 3	11.27% 16	82.39% 117	1.41% 2	142	4.74
Convenient hours of operation	1.41% 2	1.41% 2	4.23% 6	17.61% 25	70.42% 100	4.93% 7	142	4.62
Information is easy to find on the website	1.41% 2	1.41% 2	5.63% 8	21.13% 30	42.96% 61	27.46% 39	142	4.42
Overall satisfaction with service	0.70% 1	0.70% 1	4.23% 6	14.08% 20	79.58% 113	0.70% 1	142	4.72

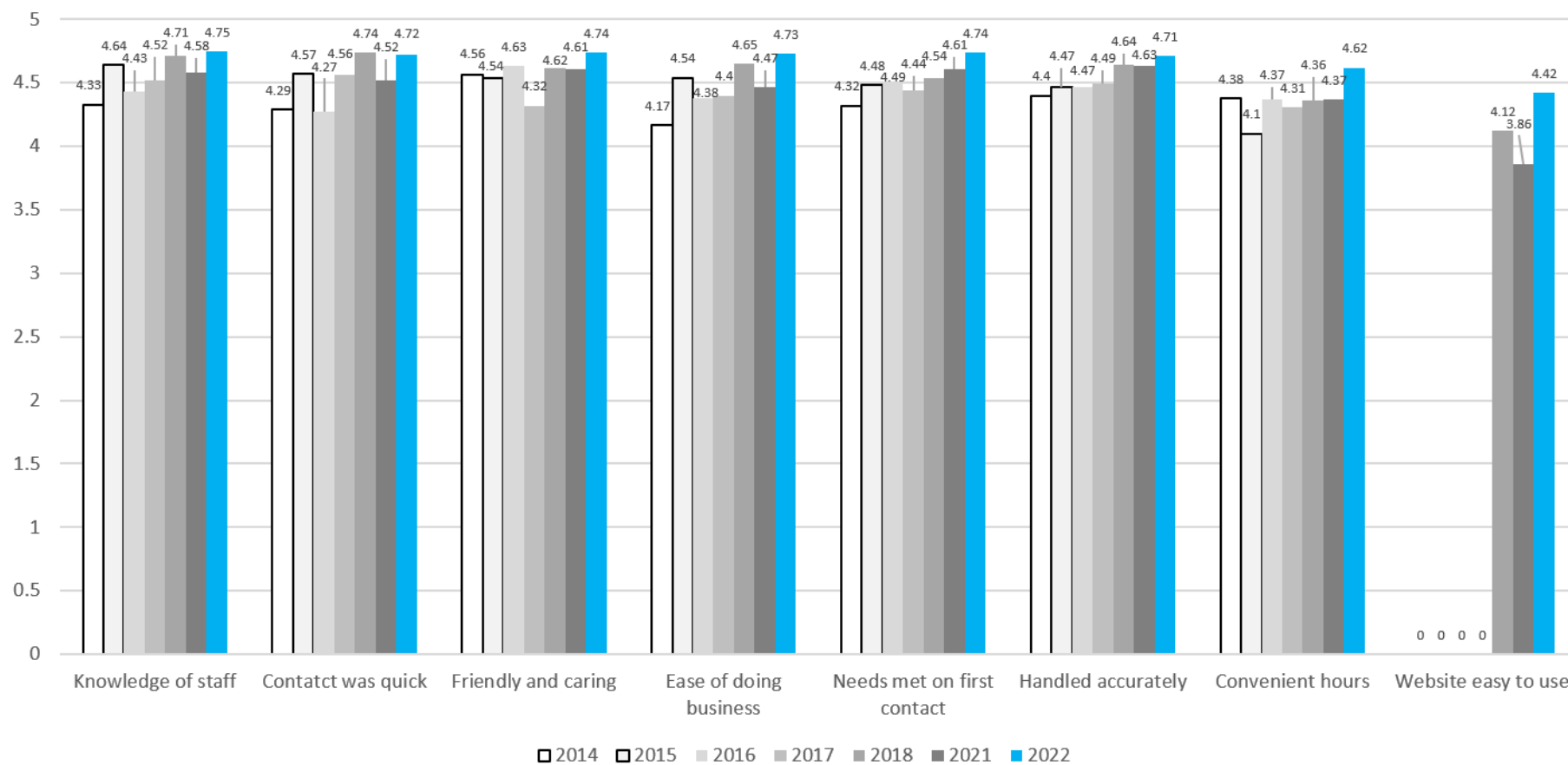
# Overall Customer Service satisfaction trends



2022 Customer Satisfaction Survey

16

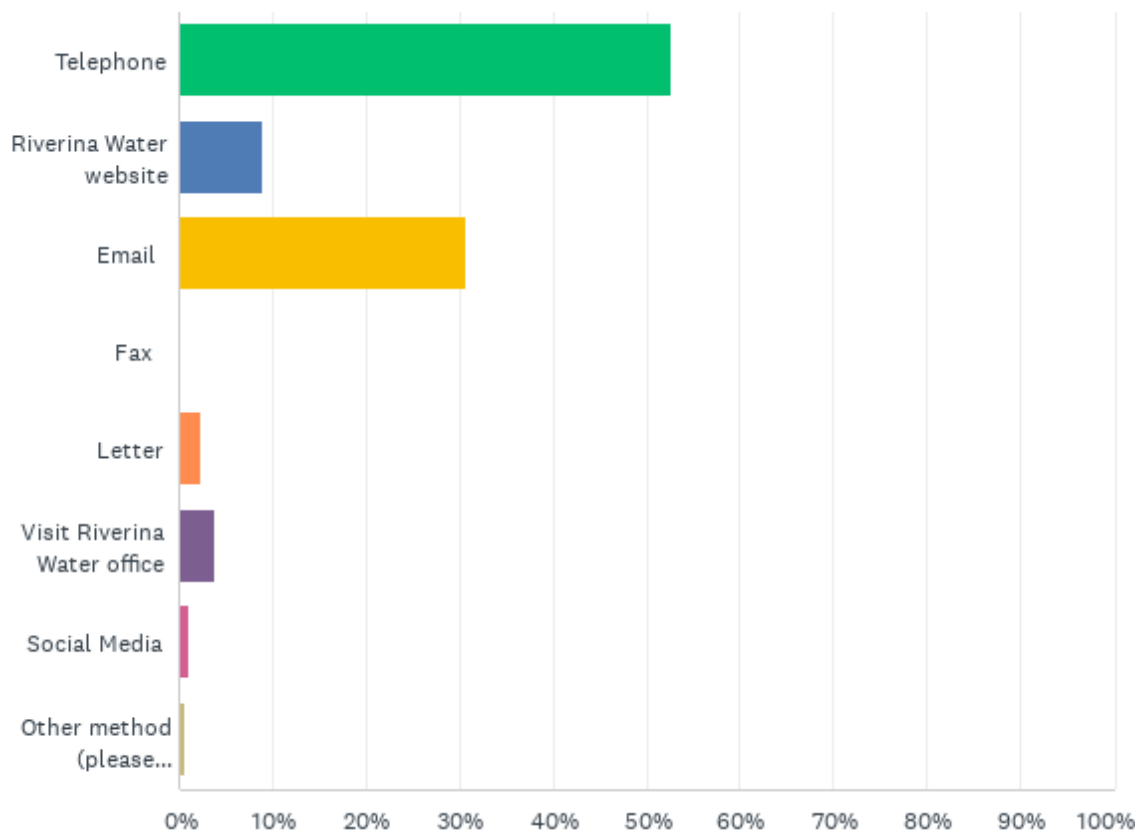
# Satisfaction with Customer Service 2014-22



2022 Customer Satisfaction Survey

17

## Preferred future contact with Riverina Water



2022 Customer Satisfaction Survey

18

## R10 2021-22 Donations and Sponsorships

### Organisational Area Corporate Services

**Author** Josh Lang, Customer and Communications Team Leader

**Summary** As per the Donation Policy, an annual summary of donations and sponsorships is made to the Board

**RECOMMENDATION** that Council receives and notes the report.

### Report

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

For many years now, Council has supported countless community groups, events and initiatives.

In accordance with the provision of the Donation Policy, these contributions are reported to the Board annually.

In 2021-22, Riverina Water provided a total of \$81,250 to 21 initiatives or organisations. There was a budget of \$90,000 for donations and sponsorship this financial year.

Requests for donations were similar to 2021-22, though lower than previous years, due to COVID-19 restrictions on events.

A summary of donations and sponsorships follows:

Recipient	Description	Funding
Charles Sturt Foundation	CSU Foundation scholarship	\$4500
Henty Men's Bowling Club	Donation to invitational triples event	\$250
Henty Show Society	Sponsorship of show	\$3000
Immune Deficiencies Foundation	World Festival of Magic for disadvantaged children	\$600
Koorringal Rotary Club	Donation – annual engineering & science challenge	\$3500
Kurrajong Waratah	Annual membership	\$20
Kurrajong Waratah	Annual Race Day	\$3000
REROC	Build a Bridge challenge	\$2500
Rotary Club of South Wagga	Sponsorship of 2020 Charity Golf Day	\$1250
Spirit of the Land Lockhart	Sponsorship of event	\$2500



St Vincent de Paul	Winter sleepout - Wagga	\$2000
The Rock Bowling Club	Annual bowls competition	\$500
The Rock Triathlon	Annual triathlon	\$500
Urana Campdraft	Sponsorship of annual event	\$500
Uranquinty Progress Association	Funds to scope reservoir artwork project	\$1100
Wagga School of Arts Community Theatre	Sponsorship/donation to 2021 Ten by 10 Playfest	\$1600
Wagga City Council	Fusion 2022 – third event of sponsorship	\$25,000
WaterAid Australia Limited	2020 WaterAid Gold Membership	\$24,200
Women in Business	Event sponsorship	\$1500
Wagga Takes Two	Event sponsorship	\$2000
Wagga Country Club	Annual Pro-Am	\$1500
<b>Total</b>		<b>\$81,250</b>

### Financial Implications

The annual budget for donations in 2021-22 was \$90,000 of which \$81,250 was expended.

### Risk 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.

# R11 Draft Debt Management and Hardship Policy

## Organisational Area Corporate Services

**Author** Josh Lang, Customer and Communications Team Leader

**Summary** Riverina Water has redeveloped its debt recover and hardship policy in line with NSW Government guidelines and industry best practice.

### RECOMMENDATION that Council:

- a) Endorse the draft policy and place it on public exhibition for 28 days until 22 July 2022 and invite public submissions on the draft policy during that period
- b) Receive a further report following the public exhibition and submission period:
  - i. Addressing any submissions made in respect of the proposed policy
  - ii. Proposing adoption of the policy unless there are any recommended amendments deemed to be substantial and requiring a further public exhibition period.

### Report

Riverina Water's current Debt Recovery Policy was last reviewed in 2016. Since this time, the Office of Local Government has released Debt Management and Hardship Guidelines as a best practice handbook for Councils.

A thorough review of Riverina Water's policy has been undertaken to reflect the state-wide change in approach to manage debt, reduce unnecessary legal action, and respond to genuine hardship.

The draft policy has been renamed to reflect the guidelines and encompasses Riverina Water's current Water Billing Hardship Policy, with the intention to rescind this separate policy when adopting the final version of the Debt Management and Hardship Policy at the August 2022 Board meeting; pending any feedback during public exhibition.

The Debt Management and Hardship Policy sets out the reasonable approach that Riverina Water will follow in response to overdue accounts and to recover outstanding payments; and how Riverina Water can support customers that are having difficulty paying their account.

Due to the substantial changes, both the current policy and draft policy are attached for comparison.

- › **R11.1** **Draft Debt Management and Hardship Policy 2022** [↓](#) 
- › **R11.2** **Current Debt Recovery Policy 2.09** [↓](#) 

**Financial Implications**

Not applicable.

**Risk Considerations**

<b>Corporate Governance And Compliance</b>	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.



# Debt Management and Hardship Policy

## Purpose

The Debt Management and Hardship Policy sets out the reasonable approach that Riverina Water will follow in response to overdue accounts and to recover outstanding payments; and how Riverina Water can support customers that are having difficulty paying their account.

As a local water utility, Riverina Water relies on payment of water accounts to ensure continuous service to the community; and that it is in the community interest to recover arrears and related interest, costs and expenses.

## Policy Statement

Riverina Water will seek to recover outstanding debts owed when reasonable efforts to support customers or sundry debtors to meet their obligations for payment have been exhausted.

Riverina Water will consider individual cases of genuine financial hardship and is committed to engaging with its customers to limit the unreasonable use of legal action in recovering arrears.

## Scope

This policy applies to all parties that owe monies to Riverina Water, including but not limited to water account holders, consumers, and sundry debtors.

## Definitions

Term	Meaning
External Debt Recovery Agent	An agency and/or law firm engaged by Riverina Water to recover amounts that are overdue.

## Data and document control

Page 1 of 7

Author: Joshua Lang	Version 4.0
	Last revised date 22/06/2022
	Next scheduled review: June 2026



Hardship	Difficulty in paying an account due to a change in circumstances (for example; loss of income, illness, loss from an accident, natural disaster or emergency, family violence).
Overdue bill/account	An account that has an amount that is unpaid after the due date specified on the issued bill.
Sundry Debtor	An account raised for goods or services provided separate to Council's potable water supply.
Water Flow Restriction "Restriction"	Water flow restriction involves reducing the maximum water supply to the property at the water meter, by inserting a flow restriction device. A small amount of water is supplied for health and hygiene purposes. Permitted under regulation 144 of the Local Government (General) Regulation 2005
Water Disconnection "Disconnection"	Disconnection involves stopping the supply of water to the property by removing or locking the meter or disconnecting the service from the main so that supply is no longer available. Permitted under regulation 144 of the Local Government (General) Regulation 2005

## Application of Policy

Riverina Water is committed to:

- Issuing accurate and timely bills
- Always treating customers fairly and with courtesy
- Providing options to ensure customers maintain access to essential water services for health and hygiene
- Ensuring customers have access to payment assistance and other support options

### Data and document control

Page 2 of 7

Author: Joshua Lang

Version 4.0

Last revised date 22/06/2022

Next scheduled review: June 2026



Customers are required to:

- Pay their bills promptly within their account terms
- Notify Riverina Water if they are unable to pay before the due date
- Agree and commit to a suitable payment plan, or other payment assistance
- Provide notification if their financial situation changes

#### **Payment and debt management of water accounts**

Riverina Water issues water bills to property owners, unless it has previously been arranged in writing that accounts should be directed to managing agents or tenants.

Payment of water accounts is due four weeks from the date of account issue.

Customers should be aware that a water flow restrictor may be installed anytime from when an account is four weeks overdue.

Interest will be charged on water accounts at the current maximum rate set by the NSW Office of Local Government.

Riverina Water will engage with its customers in arrears to obtain payment to satisfy their account and prevent avoidable escalation of the debt recovery processes and the use of legal action.

When a water account is overdue and the customer has not made contact, Riverina Water will adhere to the following debt management process:

- If an account has not been paid by the due date, issue a final reminder notice
- If the account remains unpaid, a restriction notice is issued at the property
- Following this, water supply will be restricted and a notice of left at the property. A restrictor removal fee will be applied to the account in line with Riverina Water's Fees and Charges.
- Riverina Water may provide its external debt recovery agent with details of outstanding accounts at any time

Once a water flow restrictor is installed, payment must be received in full before it is removed. This amount includes the fee payable for the removal of the restrictor as per Riverina Water's Fees & Charges.

#### **Data and document control**

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Page 3 of 7

**Author:** Joshua Lang

**Version** 4.0

**Last revised date** 22/06/2022

**Next scheduled review:** June 2026

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Riverina Water will not restrict water supply where it is known that the resident is a registered kidney dialysis patient or has another medical condition requiring continuous access to unrestricted water supply.

Disconnection from the water supply network is at Riverina Water's discretion as a last resort. It may be used in situations including, but not limited to, meter tampering, or unauthorised removal or damage to a restrictor. Vacant properties with unpaid accounts may be disconnected and left notice of disconnection following the same process above in lieu of restriction.

If the account remains unpaid, Riverina Water reserves the right to commence legal action. Riverina Water will recover legal costs and expenses incurred in the process of debt recovery where it is legally able to do so.

Riverina Water will not instigate legal action against any person who has evidenced genuine financial hardship and who is willing to enter into and comply with an affordable, approved payment arrangement.

#### **Payment arrangements**

Customers can contact Riverina Water for payment assistance options; including a payment arrangement or a payment extension.

Payment arrangements will be entered into based on its affordability for the customer and if the arrangement can suitably service the debt.

If a customer fails to meet the terms of an agreed payment plan, Riverina Water may cancel the arrangement and proceed with other debt management options.

Riverina Water, at its discretion, may withdraw or require changes to the arrangement.

Riverina Water will not instigate legal action against any person who is complying with an affordable, approved payment arrangement.

#### **Hardship**

Riverina Water recognises that any debt management procedures need to consider individual cases of genuine financial hardship.

Riverina Water recognises that hardship can arise from a temporary change in circumstances such as loss of income, illness, loss from an accident, natural disaster or

#### **Data and document control**

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Page 4 of 7

**Author: Joshua Lang**

**Version 4.0**

**Last revised date 22/06/2022**

**Next scheduled review: June 2026**

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emergency, family violence or financial impact due to externalities. Long term hardship can arise from the above or can relate to the challenge of managing living costs with a low or fixed income such as a pension.

Riverina Water is committed to engaging with its customers to limit the unreasonable use of legal action in recovering arrears. Riverina Water will not instigate legal action against any person who is currently experiencing evidenced genuine financial hardship.

As part of any application for payment relief under financial hardship the customer must confirm the nature of the hardship and the estimated time the hardship will be experienced. Evidence confirming the ratepayer's hardship status must accompany the application.

The Director Corporate Services will determine the appropriate payment relief that can be offered to a customer in proven financial hardship.

If the customer continues to experience hardship after the period agreed to in the original application, a new application must be made. In such circumstances Riverina Water may require up to date personal financial information to confirm the ratepayer's continuing hardship.

Riverina Water, at its discretion, may withdraw any hardship concession.

### **Support services**

Riverina Water will refer customers facing financial hardship to the following:

- Moneysmart.gov.au: <https://moneysmart.gov.au/managing-debt>
- Legal Aid NSW: <https://www.legalaid.nsw.gov.au/get-legal-help/find-a-service>
- Community legal centres NSW: <https://www.clcnsw.org.au/find-legal-help>

### **Sundry debtors**

Payment of sundry debtor accounts is due two weeks from the date of invoice issue.

If an invoice has not been paid by the due date:

- A statement is sent at the end of the month
- If the account remains unpaid, a final reminder notice is sent
- If the account remains unpaid, Riverina Water reserves the right to suspend credit account and associated services and/or commence legal action, which may result in further charges being added to the customer's account

### **Data and document control**

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Page 5 of 7

Author: Joshua Lang

Version 4.0

Last revised date 22/06/2022

Next scheduled review: June 2026

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### **Making a complaint**

If customers believe that a bill is incorrect or there is an unresolved dispute with Riverina Water about a bill, they should contact Riverina Water in the first instance. If a customer feels that Riverina Water hasn't adequately responded, matters can be escalated to the Office of Local Government or the Ombudsman.

<b>Policy number</b>	<b>Policy 2.09</b>
Responsible area	Corporate Services
Approved by	Resolution number xx/XXX
Approval date	XX XXXXX 2022
Legislation or related strategy	Local Government Act 1993 Local Government (General) Regulation 2021 Water Management Act 2000 Water Management (General) Regulation 2018
Documents associated with this policy	Office of Local Government Debt Management and Hardship Guidelines 2018 Undetected Water Leaks Assistance Policy
Policy history	First adopted 20 July 2014 Reviewed 18 March 2015 Reviewed 22 June 2016

### **Data and document control**

Page 6 of 7

**Author: Joshua Lang**

**Version 4.0**

**Last revised date 22/06/2022**

**Next scheduled review: June 2026**



Reviewed 22 June 2022, consolidating the  
previous Debt Recovery Policy and Water Billing  
Hardship Policy

Policy details may change prior to review date due to legislative or other changes, therefore  
this document is uncontrolled when printed. This policy will be revised following the  
commencement of a new Board.

**END OF POLICY STATEMENT**

**Data and document control**

Page 7 of 7

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**Next scheduled review: June 2026**



## POLICY REGISTER

DEBT RECOVERY POLICY			
POLICY REFERENCE NUMBER:		POL 2.9	
Original publication date		24 July 2014	
Revision number	Issue Date	Approved	Approval date
0	24 July 2014	Res: 14/93	20 August 2014
1	18 arch 2015	Res: 15/52	22 April 2015
2	220June 2016	Res 16/86	22 June 2016
This document is to be reviewed once every Council term years. Next review date: <b>June 2020</b>			
RESPONSIBLE OFFICER		Manager Corporate Services	

### PART 1: INTRODUCTION

#### 1.1 Policy Objective

Riverina Water County Council will operate a consistent, fair, and reasonable process to respond to overdue accounts and recover outstanding payments, both internally and with the assistance of an external debt recovery agency where required.

#### 1.2 Scope of Policy

This policy applies to all parties that owe monies to Riverina Water County Council, including but not limited to water account holders, consumers, and sundry debtors.

#### 1.3 Definitions

- *External Debt Recovery Agent*: An agency and/or law firm engaged by Riverina Water to recover amounts that are overdue.
- *Overdue Bill*: An account that has an amount that is unpaid after the due date specified on the issued bill.
- *Sundry Debtor*: An account raised for goods or services provided separate to Council's potable water supply.
- *Water Flow Restriction "Restriction"*: Water flow restriction involves reducing the maximum water supply to the property at the water meter, by inserting a flow restriction device. A small amount of water is supplied for health and hygiene purposes.
- *Water Disconnection "Disconnection"*: Disconnection involves stopping the supply of water to the property by removing or locking the meter or disconnecting the service from the main so that supply is no longer available.

*Restriction / Disconnection is permitted under regulation 144 of the Local Government (General) Regulation 2005*

#### 1.4 Legislative Context

Local Government Act 1993  
Local Government (General) Regulation 2005

## 1.5 Related Documents

Debt Recovery Procedure  
Restriction Procedure  
Water Billing Follow-Up Procedure

## PART 2: POLICY CONTENT

### 2.1 Principles

Riverina Water County Council is committed to managing revenue to ensure that Riverina Water continues to be a financially sustainable business and service provider.

This policy sets out the responsibilities of Riverina Water and its customers in managing the recovery of outstanding amounts.

### 2.2 Responsibilities

#### 2.2.1 Riverina Water commits to:

- Issuing accurate, timely bills for goods and services
- Providing adequate timeframes for acknowledging receipt of notices and payment
- Treating customers fairly and with courtesy at all times
- Ensuring that customers maintain access to essential water services whenever possible
- Ensuring that customers have access to payment assistance

#### 2.2.2 Customers are required to:

- Pay their bills promptly
- Advise Riverina Water if they are unable to pay their bills
- Commit to a payment plan, or other payment assistance, once agreed with Riverina Water (and to advise if alternative arrangements or updates to arrangements are required)

### 2.3 Time Given to Pay Bills

Riverina Water issues water bills to property owners, unless it has previously been arranged in writing that accounts should be directed to managing agents or tenants.

Payment of water accounts is due four weeks from the date of account issue. Payment of sundry debtor accounts is due approximately two weeks from the date of invoice issue.

### 2.4 Overdue Bills

Riverina Water follows a process when payments are overdue and the property owner has not made contact:

#### WATER ACCOUNTS:

1. If an account has not been paid by the due date, a **final reminder notice** is sent
2. If the account remains unpaid, a **restriction notice** is sent, and Riverina Water's external debt recovery agent is provided details of outstanding accounts
3. Following this, water supply will be restricted or disconnected by Riverina Water Staff, and a **notice of restriction or disconnection card** will be left at the property.  
\*Disconnection is at Council's discretion and may be used in situations including, but not limited to, meter tampering, unauthorised removal or damage to a restrictor.  
\*Vacant properties will be disconnected and left a **notice of restriction or disconnection card**
4. If the bill remains unpaid, Riverina Water reserves the right to commence legal action, which will result in further charges being added to the customer's account

Customers can contact Riverina Water for payment assistance options at any of the above stages. Every bill, notice and letter shows contact information and offers assistance for payment difficulties.

## **SUNDRY DEBTOR ACCOUNTS:**

1. If an invoice has not been paid by the due date, a **statement** is sent at the end of the month
2. If the account remains unpaid, a **final reminder notice** is sent
3. If the account remains unpaid, Riverina Water reserves the right to commence legal action, which will result in further charges being added to the customer's account

### **2.5 Interest Charges on Overdue Bills**

Interest will be charged on water accounts at the current maximum rate set by the NSW Office of Local Government.

### **2.6 Water Flow Restriction / Disconnection**

Riverina Water will only restrict or disconnect water supply to a property as a last resort when water accounts are outstanding for an extended period of time, and customers have not contacted Riverina Water to arrange payment assistance.

Riverina Water will give reasonable warning before restriction or disconnection is arranged, and will leave a **notice of restriction or disconnection card** when restriction or disconnection is carried out.

Restrictions / disconnections will be undertaken Monday-Thursday, and devices will not be removed outside of business hours.

### **2.7 Avoiding Restriction / Disconnection**

Riverina Water will not restrict or disconnect if a customer:

- Agrees to a payment plan, and meets the commitments of that plan when they are due
- Is arranging payment for overdue bills in conjunction with Riverina Water staff
- Has an existing or outstanding billing complaint with Riverina Water

### **2.8 Restoring Water Supply**

If a property has been restricted, Riverina Water will restore the water supply when:

- The outstanding debt is paid in full, including a "Flow Restriction Device Removal" or "Reconnection" fee as outlined in the current Scheduled Fees & Charges
- A decision is made to restore for compassionate or other reasons, or at Riverina Water's discretion. This may include installation of a higher flow restriction device

### **2.9 Debt Recovery Action**

Where outstanding accounts are not paid, Riverina Water may initiate legal action against the property owner or sundry debtor in conjunction with an external debt recovery agency, the cost of which will be added to the customer's account in accordance with appropriate legislation.

### **2.10 Payment Assistance**

Riverina Water offers payment arrangement assistance to customers experiencing financial difficulties. Riverina Water also offers a "Water Billing Hardship Policy" which can be utilised with agreement of Riverina Water after submission of a Hardship Application. Information is available through contacting Riverina Water's Administration staff or the Riverina Water webpage [www.rwcc.nsw.gov.au](http://www.rwcc.nsw.gov.au).

The support available for customers experiencing financial difficulty includes:

- Additional time to pay bills
- Ability to make smaller repayments on an ongoing basis, upon arrangement with Administration staff, based on what can be afforded
- Regular deductions from Centrelink benefits
- Cooperation with community agencies including the Salvation Army, St Vincent de Paul, AngliCare and others who may offer assistance or payment assistance vouchers
- Reduction or waiver of interest charges

**Riverina Water encourages customers to ask for help with water bills if required. The customer service team are friendly and respectful, and are trained to work with customers to make arrangements that best suit the customer and Riverina Water.**

#### **2.11 Making a Complaint**

If customers believe that a bill is incorrect or there is an unresolved dispute with Riverina Water about a bill, they should contact Riverina Water on 02 6922 0608 in the first instance. If a customer feels that Council hasn't adequately responded, matters can be escalated to the Office of Local Government or the Ombudsman..

#### **2.12 Confidentiality**

All parties to any arrangement or financial assistance request will respect the need for confidentiality.

# R12 Business Activity Strategic Plan 2022-2032

## Organisational Area Chief Executive Officer

**Author** Andrew Crakanthorp, Chief Executive Officer

**Summary** Riverina Water has developed a draft ten year Business Activity Strategic Plan (BASP). The BASP outlines Council's strategic priorities for the next ten years and identifies the actions Council will take to achieve those priorities.

---

**RECOMMENDATION** that Council adopt the Business Activity Strategic Plan 2022-2032, noting no public submissions were received during the exhibition period.

### Report

The BASP is Council's strategy for implementing the priorities from its 30-year Integrated Water Cycle Management Plan (IWCMP). It ensures that Council aligns itself to the provision of appropriate, affordable, cost-effective and sustainable urban water services that meet community needs and protect public health and the environment.

The BASP is a key strategic tool in Council's overall strategic planning framework. The BASP replaces the 2013 BASP and should be read alongside Council's Resourcing Strategy and Community Engagement Strategy. The BASP has been developed having regard to the Community Strategic Plans of our four constituent councils.

The BASP also complies with the NSW Government's Best-Practice Management of Water Supply and Sewerage Guidelines (2007). The plan has informed the drafting of the 2022/24 Delivery Plan and the 2022/23 Operational Plan.

The BASP has established 3 strategic priorities being:

- **Our People** – “we have a high-performance culture, achieved through accountability, diversity, respect and investment in our people”
- **Our Business** – “We strive to be an industry leader by continuously improving our operations and the management of our assets”
- **Our Community** – “We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility”.

These three priorities are underpinned by our three focus areas (or themes) being:

- **Customer Centricity** – We put customers at the heart of everything we do
- **Innovation** - We are a successful organisation that pursues innovation

a) and continuous improvement at all times.

- **Sustainability** - We are environmentally responsible, financially secure and

b) aspire to have a positive impact on our natural world

c)

A key outcome of Council's IWCMP Strategy also included the preparation of a 30-year total asset management plan (TAMP) and 30-year financial plan.

Council is now well advanced in replacing the suite of strategic planning documents prepared in 2012/13. The successful development of these plans underpins the future successful operation of Riverina Water for years to come. There is a further report in this business paper that recommends the adoption of Council's updated Development Servicing Plan for Water Supply

Council staff will report to the Board on a quarterly basis providing an update on the extent to which the key performance targets in the BASP are being achieved.

The BASP is attached for the information of the Board.

I again acknowledge the efforts of all staff involved with this project which has taken place over the last six months.

## › R12.1 Business Activity Strategic Plan 2022-2032

### Financial Implications

The adoption of the draft BASP will provide guidance and structure to the formulation of future Delivery Plans and Operational Plans.

### Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.





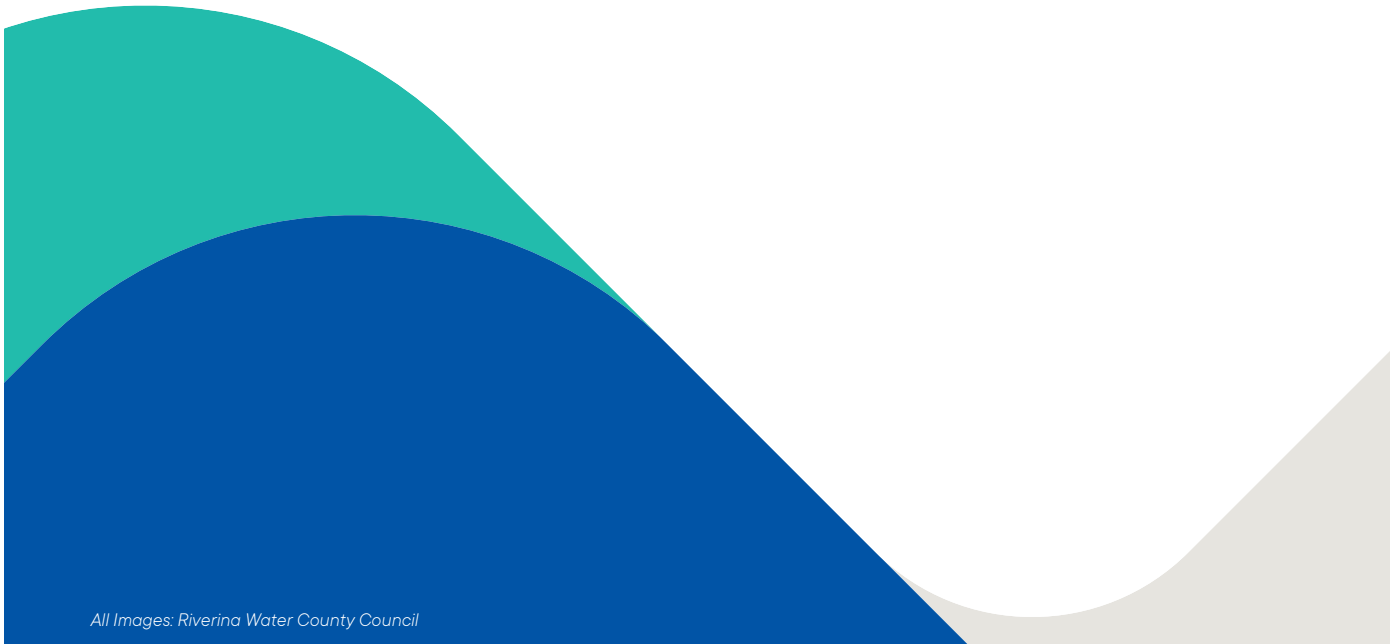
# Riverina Water Business Activity Strategic Plan 2022 - 2032

# Our vision

Provide passionate and professional leadership in the water industry.

# Our mission

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



*All Images: Riverina Water County Council*

## Our strategic priorities

### Our people

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



### Our business

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



### Our community

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



### Our focus areas

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

# Foreword

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

As a regional water utility it is important for us to have a document that defines how we want to grow into the future. We also need to outline how we commit to delivering on our mission which is to provide our community with safe, reliable water at the lowest sustainable cost.

This document is called a Business Activity Strategic Plan.

The Business Activity Strategic Plan guides us all in how to achieve these goals and how we can measure if we are on track or not.

This document is us.

This Business Activity Strategic Plan paints a picture of what we want the future to look like, and provides solutions on how we are going to get there

The Plan emphasises that partnerships are not only essential, but demonstrates the opportunities for shared value. This plan is a document that influences our other strategic Council documents and has the potential to influence the NSW State Government.

Local businesses, community clubs and organisations can also use this document when planning for

the future. Not only does this plan lay out what we want as a community and how we are going to do this , it also identifies who is responsible for doing it.

To see how successful we have been in reaching our future goals and to monitor our performance this includes a number of measures. A report on our progress against these measures will be conducted in 2024, at the conclusion of the term of the current Board.

We commend this plan to our community and look forward to seeing it come to fruition.



**Councillor Tim Koschel**  
Chairperson



**Andrew Crakanthorp**  
Chief Executive Officer

# Table of contents

<b>Mission statement</b>	<b>2</b>	<b>Appendices</b>	<b>21</b>
<b>Foreword</b>	<b>4</b>	A Areas services map	22
<b>1. Background</b>	<b>6</b>	B Demand management plan	24
1.1 Who we are	7	C Drought management plan	25
1.2 What we do	7	D Integrated water cycle management (IWCN) strategy	26
Council July 2022 – September 2024	8		
1.3 Our area of supply	9		
1.4 Our constituent Councils	10		
1.5 About this document	11		
1.6 How to read this document	12		
<b>2. Our Strategic direction</b>	<b>13</b>		
2.1 Our plan on a page	14		
2.2 Our people	15		
2.3 Our business	15		
2.4 Our community	16		
2.5 Our focus areas	16		
<b>3. How we measure success</b>	<b>18</b>		
3.1 What success looks like	19		
3.2 How we measure success	20		



# 1. Background



## 1.1 Who we are

**Water is the backbone of the Southern Riverina. It helps our communities grow and thrive. It's an essential resource which underpins everything we do from drinking, cooking and cleaning through to recreation, heating, cooling and the running of business, industry and agriculture — which not only feeds the Riverina, but Australia.**

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

Formed in 1997 as a county council (a single-purpose water supply council), we supply water to customers across four constituent local government areas.

Our Board is made up of a mix of councillors from each of these constituent councils.

Our formation is built on a long and proud history of 80 years of water supply in the Southern Riverina.

We look forward to building on this legacy as we move to position ourselves to succeed into the future.

## 1.2 What we do

**We deliver safe and reliable drinking water to a community of more 73,000 people across more than 15,000 square kilometres in the Southern Riverina of NSW.**

We have more than 33,000 properties connected directly to our water supply network across towns including Holbrook, Lockhart, Urana and Wagga Wagga.

Our customers are diverse. They range from households, to farmers, business, industry and other institutions such as hospitals, aged care facilities, the Royal Australian Air Force Base Wagga and education institutions including Charles Sturt University.

We draw water from the Murrumbidgee River which runs through the heart of Wagga Wagga.

We also source water from 10 bores which makes up about 60 per cent of our source water supply.

Our water supply network includes:

- › 16 water treatment plants, and
- › more than 80 reservoirs

# Council July 2022 – September 2024

## Board Members



**Councillor Tim Koschel**  
(Chairperson)  
City of Wagga Wagga



**Councillor Doug Meyer**  
(Deputy Chairperson)  
Greater Hume Council



**Councillor Pat Bourke**  
Federation Council



**Councillor Tony Quinn**  
Greater Hume Council



**Councillor Gail Driscoll**  
Lockhart Shire Council



**Councillor Georgie Davies**  
City of Wagga Wagga



**Councillor Dan Hayes**  
City of Wagga Wagga



**Councillor Michael Henderson**  
City of Wagga Wagga



**Councillor Jenny McKinnon**  
City of Wagga Wagga

## Management



**Andrew Crakanthorp**  
Chief Executive Officer



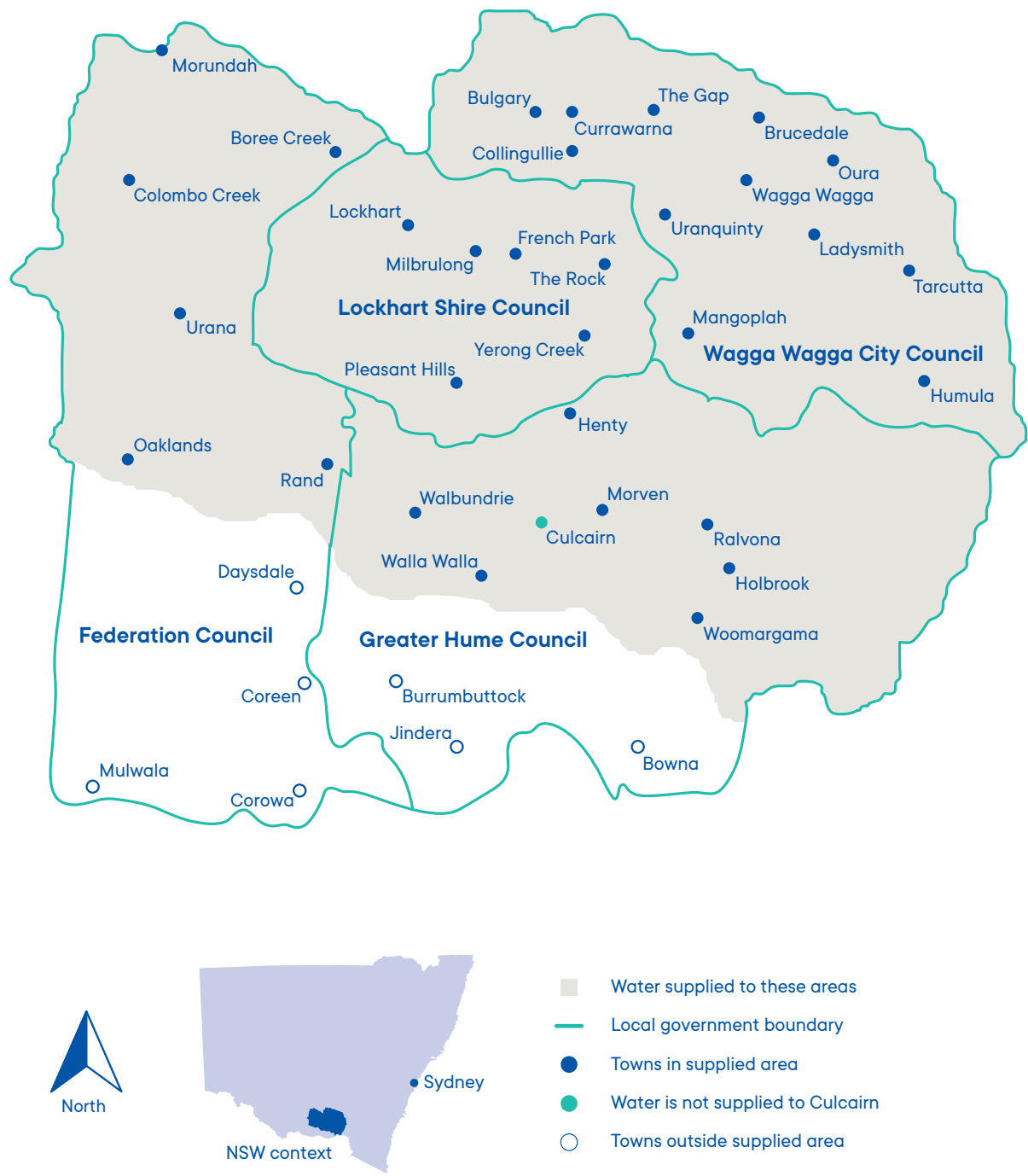
**Bede Spannagle**  
Director Engineering



**Emily Tonacia**  
Director Corporate Services



### 1.3 Area of supply



# 1.4 Our constituent Councils

Our future direction aligns with the social, economic and environmental needs of the communities we serve - Wagga Wagga, Federation, Greater Hume and Lockhart Shire Councils.

Constituent Council	Actions we can help deliver	Community strategic priorities						
		Inclusive & accessible services	Economic growth	Affordability	Infrastructure	Environmental sustainability	Communication & collaboration	Strong leadership
Wagga Wagga City Council	"Provide and maintain appropriate infrastructure and services that support current and future needs."	✓	✓			✓	✓	✓
Federation Council	"Maintain and improve water supply... services and systems to meet the needs of residents and industry."	✓	✓	✓	✓	✓	✓	✓
Greater Hume Council	"Manage water resources and water quality responsibly."	✓	✓		✓	✓	✓	✓
Lockhart Shire Council	"Explore opportunities to utilise renewable energy and water saving practices."	✓	✓		✓	✓	✓	✓

# 1.5 About this document

Riverina Water County Council must comply with the NSW local government Integrated Planning and Reporting Framework.

This Business Activity Strategic Plan (BASP) outlines:

- › our strategic priorities for the next 10 years, and
- › the strategies we will adopt to achieve these priorities

Additional detail on the projects, activities and actions we will deliver to achieve these strategic priorities and strategies, is outlined in our Delivery Program and Operational Plan.

The BASP should also be read alongside our Resourcing Strategy and Community Engagement Strategy. This BASP has been developed having regard to the Community Strategic Plans of our four constituent councils.

As we are responsible for water supply we must also comply with the requirements and timeframes of the NSW Government's Best-Practice Management of Water Supply and Sewerage Guidelines (2007).

Our Integrated Water Cycle Management Strategy (2021) sets out our strategy for delivering water in accordance with these requirements.



## 1.6 How to read this document

	Business Activity Strategic Plan	Delivery Program	Operational Plan	Resourcing Strategy
<b>Coverage</b>	10 years	4 years	1 year	
<b>Describes</b>	<ul style="list-style-type: none"> <li>› Our vision and mission for the council</li> <li>› The business and strategic priorities we will strive to achieve</li> <li>› How our strategic objectives for the future align with the Community Strategic Plans of our constituent councils</li> </ul>	<ul style="list-style-type: none"> <li>› The strategies and activities we will undertake to implement the strategic priorities in the Business Activity Strategic Plan</li> <li>› Who is responsible for delivery</li> <li>› Four-year budget projections</li> </ul>	<ul style="list-style-type: none"> <li>› The individual projects, actions and activities we will undertake each year to achieve the commitments in our Delivery Program</li> <li>› Who is responsible for delivery</li> <li>› Detailed annual budget forecasts</li> </ul>	<ul style="list-style-type: none"> <li>› <b>Long Term Financial Plan</b> 30 year projections</li> <li>› <b>Workforce Management Plan</b> 4 year timeframe</li> <li>› <b>Asset Management Strategy and Plan</b> 20 year timeframe</li> </ul>
<b>Reviewed</b>	Every 4 years	Every 4 years	Annually	Every 4 years Updated annually

## 2. Our strategic direction



# 2.1 Our plan on a page

## Our people

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



## Our business

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



## Our community

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



## Our focus areas

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

## 2.2 Our people

Strategic objective	We have a high-performance culture, achieved through accountability, diversity, respect and investment in our people.	
Strategies	Workforce	<ul style="list-style-type: none"> <li>› Attract, retain and develop our people</li> </ul>
	Culture	<ul style="list-style-type: none"> <li>› Foster diversity, inclusion, respect and gender equality at all levels of our organisation</li> <li>› Create an engaging, positive, collaborative and innovative workplace culture</li> <li>› Build upon our strong history of safety and wellbeing</li> </ul>
	Systems & Practices	<ul style="list-style-type: none"> <li>› Invest in and evolve our HR systems, processes and frameworks</li> </ul>

## 2.3 Our business

Strategic objective	We strive to be an industry leader by continuously improving our operations and the management of our assets.	
Strategies	Assets & Networks	<ul style="list-style-type: none"> <li>› Optimise our network and infrastructure</li> <li>› Enhance and integrate our asset management system</li> <li>› Seek opportunities to reach new customers in existing supply area</li> </ul>
	Technology & Data	<ul style="list-style-type: none"> <li>› Collect and utilise data in new ways to measure our success</li> <li>› Adopt emerging technology that increases our efficiency</li> <li>› Deliver improved service, greater value, agility and security with our digital assets and tools</li> </ul>
	Operational Excellence	<ul style="list-style-type: none"> <li>› Improve strategic planning and accountability</li> <li>› Take actions that ensure financial sustainability</li> <li>› Improve our operations to future proof our business</li> <li>› Collaborate and share our knowledge with other organisations</li> </ul>

## 2.4 Our community

Strategic objective	We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility.	
Strategies	Community Engagement	<ul style="list-style-type: none"> <li>› Actively support and participate in our community</li> <li>› Provide our community stakeholders with tailored opportunities to engage with us</li> <li>› Respectfully engage with our First Nations community and their heritage</li> </ul>
	Customer Focus	<ul style="list-style-type: none"> <li>› Engage and understand the current needs of our customers</li> <li>› Provide exceptional customer service by tailoring and improving our systems, processes and service offers</li> <li>› Understand and prepare to serve our customers of the future</li> </ul>
	Civic Leadership	<ul style="list-style-type: none"> <li>› Demonstrate our commitment to environmental sustainability</li> <li>› Help the community better manage its water usage through demand management initiatives</li> <li>› Share our knowledge and expertise to make a positive change in our global community</li> </ul>

## 2.5 Our focus areas

Three areas of focus support and inform our strategic priorities and the strategies. These are areas of importance to Riverina Water and are the lenses through which we consider our people, our business and our community.

This means we:

<b>Customer-centricity</b> We put customers at the heart of everything we do	<ul style="list-style-type: none"> <li>› Use data and evidence to engage our customers and understand their current and future needs</li> <li>› Tailor and adapt our services to meet customer expectations</li> <li>› Collaborate with colleagues to deliver exceptional service to our internal customers</li> </ul>
<b>Innovation</b> We are a successful organisation that pursues innovation and continuous improvement at all times	<ul style="list-style-type: none"> <li>› Identify and implement changes to our approaches, processes and ways of working to improve service delivery</li> <li>› Look for ways to use technology to innovate</li> <li>› Capture, recognise and reward innovative and new ideas</li> <li>› Create a culture of innovation and continuous improvement</li> </ul>
<b>Sustainability</b> We are an environmentally responsible and financially secure organisation. We aspire to have a positive impact on our natural world	<ul style="list-style-type: none"> <li>› Deliver our net zero commitment and improve the long-term environmental sustainability of our business</li> <li>› Communicate our sustainability commitments and actions to our customers, our people and the broader community</li> <li>› Explore new opportunities to further reduce our overall environmental impact</li> <li>› Take actions to secure our financial sustainability and ensure our investments achieve the best returns</li> </ul>



		Customer centricity	Innovation	Sustainability
Our people	› Attract, retain and develop our people		●	●
	› Foster diversity, inclusion, respect and gender equality at all levels of our organisation			●
	› Create an engaging, positive, collaborative and innovative workplace culture		●	●
	› Build upon our strong history of safety and wellbeing		●	
	› Invest in and evolve our HR systems, processes and frameworks		●	●
Our business	› Optimise our network and infrastructure	●	●	●
	› Enhance and integrate our asset management system		●	●
	› Seek opportunities to reach new customers in existing supply area	●	●	●
	› Collect and utilise data in new ways to measure our success	●	●	
	› Adopt emerging technology that increases our efficiency		●	●
	› Deliver improved service, greater value, agility and security with our digital assets and tools	●	●	●
	› Improve strategic planning and accountability		●	●
	› Take actions that ensure financial sustainability			●
	› Improve our operations to future proof our business	●	●	●
	› Collaborate and share our knowledge with other organisations		●	
Our community	› Actively support and participate in our community	●		
	› Provide our community stakeholders with tailored opportunities to engage with us	●		
	› Respectfully engage with our First Nations community and their heritage	●		●
	› Engage and understand the current needs of our customers	●		
	› Provide exceptional customer service by tailoring and improving our systems, processes and service offers	●		
	› Understand and prepare to serve our customers of the future	●		
	› Demonstrate our commitment to environmental sustainability			●
	› Help the community better manage its water usage through demand management initiatives	●		
	› Share our knowledge and expertise to make a positive change in our global community	●	●	●

# 3. How we measure success



### 3.1 What success looks like

	Our people	Our business	Our community
	<div></div>	<div></div>	<div></div>
In 10 years	<ul style="list-style-type: none"> <li>› Riverina Water is a recognised and awarded employer of choice</li> <li>› Staff turnover levels sit below industry benchmarks</li> <li>› We have the right combination of skills, knowledge and experience to achieve our goals</li> <li>› Staff indicate Riverina Water is a positive, respectful and safe place to work</li> <li>› Our workforce reflects the diversity of our community</li> <li>› We continue our tradition of strong safety culture</li> <li>› We have a culture of innovation and continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>› We deliver agreed service levels with our assets efficiently</li> <li>› Our asset management is compliant with ISO 55000</li> <li>› We have effective two-way communication with our constituent councils</li> <li>› Our customer base is increased on 2022 levels</li> <li>› Our KPIs are relevant, ambitious and quantifiable</li> <li>› We apply contemporary technology to operate efficiently</li> <li>› We plan ahead and are accountable for our promises</li> <li>› We are financially secure</li> </ul>	<ul style="list-style-type: none"> <li>› Our communities' lives are enriched by Riverina Water</li> <li>› Our communities and customers understand the vital role we play in their everyday lives</li> <li>› We have a meaningful and genuine relationship with the First Nations community</li> <li>› We receive excellent feedback and awards for our customer service</li> <li>› We are acknowledged as an industry leader</li> <li>› We operate with net-zero emissions</li> <li>› Average household water consumption trends downwards</li> </ul>

## 3.2 How we measure success

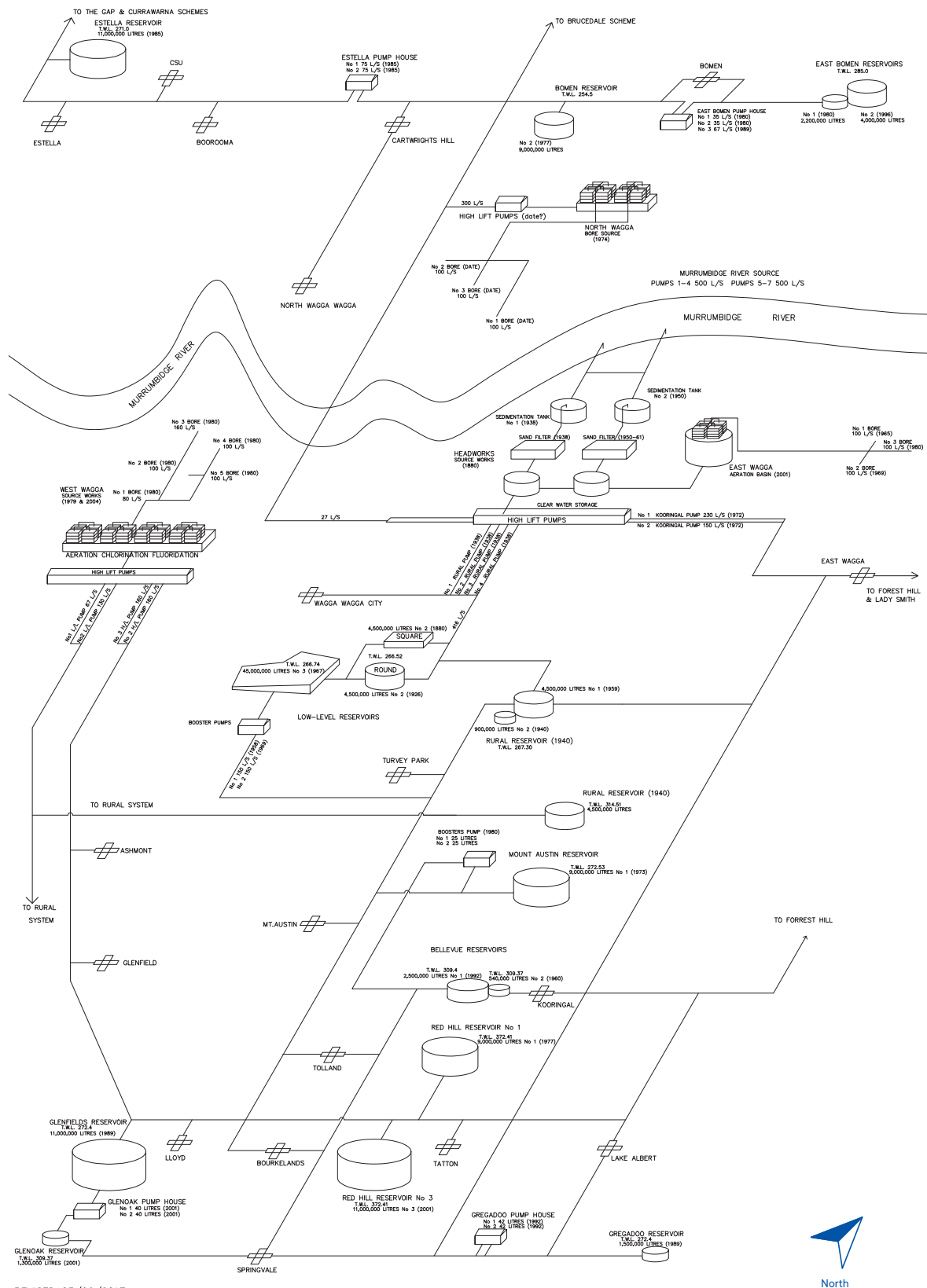
- › Riverina Water is committed to delivering on our promises; to our customers, our community and our people
- › To ensure we deliver our strategic priorities, their supporting strategies and actions, we set, monitor and report against clear performance measures
- › Responsibility for delivering our strategies and actions is allocated to senior leaders across the Council
- › Ongoing monitoring and review of performance against this Business Activity Strategic Plan will also satisfy the requirements of the NSW Government's Integrated Planning and Reporting Framework for local government
- › Details of the performance measures and accountability for our strategies and actions are outlined in detail in our Delivery Program and Operational Plan documents

# Appendices





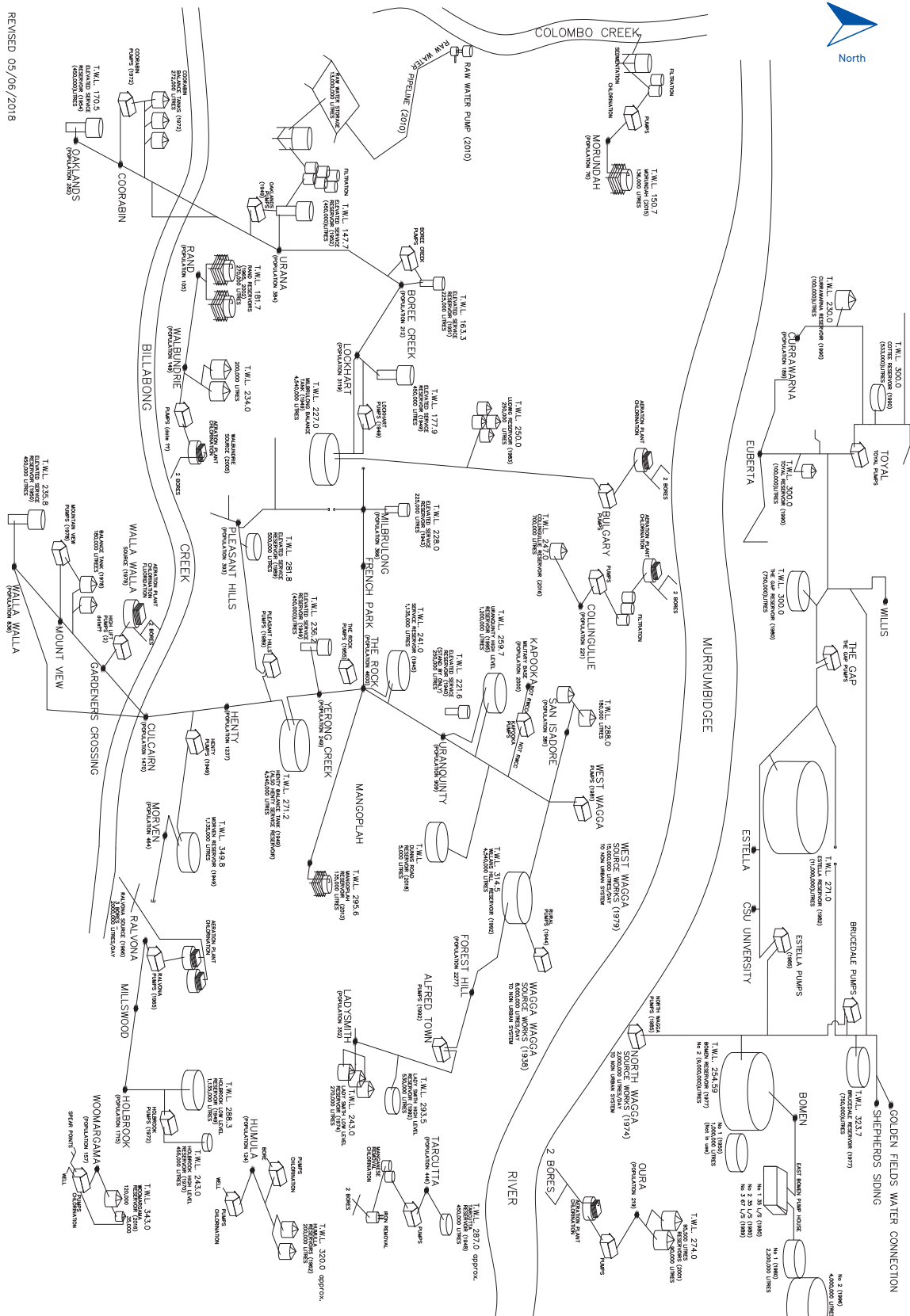
# Appendix A - Areas services map Wagga Wagga distribution scheme



REVISED 05/06/2017



### Non-urban distribution scheme



## Appendix B – Demand management plan

### Executive Summary

This Demand Management Plan reviews Riverina Water County Council's (RWCC) existing and potential demand management measures and recommends further actions to achieve best-practice demand management and to satisfy the drivers of demand management for Riverina Water.

#### Methodology and Background Data

Due to the large size and number of the RWCC water supply schemes, different demand analyses approaches were used (see section 4). The Wagga Wagga, Southern Trunk Main and Western Trunk Main Systems analyses included a climate corrected historical baseline water production and baseline demand forecast analyses with 1% customer growth (see section 5 and 6). The demand analyses of the independent villages (which have populations of less than 1500) were undertaken using historical demand records and local growth rate assumptions (see section 7). These analyses are derived from the RWCC's IWCM Detailed Strategy (November 2011).

#### Demand Management Drivers

Some of the demand management drivers within RWCC serviced areas are:

- ❑ Peak Day Demand (PDD) infrastructure, including cost of infrastructure, high discretionary water use (PDD to average daily demand ratio in RWCC is very high)
- ❑ Only 20% of existing infrastructure is designed to supply 1 or 2 consecutive days of PDD
- ❑ Stringent groundwater sharing allocations
- ❑ Lack of water availability during drought
- ❑ Need to reduce capital works costs (i.e. new Wagga Wagga Water Treatment Plant)
- ❑ Increasing regulatory requirements

#### Demand Management Planning

The demand management end use model prepared for the IWCM Detailed Strategy study was used to analyse the benefits of implementing demand management programs in RWCC serviced areas. Outcomes of the Integrated Resource Planning (IRP) for the Urban Water Project prepared by the Institute for Sustainable Futures, were also used in the preparation of this study. RWCC has implemented some programs that have been completed and is currently implementing some other programs. Some of the demand management measures that are currently in place such as public and schools education programs and water pricing change were also analysed to identify



## Appendix C - Drought management plan

### Executive Summary

This Drought Management Plan has been developed to address demand-side and supply-side management of drought issues in the Riverina County Council (RWCC) water supply area. These actions are key components of RWCC's Drought Management System. The underlying approach is to address drought in accordance with the NSW Office of Water's Best-Practice Management Guidelines and the Water Directorate Guidelines.

This plan is presented to satisfy NSW Office of Water Best-Practice Management Guidelines' requirement and aims to regulate water supply in the events of reduced supply in RWCC water supply area. It includes actions and responses to drought situations that may affect RWCC's water supply.

This Drought Management Plan provides a series of scenarios and actions required by RWCC to respond to drought situations. These responses are in the form of water restrictions and options for additional actions addressing both demand and supply.

A drought end use model has been applied to develop demand triggers for the Wagga Wagga & Southern Trunk Main Systems and the Western Trunk Main System. Demand triggers were also developed for each of the independent village systems and the Holbrook System.

This plan includes a new set of water restrictions triggers for each water restriction trigger zone. These triggers are developed on the basis of considering the supplies from each trigger zones.

Council also needs to ensure there are appropriate documented drought communication systems in place. These are needed to implement and to monitor the effectiveness of the drought management actions implementation. This will ensure the community is informed in a timely manner and comply with restriction requirements.

Drought Management is subject to weather variability and consumer reactions to restrictions. This Plan provides a guide to management of drought and will need to be varied if circumstances require.

## Appendix D – Integrated water cycle management (IWCM) strategy

### Executive Summary

The Integrated Water Cycle Management (IWCM) Strategy is a local water utility's (LWU's) 30-year strategy for the provision of appropriate, affordable, cost-effective and sustainable urban water services that meet community needs and protect public health and the environment. The key outcomes of a LWU's IWCM Strategy are a 30-year Total Asset Management Plan (TAMP), a 30-year financial plan and a drought and emergency response contingency plan (DERCP). The development of Riverina Water's IWCM Strategy has followed the DPIE Water IWCM Strategy Check List. The following tasks have been completed to date.

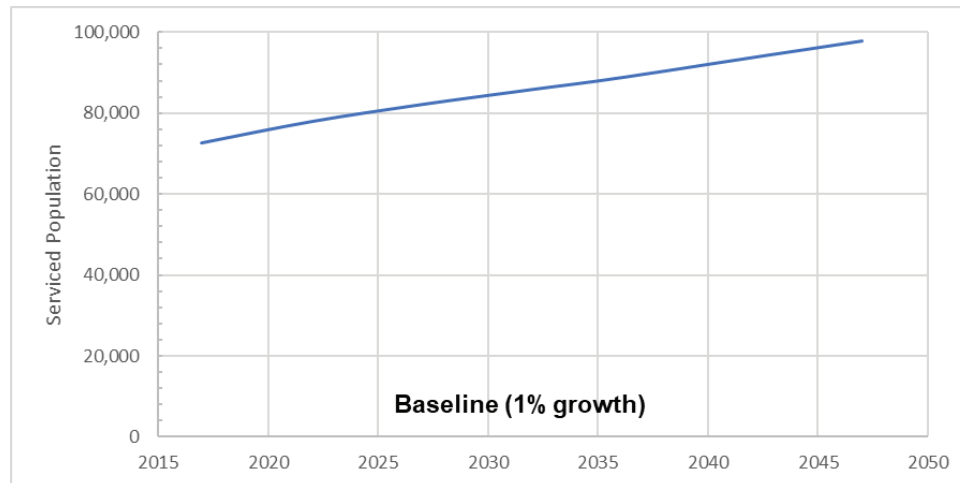
- IWCM Issues Paper
- Integrated Water Supply Systems Modelling
- Stakeholder and community consultation

### Growth Strategy

#### Residential

Wagga Wagga City has played host to two distinct housing market roles; drawing young adults, attracted to education, transport, employment opportunities and providing homes to both young and mature family households. The importance of Wagga Wagga as a destination for both families and young adults is expected to continue over the forecast period. New residential development opportunities in Estella (University), Springvale (Lloyd), North Wagga Wagga (Bomen), and Forest Hill will cater for an increase in families to the area while continued 'infill' development in Wagga Wagga (Central) will provide household growth for young adults.

Growth in the areas outside Wagga Wagga is expected to be minimal, based on projections from Riverina Water's constituent councils. This expectation is reflected in the Department of Planning projections that show relatively little or no growth in the other LGAs. The forecast 30-year service population is shown in Figure S.1.



**Figure S.1: Forecast service population for Riverina Water**

#### Non-residential

The bulk supply to the RAAF Airbase and Kapooka Army Recruit Training Centre is expected to increase over the next ten years as a result of a 10% and 33% increase in recruits respectively, over this period.

The NSW Government has announced the creation of a Special Activation Precinct (SAP) in the north-east area of Wagga Wagga (called Bomen) to create a world-class business precinct, capitalise on the inland rail, and promote advanced manufacturing, agribusiness, and freight and logistics. The Wagga Wagga precinct will cover an area of approximately 4,500 hectares, including 300 hectares already developed as part of the Bomen Business Park. Building on already-planned private and government investments, the precinct will create up to 6,000 new jobs across a range of industries.

Other major non-residential customers such as Charles Sturt University, Teys Abattoirs and Heinz Watties already have active programs to minimise water consumption with respect to their future operations.

### Business Objectives and performance

Riverina Water's Delivery Program sets out the following goals with respect to services to be provided:

- To provide water supply to customers in accordance with acceptable levels of service at lowest sustainable cost.
- To build on a reputation as a leading water utility service provider.
- To offer a comprehensive service in the abstraction, treatment, storage, movement and delivery of water and associated services.
- To achieve a substantial reduction in outdoor water use through demand management measures with a focus on outdoor use and the irrigation of turf.
- To include demand reduction as an alternative to augmentation where systems are stressed.

The service objectives have been developed in line with the above goals.

An IRIS Research survey, commissioned by Riverina Water in 2018, produced some very strong results for Council. The vast majority of residents who have had dealings with Riverina Water have expressed a high level of satisfaction with their experience. Residents across the board have expressed their satisfaction with the quality of the water service that Riverina Water delivers.

A review of the business performance was also undertaken, to identify risks and issues to be addressed in the IWCM Strategy.

### The IWCM Strategy

A list of management actions and non-build solutions to address the identified risks are listed in Table S.1.

**Table S.1: List of management actions and non-build solutions**

Issue/Risk	Action
Potential for LTAAEL to be exceeded	Riverina Water to manage its annual groundwater extraction up to its LTAAEL. If LTAAEL is to be exceeded, consult with Goldenfields.  Prepare a Memorandum of Understanding (MoU) with Goldenfields Water.
Proposed replacement Water Sharing Plan (WSP)	Maintain watching brief on changes to legislation and consider acquiring further water entitlements and seek to maintain a buffer for variable climatic conditions.
Fluoridation plants do not comply with COP	Continue to work with NSW Health to minimize risk of replacing fluoridation plants that may be inconsistent with future changes to the Code of Practice (COP).  Replace existing fluoridation plants to meet NSW Health and NSW DPIE's requirements.

Issue/Risk	Action
Surface water entitlement expected to be exceeded	Initiate the process to acquire additional town water supply surface water entitlements and obtain additional high security licenses to supply new industries.  Implement demand management strategies to reduce demand.
Wagga Wagga SAP will greatly increase water demand; which Riverina Water will not be able to supply within its current license entitlements	Require developers provide their own water entitlement, which Riverina Water will use to source water on their behalf, then treat and supply it.
The sustainable yield and drought resilience of the groundwater source outside of Wagga Wagga are not known	Undertake secure yield assessments of the groundwater sources outside of Wagga Wagga.
Yanco Creek weir update	Maintain a 'watching brief' on the Yanco weir upgrade project to determine whether it impacts drought reliability and raw water quality at Yanco Creek (Morundah water supply system)
Drought resilience of the Wagga Wagga aquifer, and other town groundwater sources	Investigate the impact of the extraction over the last decade on the sustainable yield and drought resilience of the Wagga Wagga alluvial groundwater source.  Undertake secure yield assessments of other town groundwater sources, including Woomargama bores, Walla Walla bores, Humula bores, Tarcutta Bores and Bulgary Bores
MIB and Geosmin causing taste issues	Investigate catchment source of MIB if it reoccurs at Wagga Murrumbidgee River intakes, and suitable management/treatment options.
PFAS in Lachlan aquifer	Continue annual PFAS testing and investigate removal options.  Undertake a 30-year assessment of production/demand water balance with less/no input from East Wagga Bores and investigate options to supplement/replace the source.  Advocate greater involvement and correction activities from state agencies and Department of Defence to treat, remove, and manage PFAS before impact East Wagga bore field
Risk of contamination at Humula wells	Develop a Standard Operating Procedure (SOP) to utilize the alternate water source in Humula when the wells are affected by flood water inundation (ie. use of Humula Bore).  Investigate replacing the Humula wells with closed bores, or to protect the wells with a levee system.
Water clarity at Oura due to iron and manganese in the bore.	Investigate another bore source, water treatment options, supply from adjacent systems, or a reduced level of service.
Morundah filtered water clarity impacted	Maintained chlorination dosages for effective disinfection above what's required

Issue/Risk	Action
	Digitisation and upgrade control systems remote monitoring at the Morundah WTP Morundah WTP upgrade to include filter replacements
No Service Levels Agreements (SLAs) with Major Users	Establish service level agreements (SLAs) with the major users and GWCC, based on the outcome of historical demand analysis.
No alternative supply to Southern Trunk in case there was a supply interruption at West Wagga water treatment plant, pump station or West Wagga bore field	Investigate an alternate water supply options into Southern Trunk other than from West Wagga treatment plant, considering surface water option e.g. from the Wagga Wagga system supplied by Murrumbidgee River.
Supply reliability in San Isidore	Investigate a potential new water supply system adjacent to Mt Moorong with a supply reservoir located at a higher elevation, as part of water supply options for future residential development in the area.
Condition rating is not based on recent inspection.	Asset management system is being reviewed in conjunction with council's digital strategy, namely the Enterprise Resource Planning (ERP) system.  Develop condition ratings for all asset classes and update as assets are replaced in a central asset management system
Customer Relationship Management (CRM) system does not capture data effectively and is not linked	Update the CRM system in line with Riverina Water's digitization strategy, namely the ERP system.

A list of infrastructure works that form part of the strategy is provided in Table S.2.

**Table S.2: List of infrastructure works to address identified risks**

Issue/Risk	Action	Timeframe
Yield constraint of Bulgary bores	Investigate supply, treatment and transfer options into Western Trunk Main to supply 30-year projected demands. Consideration include: Augment the supply from the Urana Filtration Plant to supply both Urana and Oaklands to reduce the requirement from Bulgary Bores, consider transfer of water from Southern Trunk system into Western Trunk system. To be investigated with 30-year hydraulic model that includes interconnected supply systems	2020-2025
Dirty water originating from raw water rising mains from East and North Wagga borefields	Install access points into North Wagga and East Wagga bore rising mains for water jetting.	2020-2025
WQ Risk to Woomargama bores	Upgrade the Woomargama Treatment Plant, together with online turbidity/ chlorine meters and develop SOPs. Investigate replacement of abandoned spear points with second bore source to improve reliability/redundancy	2020-2025

Issue/Risk	Action	Timeframe
Oura bore water quality, and reservoir capacity and condition	Replace Oura reservoirs: <ul style="list-style-type: none"> <li>New 1.2ML of storage or</li> <li>Two 600 kL reservoirs</li> </ul>	2020-2030 2020-2030 and 2040-2050
WQ Risk due to Yanco weir upgrade	<ul style="list-style-type: none"> <li>Replace Morundah WTP with robust treatment processes taking into account possible degradation of raw water quality, or</li> <li>Construct pipeline from Urana Raw Water pump station to be investigated</li> <li>Maintain watching brief of DPIE Water / WaterNSW project scope and business case justifying Yanco Weir upgrade</li> </ul>	2020-2025
WQ Risk due to Morundah plant performance	Upgrade/replace Morundah WTP. Consideration of issues listed above.	2020-2025
Supply from Southern Trunk to Western Trunk causing low pressure	Stop supply to the Western Trunk from the Southern Trunk. To be investigated with 30-year hydraulic model that includes interconnected supply systems.	by 2030
Pressure issues in Western Trunk. Capacity of Bulgary Bores and West Wagga WTP pumps insufficient	Investigate Urana WTP and the Clear Water Storage Pump to supply both Urana and Oaklands, whilst Bulgary bores supply the rest of the Western Trunk. Stop supplying Western Trunk from Southern Trunk. To be investigated with 30-year hydraulic model that includes interconnected supply systems	by 2030
WQ Risk due to uncovered aeration tanks	Ongoing CapEx programme to cover all aeration basins	2020-2025
WQ Risk due to iron bacteria in Tarcutta bore	Replace Tarcutta bore 5.	2022/2023
Supply reliability risks	These issues were investigated with 30-year hydraulic model that includes interconnected supply systems with the following outcomes:	
	<b>Bellevue-Glenoak</b> <ul style="list-style-type: none"> <li>New 6.2 ML Glenoak Reservoir</li> <li>Upgrade Bellvue PS to 10.2 ML/day</li> <li>Upgrade Glenoak PS to 10.5 ML/day</li> </ul>	2037/2038 2035/2036 2029/2030
	<b>North Wagga system</b> <ul style="list-style-type: none"> <li>Augment capacity of the Wagga Wagga WTP from 75ML/day to 105ML/day, with around 30 ML/day transferred to the North Wagga System.</li> </ul>	
	<b>Estella</b> <ul style="list-style-type: none"> <li>New 11 ML Estella Reservoir</li> <li>Upgrade Estella PS to 20.7 ML/day</li> </ul>	2028/2029 by 2030

Issue/Risk	Action	Timeframe
	<b>Brucedale</b> <ul style="list-style-type: none"> <li>New 1.5 ML Brucedale Reservoir</li> <li>Upgrade Brucedale PS to 1.5 ML/day</li> </ul>	2025/2026 by 2040
	<b>East Bomen</b> <ul style="list-style-type: none"> <li>New 6.0 ML East Bomen Reservoir</li> <li>Upgrade East Bomen PS to 12.0 ML/day</li> </ul>	2032/2033 by 2040
	<b>Western trunk</b> <ul style="list-style-type: none"> <li>Upgrade Urana WTP to 3.2 ML/day and upgrade Clear Water Storage pumps to 2.7 ML/day.</li> </ul>	2021/2022
	<b>Oaklands and Urana</b> <ul style="list-style-type: none"> <li>New 0.5 ML Oaklands Reservoir.</li> <li>New 1.0 ML Urana Reservoir</li> <li>Upgrade Oaklands PS to 0.7 ML/day</li> <li>New Urana Reservoir PS 1.7 ML/day</li> </ul>	after 2050 by 2030 2028/2029 by 2030
	<b>Lockhart</b> <ul style="list-style-type: none"> <li>New 2.5 ML Lockhart Reservoir</li> </ul>	by 2030
	<b>The Rock</b> <ul style="list-style-type: none"> <li>Supply from a new 2.0 ML reservoir to be constructed at The Rock, with new 1.6 ML/day PS</li> </ul>	2021/2022
	<b>Collingullie</b> <ul style="list-style-type: none"> <li>New 1.5 ML Collingullie Reservoir</li> </ul>	2035
	<b>Woomargama</b> <ul style="list-style-type: none"> <li>Replace WTP and pump station.</li> <li>Construct a second bore.</li> </ul>	2024/2025 2021/2022

### Total Asset Management Plan

Riverina Water's current Total Asset Management Plan has been updated to include the capital works for growth and improved levels of service (ILOS) identified, to address the risks. The 30-year capital works programs and the Total Asset Management Plan (TAMP) for the IWCM strategy, are presented in Figure S.2 and Figure S.3 respectively.

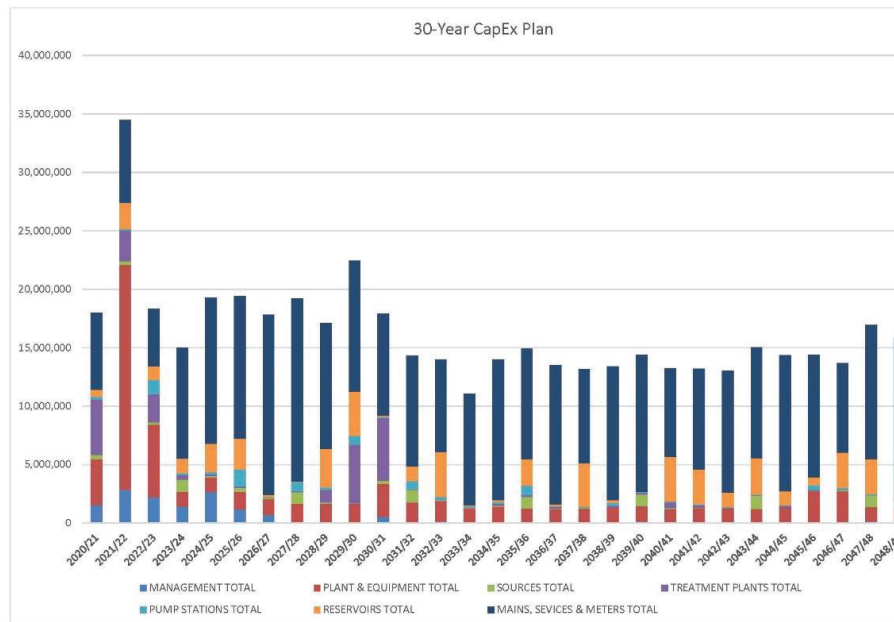


Figure S.2: 30-Year Capital Works Schedule

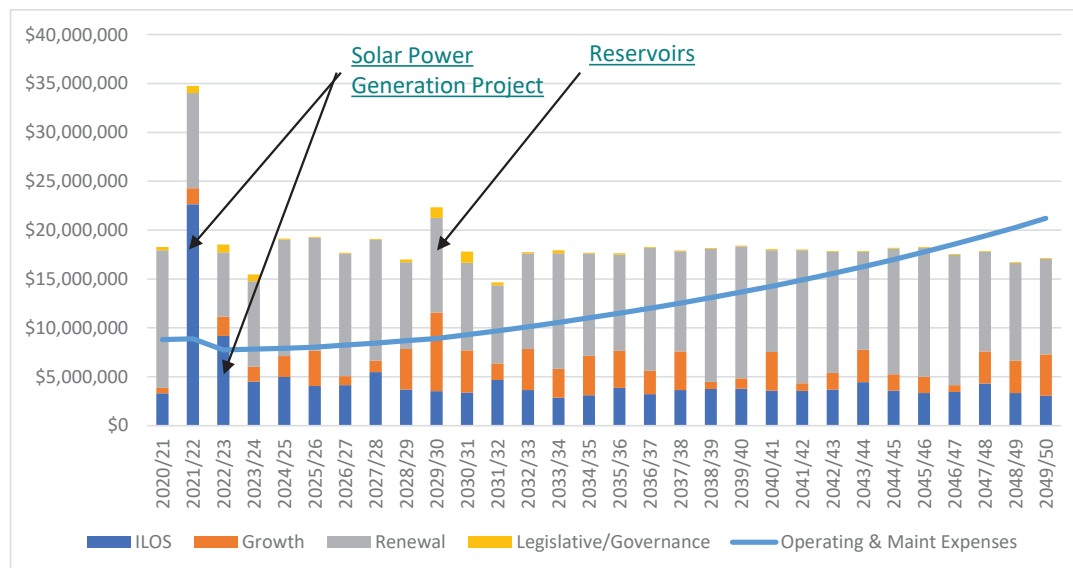


Figure S.3: 30-Year Total Asset Management Plan Expenditure

### Long-term Financial Plan (LTFP)

The overall goal of financial planning is to determine the lowest, sustainable price path for the water supply services on which to base Riverina Water's tariff structure. The plan also presents the



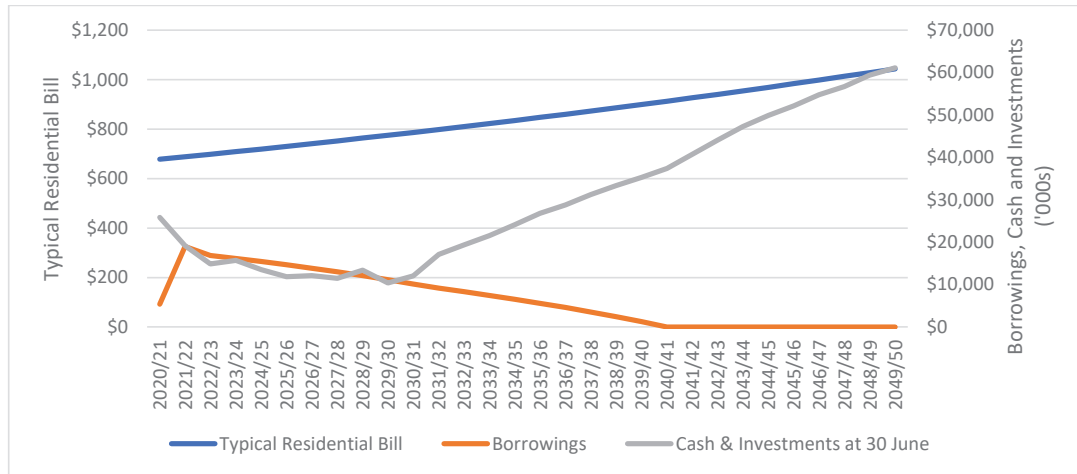


sensitivity of financial forecasts to possible changes in key model variables. The impact of three variables were assessed in the financial modelling. These were:

- A percentage increase in the annual Typical Residential Bill (TRB)
- The reduction in annual energy costs from the Photovoltaic (PV) energy generation project
- The forecast annual growth rate.

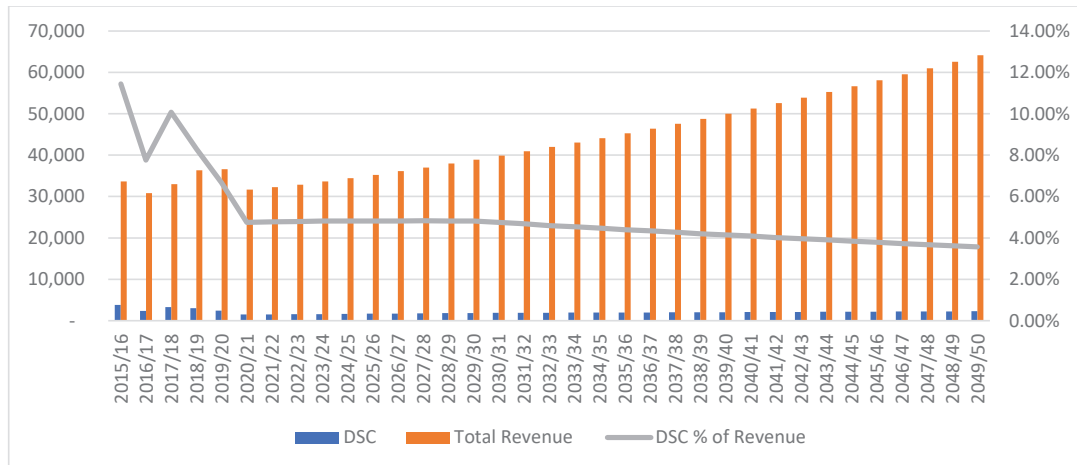
Riverina Water's preferred Scenario includes a 1.5% annual increase in the TRB, \$1.3M annual reduction in energy costs and a 1.0% forecast growth rate.

The typical residential bill, levels of cash and investments, and borrowing outstanding during the forecast period are depicted in Figure S.4.



**Figure S.4: Cash & Borrowing Projections 1.5% TRB increase, \$1.3m electricity reduction, 1% annual growth**

The forecast Developer Charge, and its percentage of the total revenue is shown in Figure S.5.



**Figure S.5: Forecast Developer Charge and its percentage of total revenue**

# Directory

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Monday to Friday

**Bank**  
National Australia Bank Ltd

**External auditors**  
NSW Audit Office

**Internal auditors**  
National Audits Group

**Emergency**  
Wagga Wagga  
**(02) 6922 0608 (all hours)**

The Rock  
**(02) 6922 0608 (all hours)**


Lockhart  
**(02) 6922 0608 (all hours)**


Uranquinty  
**(02) 6922 0608 (all hours)**


Urana/Oaklands  
**(02) 6922 0608 (all hours)**


Culcairn/Holbrook/Walla Walla  
**(02) 6922 0608 (all hours)**


# Customer information – payment facilities


- 


**Telephone**  
Australia Post  
Telephone Billpay
- 

**Billpay**  
Please call **13 18 16** to pay your bill using your credit card, or register to pay using your savings or cheque account from your bank, building society or credit union. Please have your water account ready as you will be required to key in payment details. **Your Billpay code and reference number is located beside the Australia Post symbol on the front of your account.** This service is available 7 days a week, 24 hours per day. **(For the cost of a local call).**
- 

**Credit cards**  
Ring the **13 18 16** number as listed above.
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# R13 Award Negotiation Update

**Organisational Area** Chief Executive Officer

**Author** Andrew Crakanthorp, Chief Executive Officer

**Summary** Council's Enterprise Award expires in June 2022 and this report provides an update on the negotiations for the next three year Award which will commence on 1 July 2022.

## RECOMMENDATION that Council

- a) agrees to enter into an Enterprise Award for a period of three years with wage increases as follows:
  - 4.0% effective 1st July 2022,
  - 3.0% effective 1st July 2023 and
  - 3.0% effective 1st July 2024.
- b) authorise the CEO to prepare and submit a new "Single Issue" Enterprise Agreement to the NSW Industrial Relations Commission regarding the Employee Loyalty/Attendance Bonus and affix the Council Seal to the documents at the appropriate time
- c) amend its 2022/23 Operational Plan to increase expenditure in relation to employee expenses by \$128,000

## Report

This matter was reported to the April meeting of Council with Council resolving as follows:

- a) agrees to enter into an Enterprise Award for a period of three years with wage increases as follows:
  - 3.0% effective 1st July 2022,
  - 3.0% effective 1st July 2023 and
  - 3.0% effective 1st July 2024
- b) authorise the CEO to agree to the other changes as detailed in the report
- c) authorise the CEO to prepare and submit the new Award and affix the Council seal to the documents at the appropriate time

Following the Council meeting a fourth and final meeting was held on May 24 to discuss new information which had come to hand regarding a Clause in the 2019 Enterprise Award titled "Employee Loyalty/Attendance Bonus". Staff from Local Government NSW raised concerns regarding the Clause. In response to those concerns, the CEO requested legal advice on the Clause.

The Clause allows staff with accumulated sick leave (more than 16 weeks) to be paid 75% of their annual sick leave entitlement in a one-off payment in July each year. The cost to

Council in 2022 is estimated to be \$228,000. The Clause was negotiated into the Riverina Water County Council Award in 2007.

Appearing below is a summary of the legal advice:

*You have asked us to advise on the lawfulness of clause 59 of the Riverina Water Council Enterprise Award 2019, and therefore the practice of Riverina Water County Council) allowing employees to 'cash-out' some of their accrued sick leave, in light of clause 27 of the Industrial Relations Act 1996 (NSW)*

*In summary:*

- *section 27 of the Industrial Relations Act (IR Act) contains a prohibition on awards allowing or requiring the 'cashing-in' of sick leave.*
- *properly construed, clause 59 of the Award appears to allow employees request to 'cash-in' sick leave; and*
- *the effect of section 27 of the IR Act would be to render inoperative clause 59 of the Award.*

*We recommend that Riverina Water consider applying to the NSW Industrial Relations Commission for clause 59 to be deleted from the Award. This could be on the basis that Riverina Water commits to entering into negotiations for an enterprise agreement governing the 'cashing-in' of sick leave on a limited basis which would phase out the practice.*

All parties have agreed to create a "single issue Enterprise Agreement" that contains the former clause and which importantly, will only apply to staff employed as at 30 June 2022. This means that over time, the number of staff eligible to receive the annual bonus will reduce and eventually disappear. Therefore, the cost to Council will start to diminish from July 2023.

Board members will recall that the report to the April meeting advised that the unions were proposing allowances and pay rate increases as follows:

Up to 4% to apply from 1 July 2022

Up to 4% to apply from 1 July 2023

Up to 4% to apply from 1 July 2024

In early June, the NSW Government announced an increase of 0.5% on the annual wage cap to take the increase to 3% for 2022/23

The overall negotiation between the four parties was undertaken in the spirit of collaboration and mutual respect for the competing interests of the parties. The revised offer I have tabled recognises and rewards staff for their dedication to our customers. It also addresses the cost-of-living pressures facing our staff and importantly, allows the phasing out of the cost of the Loyalty Bonus – which assists Council remain financially sustainable in the future.

### Financial Implications

The recommended salary increases have been factored into the Council forward budgets and the 2022/23 Operational Plan and beyond. The cost of the 4% increase in 2022/23 is \$418,038 which is able to be funded from current revenue sources and not impact negatively on the Council's Long Term Financial Plan and ongoing financial sustainability.

### Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

# R14 Riverina Joint Organisation

## Organisational Area Chief Executive Officer

**Author** Andrew Crakanthorp, Chief Executive Officer

**Summary** Riverina Joint Organisation and REROC have commenced discussing the proposed formation of one organisation to undertake the functions currently delivered/provided by both organisations. This report provides an update on the outcome of the first workshop and emerging options.

**RECOMMENDATION** that Council receive and note the report

## Report

Council at its meeting in August 2020 resolved to discontinue its membership of REROC and the end of the 2020/21 financial year and confirmed its commitment to remaining an associate member of Riverina Joint Organisation (RiverinaJO). Council has since that time, been an active member of RiverinaJO with the Chairperson and CEO attending meetings.

In July 2020 the Board of both organisations resolved that the preferred way forward was the creation of a new regional organisation structured as a company limited by guarantee.

The above preferred option recommended by REROC and RiverinaJO was referred to all respective Member Councils for their consideration. However, things changed significantly when, subsequent to the REROC and RivJO Boards passing the abovementioned resolutions, the NSW Government released its COVID-19 Local Government Stimulus Package. Information released by the Office of Local Government (OLG) in relation to the Stimulus Package states that *"councils that are members of a JO will need to work with member councils to continue to fund their JO for a period of two years as a condition of funding."*

Given all the above, REROC decided to seek endorsement from its member councils to maintain REROC's current structure for a further period of 2 years, including the provision of ongoing funding for the Organisation. Riverina Water had committed to membership of REROC for the 2020/21 financial year at a cost of \$11,900.

Given the passing of time and the impacts of COVID19, there is a need to determine the best way forward for both organisations. In addition (and important to the discussions) is the decision by the current CEO of REROC and RiverinaJO (Julie Briggs) to not seek reappointment to both roles when her current contract expires on 30 June 2023

The following options were discussed at a workshop held for members of RiverinaJO and a workshop for members of REROC.

**Option 1a: REROc as an Incorporated Association** – the JO's three core functions return to REROc.

- Staff– employed by REROc under Fair Work Legislation
- Office – rented with co-location with another organisation

**Option 1b: REROc as an Incorporated Association**

- Staff– contracted secretariat
- Office – rented with co-location with another organisation

**Option 2: REROc as a Company Limited by Guarantee** - discussion at the meeting is that this is unlikely to get the Minister's approval, consequently the Members question whether it is even worth pursuing. Originally the proposal was based on an argument that a structure that had more onerous reporting requirements would be more acceptable to the Minister. This option is shelved.

- Staff– employed by REROc under Fair Work or a contracted secretariat
- Office – rented with co-location with another organisation

**Option 3: Joint Organisation Only** – REROc functions subsumed into the JO.

- Staff– employed under the LG Award
- Office – rented with co-location with another organisation
- Office – rented with its own dedicated standalone accommodation

**Option 4: REROc as an Incorporated Association and JO run separately** – run not as it is now in parallel, but completely separately from each other.

- REROc Staff– contracted secretariat or employed by REROc under Fair Work
- JO Staff – employed under the LG Award
- Office – rented with co-location with another organisation

During discussion of the above options Wagga Wagga City Council offered its support for Option 3 and offered to provide accommodation for staff that it would employ to work for the JO. This proposal met with some concerns and the option of Riverina Water providing the accommodation and employing staff was briefly discussed.



This option is likely to be discussed further at the next workshops for both organisations, likely to be held during the first week of July. This report does go into any detail regarding the pro's and con's of such an arrangement and would require considerable work to flesh out those matters. Initial feedback from Board Members in this regard would assist the Chairperson and CEO provide feedback at the upcoming workshop.

A cautious approach may be appropriate in the short term.

### **Financial Implications**

Pending the outcomes of the discussions and subsequent decisions by both organisations, there could be financial (and operational) implications for Council to consider in future reports.

### **Risk Considerations**

<b>Community Partnerships</b>	
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.

# R15 Contractual Conditions of Senior Staff

## Organisational Area Chief Executive Officer

**Author** Andrew Crakanthorp, Chief Executive Officer

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

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

## Report

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

During the year 2021/2022 Council has continued to employ two existing senior staff, the Chief Executive Officer, Mr Andrew Crakanthorp and the Director Engineering, Mr Bede Spannagle. In July 2021, Ms Emily Tonacia was appointed to the newly created role of Director Corporate Services on a five-year contract.

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

Mr Spannagle's contract has also been assessed annually (by the Chief Executive Officer) in accordance with the provisions of the contract. Mr Spannagle was re-appointed to a five-year contract on 11 February 2019.

Ms Tonacia's contract will be assessed in late July 2022 by the CEO, also in accordance with the provisions of the contract.

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

## Financial Implications

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

**Risk Considerations**

<b>Human Resources/People Management</b>	
Accept	Council will accept risks in developing its Human Resources program/s to ensure attraction of the most suitable applicants for positions and retention and development of staff.

# R16 Lost Time Injury Statistics July 2021 - May 2022

**Organisational Area** Chief Executive Officer

**Author** Joe Mansour, WHS officer

**Summary** This report presents information on Lost Time Injury statistics for the July/May period of the 2021/2022 financial year.

**RECOMMENDATION** that Council receive and note the statistics report for Lost Time Injuries for the period July 2021 to May 2022.

## Report

Date of Injury	Claim Status	Return to Work Date	Lost Time Injury (Days off work)	No of Days Lost (Premium impacting)
21/04/2016	OPEN	1/09/2021	60	*Nil (please see notes below)
27/09/2021	CLOSED	6/10/2021	5	5
<b>Total</b>			<b>65</b>	<b>5</b>

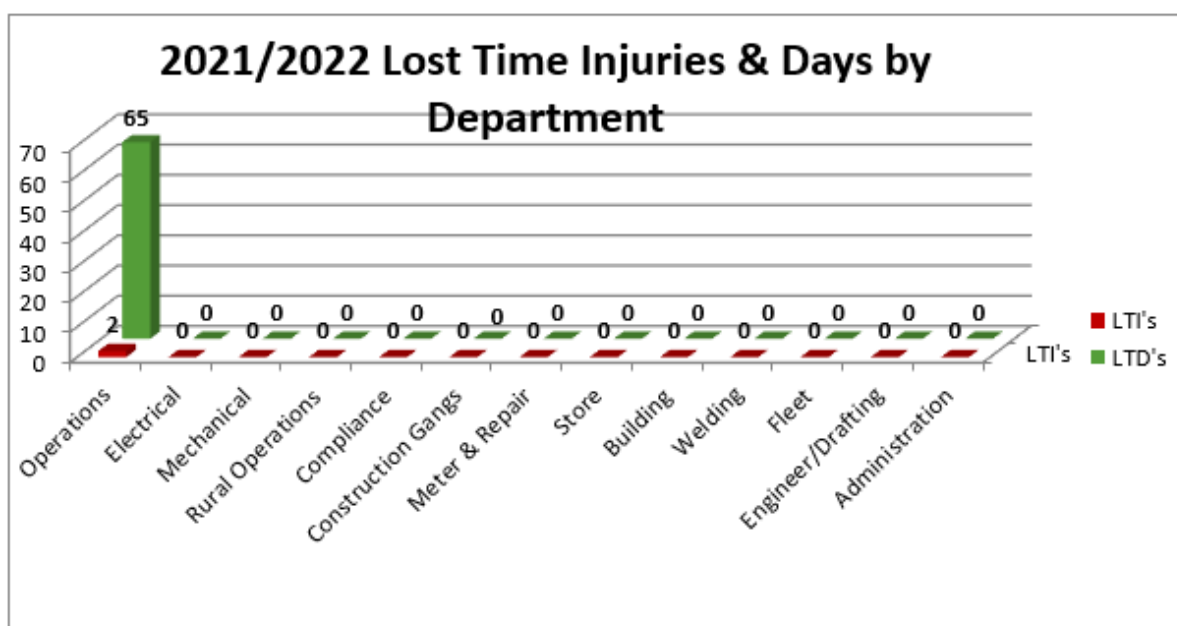
\*This claim is not premium impacting due to the original claim lodgement date of more than three years prior to the 2021/2022 financial year. The employee underwent surgery to replace a knee.

## Other WHS Statistics for the financial year:

Lost Time Days (LTD's) - **65 days**

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

Total No of Workers Compensation Claims lodged this financial year – **Four claims**



### Financial Implications

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

### Risk Considerations

Work Health and Safety	
Avoid	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.

# R17 Development Servicing Plan for Water Supply

## Organisational Area Engineering

**Author** Aran Beckett, Asset Supervisor

**Summary** Riverina Waters Development Servicing Plan for Water Supply (DSP) has been reviewed. The DSP details the proposed Development Servicing Charges required to be imposed on future development to recover the cost of additional water supply infrastructure.

---

**RECOMMENDATION** that Riverina Water adopt the Development Servicing Plan for Water Supply 2022, noting that no public submissions were received during the exhibition period.

## Report

The 2022 draft DSP replaces Riverina Waters 2013 DSP.

The 2022 draft DSP for Water Supply was submitted for consideration and then placed on public exhibition for the period 28/4/22 – 27/5/22. No public submissions were received during the exhibition period.

Following on from the recent development and adoption of Riverina Waters Integrated Water Cycle Management (IWCM) strategy, the DSP has been developed based on the predicted water supply infrastructure required to supply additional demand due to growth within Riverina Water's service area over the 30-year planning period.

Over the 30-year planning period, it is predicted that \$79M of new water supply infrastructure will be required to supply the increased demand due to growth. In addition, \$14M will be required to recover the cost of existing infrastructure previously funded by Riverina Water.

Analysis of growth within Riverina Water's service area highlights that the vast majority of growth is within the Wagga Wagga supply area (more than 96% of new connections over the last 6 years). Due to this, along with analysis from the previous DSP, the DSP proposes a single developer charge which will be applied across the Riverina Water supply area.

There is no proposal for cross-subsidy from Riverina Water customers to fund headworks required to supply new development. The full cost of new infrastructure assets required to supply increased demand through growth will be recovered by the Development Servicing Charge.

The proposed Development Servicing Charge (DSC) for 2022/23 is \$4,348.00 per Equivalent Tenement (ET). It is pleasing to note that the proposed DSC is less than the 2021/22 DSC which is currently \$5,053.00 per ET.

A minor amendment has been made to section 8.5 of the 2022 draft DSP since submission in April. This is to clarify that “In the period between any reviews, developer charges will be adjusted on 1 July each year based on movements in the CPI for Sydney at the end of the December quarter for the calendar year, as required by the Developer Charges Guidelines (excluding the impact of GST)”.

#### › **R17.1 Development Servicing Plan for Water Supply - draft** [↓](#)

##### **Financial Implications**

The full cost of new infrastructure assets required to supply increased demand through growth will be recovered by the Development Servicing Charges. There is no cross-subsidy from Riverina Water customers.

There is no increase to the agreed Levels of Service (LoS) that would result in increased costs to Riverina Water.

There is no change to the timing and payment of developer charges that would impact Riverina Water.

There is no change to the methodology used to determine the developer charges to be paid towards a property or development.

The Development Servicing Charge will be adjusted on 1 July each year based on movement in the CPI for Sydney at the end of the December quarter for the calendar year.

##### **Risk Considerations**

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



# Riverina Water County Council

## Development Servicing Plan

March 2022





This document remains the property of Riverina Water County Council.

# Riverina Water County Council

## Development Servicing Plan For Water Supply 2022

Adopted: ?? 2022

Effective: 01 July 2022

Prepared by  
  
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Version	Author(s)	Reviewer	Approved for issue	
			Name	Date
Draft 1	A Beckett	B Spannagle		

## Executive Summary

This Development Servicing Plan (DSP) covers water supply developer charges for the areas serviced by Riverina Water County Council (RWCC) as shown in Table 1.

**Table 1: Water Supply Service Areas**

Areas	Towns and Villages Included
Wagga Wagga	Wagga Wagga urban area, the villages of Brucedale, Currawarna and Ladysmith and the rural areas South of Wagga Wagga including Uranquinty, The Rock, French Park, Milbrulong, Mangoplah, Yerong Creek, Pleasant Hills, Henty, Walla Walla, Morven and all the rural customers between these towns and villages (i.e. Southern Trunk Main).
Western Trunk Main	Lockhart, Boree Creek, Urana and Oaklands as well as rural customers between these towns and villages
Collingullie	Collingullie
Holbrook	Holbrook
Humula	Humula
Morundah	Morundah
Oura	Oura
Tarcutta	Tarcutta
Walbundrie/Rand	Walbundrie and Rand
Woomargama	Woomargama
And all other areas (e.g. rural areas along the Western and Southern trunk mains) within the proclamation covered by Riverina Water	

This DSP has been prepared in accordance with the Developer Charges Guidelines for Water Supply, Sewerage and Stormwater (2016) issued by the Minister for Lands and Water pursuant to section 306 (3) of the Water Management Act 2000. This document is to be registered with the NSW Office of Water.

The existing assets serving the DSP areas and the timing and expenditures for new water supply works that will serve the areas covered by this DSP are shown in section 5.

Water supply levels of service to be provided by Council are provided in section 6.

The developer charges methodology including capital charges, reduction amount and developer charges calculations results are described in section 8.

The developer shall be responsible for the full cost of the design and construction of water supply reticulation works equivalent to 100 mm in residential areas and 150 mm in commercial/industrial areas (see section 8.6).

The determination of developer charges to be paid and the definition of the Equivalent Tenement (ET) of developments which vary from a detached house (i.e. 1 ET) are described in section 8.8.

The previous DSP (2013) was separated into 5 separate DSP's for different areas, to identify any differences in development growth, and the corresponding cost of water supply headworks. The weighted average of the developer charge found that by far the greatest factor, and therefore the most influence on the rate, was growth within the Wagga Wagga area.

#### **New Connections Growth**

<b>Year</b>	<b>15/16</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>
<b>All Rural</b>	11	14	11	9	13	17
<b>Wagga city</b>	296	197	338	410	328	442
<b>Total</b>	307	211	349	419	341	459
<b>Wagga %</b>	96.4%	93.4%	96.8%	97.9%	96.2%	96.3%

In addition, applying commercial ET growth to the above graph, would simply emphasise an even greater weighting toward Wagga Wagga area growth. Due to the vast majority of recent and projected growth being within the Wagga Wagga area, and the majority of projected capital works to service growth being within the Wagga Wagga area, all calculations included in the proposed developer charge have been based on the entire Riverina Water supply system as a whole. A single developer charge will be applied across the Riverina Water service area. The council's proposed developer charge for 22/23 is \$4,348.00.

The charges will be indexed on 1 July each year on the basis of movements in the CPI for Sydney. The developer charges calculated in this DSP shall be reviewed every five years.

# Contents

Executive Summary .....	3
Contents .....	5
1 Introduction .....	6
2 Glossary .....	7
3 Administration .....	8
4 Demographic and Land Use Planning Information .....	9
4.1 Population and Equivalent Tenements Projections .....	9
4.2 Land Use Information.....	10
5 Water Supply Infrastructure .....	11
5.1 RWCC Serviced Areas Overview.....	11
5.2 Existing Assets .....	12
5.3 Future Assets .....	14
6 Levels of Service .....	15
7 Design Parameters .....	18
8 Developer Charges Methodology .....	19
8.1 Capital Charge .....	19
8.2 Reduction Amount.....	20
8.3 Calculated and Proposed Developer Charge .....	20
8.4 Cross-Subsidy.....	21
8.5 Reviewing/ Updating of Calculated Developer Charges.....	21
8.6 Exclusions.....	21
8.7 Time and Payment of Developer Charges.....	21
8.8 Determining Developer Charges to be paid .....	22
8.9 Exemption of Developer Charges.....	22
9 Reference Documents .....	23
Appendix A .....	24
RWCC DSP Background Document for Water Supply .....	24
Appendix B .....	37
Reduction Amount for Water supply .....	37
Appendix C .....	38
Outline of Legislation .....	38
Appendix D .....	40

# 1 Introduction

Developer Charges have two related functions:

They provide a source of funding for infrastructure required for new urban development

They provide signals regarding the cost of urban development thus encouraging less costly forms and areas of development

Section 64 of the *Local Government Act 1993* enables a local government council to levy developer charges for water supply, sewerage and stormwater. This derives from a cross-reference in that Act to section 306 of the *Water Management Act 2000* (an outline of the relevant legislation is provided in Appendix C).

A Development Servicing Plan (DSP) is a document which details the water supply developer charges to be levied on development areas utilising a water utility's water supply infrastructure.

This DSP covers water supply developer charges for all the areas served by Riverina Water County Council (RWCC), as the local water utility. See Figure 1 in section 5.1.

This DSP enables Riverina Water County Council to levy contributions where the anticipated development will, or is likely to, increase the demand for water supply services.

This DSP has been prepared in accordance with the Developer Charges Guidelines for Water Supply, Sewerage and Stormwater (2016) issued by the Minister for Lands and Water pursuant to section 306 (3) of the *Water Management Act 2000*. This document is to be registered with the NSW Office of Water.

This DSP supersedes any other requirements related to water supply developer charges for the area covered by the DSPs areas. This DSP take precedence over any of Council's codes or policies where there are any inconsistencies relating to water supply developer charges.

Developer charges calculated in this DSP will be reviewed after a period of five years.

## 2 Glossary

Below is a list of some terms used in Development Servicing Plans.

<b>Capital Charge</b>	Capital cost of assets per ET x Return on Investment (ROI) factor
<b>Capital Cost</b>	The present Value (MEERA basis) of assets used to service the development
<b>CPI</b>	Consumer Price Index
<b>Developer Charge</b>	A charge levied on developers to recover part of the capital cost incurred in providing infrastructure to new development
<b>DSP</b>	Development Servicing Plan
<b>EP</b>	Equivalent Person
<b>ET</b>	Equivalent Tenement
<b>LEP</b>	Local Environment Plan
<b>MEERA</b>	Modern Equivalent Engineering Replacement Asset
<b>NPV</b>	Net Present Value
<b>OMA</b>	Operation, maintenance and administration (costs)
<b>Post 1996 Asset</b>	An Asset that was commissioned by a water utility on or after 1st January 1996 or that is yet to be commissioned
<b>PV</b>	Present Value
<b>Pre-1996 Asset</b>	An Asset that was commissioned by a water utility before 1st January 1996
<b>PS</b>	Pumping Stations
<b>Reduction Amount</b>	The amount by which the capital charge is reduced to arrive at the developer charge. This amount reflects the present value of the capital contribution that will be paid by the occupier of a development as part of future annual charges
<b>ROI</b>	Return on investment. Represents the income that is, or could be, generated by investing money
<b>RWCC</b>	Riverina Water County Council. Also referred to as Council or Riverina Water.
<b>Service Area</b>	An area serviced by a separate water supply system, a separate small town or village, or a new development of over 500 lots (Note: this is standard terminology from the Developer Charges for Water Supply Guidelines, 2016).



### 3 Administration

Riverina Water County Council Development Servicing Plan Areas	
DSP Areas	The areas covered by this DSP are shown in Figure 1 in section 5.1.
DSP Boundaries	The basis for defining the DSP areas boundaries is the existing and future development serviced by Riverina Water County Council water supply schemes. Council may supply water to any development within the proclaimed district of the county council and any development that is connected to one of the systems of the service areas described in this plan. All developments need to be analysed based on their engineering requirements and may require a special agreement with Riverina Water County Council.
Application of Developer Charges	Developer charges will be levied to all land within the DSP areas which is serviced by water supply infrastructure. RWCC will assess the demand for service in terms of equivalent tenements (ET) and will levy developer charges proportional to the number of ETs. The developer charges will apply to new development and re-development (i.e. change of use).
Time & Payment of Developer Charges	<p>Council will issue a Statement of Fees of Developer Charges at the time of assessing development application or other type of application or when RWCC become aware of a proposed change of use.</p> <p>If payment is made within the financial year, no further charges will apply for the development. If payment is not received within the financial year, a payment will be required prior to issue of Compliance Certificate and the charge will be recalculated in accordance with the DSP valid at that time.</p> <p>Payment of a developer charge is a precondition to the granting of a Compliance Certificate, which must be obtained in order to complete a development. A Compliance Certificate will not be issued until the developer charge payment has been received.</p>
Review	Developer Charges relating to this DSP shall be reviewed every 5 years. A shorter review period is permitted if a major change in circumstances occurs.
Indexation	The developer charges will be adjusted on 1 July each year on the basis of movements in the CPI for Sydney.

## 4 Demographic and Land Use Planning Information

### 4.1 Population and Equivalent Tenements Projections

Riverina Water County Council's existing and forecast (in 30 years) population are shown in Table 3 and the estimated numbers of current and forecast (in 30 years) Equivalent Tenement (ET) are provided in Table 4.

Table 3: Population Growth

Service Area	2021 Population <sup>1</sup>	2050 Estimated Population	Forecast Growth rate <sup>2</sup>
Wagga Wagga	73,725	98,386	1%
Western Trunk	3,965	5,291	1%
Collingullie	221	295	1%
Holbrook	1,877	2,155	0.5%
Humula	124	124	0%
Morundah	69	69	0%
Oura	219	292	1%
Tarcutta	446	595	1%
Walbundrie/Rand	204	204	0%
Woomargama	159	159	0%

Source: <sup>1</sup> ABS Census data

<sup>2</sup> RWCC IWCM Strategy, 2021

Table 4: Estimated Number of ETs Growth

Service Areas	Equivalent Tenements (ETs) 2021	Equivalent Tenements (ETs) 2050	Total New ETs	Proportion of Growth
Wagga Wagga	30,718	40,994	10,276	92.9%
Western Trunk	1,652	2,204	552	4.9%
Collingullie	92	122	30	0.3%
Holbrook	782	897	115	1.0%
Humula	51	51	0	0%
Morundah	28	28	0	0%
Oura	91	121	30	0.3%
Tarcutta	185	247	62	0.6%
Walbundrie/Rand	85	85	0	0%
Woomargama	66	66	0	0%
<b>Total</b>			<b>11,065</b>	<b>100%</b>

Note: The number of ETs was estimated using the occupancy ratio of 2.4 EP/ET (Source: Council staff email 26 March 2013) and the population projections.

#### 4.2 Land Use Information

This DSP should be read in conjunction with the relevant local Council planning instrument.

## 5 Water Supply Infrastructure

### 5.1 RWCC Serviced Areas Overview

Riverina Water County Council (RWCC) is responsible for the water supply functions within Wagga Wagga City Council, Lockhart Shire Council, and parts of Federation Council and Greater Hume Council areas. RWCC provides reticulated water to all urban and village areas within the county district.

The RWCC water supply system consists of the following components:

- Principle headworks at Wagga Wagga – consisting of raw water pumping stations, treatment plant on the banks of the Murrumbidgee River and several underground bores situated at East, North and West Wagga Wagga
- Wagga Wagga high lift pumps, reservoirs, trunk mains and reticulation mains
- Pumps, mains (pipes), reservoirs and reticulation which serve the townships and rural areas which receive supply from Wagga Wagga headwork's as well as the Holbrook, Walla Walla, Urana and Bulgary sources
- Bores, pumps, treatment plants, reservoirs and reticulation of the independent systems

The RWCC water supply serviced areas are shown in Figure 1.



Figure 1: RWCC Serviced Areas

## 5.2 Existing Assets

The existing assets servicing the area covered by this DSP where costs have been included in the developer charges calculation are provided in Appendix A. A summary of the existing assets' remaining values is provided in Table 5.

**Table 5: Summary of Existing Assets**

<b>Asset/Project</b>	<b>Year of Construction</b>	<b>Value</b>	<b>Growth Component</b>	<b>Remaining Value</b>
Wagga WTP	2018	\$35,456,653	52%	\$17,383,890.44
WTP design & PM	2018	\$3,561,441	52%	\$1,746,123.64
Lamellar clarifiers & variations	2018	\$2,542,137	52%	\$1,246,373.45
Glenoak Reservoir	2019	\$2,031,000	100%	\$1,970,070.00
Low Level Reservoirs	2019	\$6,072,000	0%	\$0.00
Mangoplah Reservoir	2013	\$528,000	67%	\$321,921.60
Rural Reservoir (Dunns Rd)	2018	\$2,159,000	10%	\$207,264.00
Red Hill Reservoir # 3	2011	\$1,650,000	100%	\$1,468,500.00
Collingullie Reservoir	2016	\$528,000	74%	\$367,276.80
Woomargama Reservoir	2016	\$115,000	0%	\$0.00
Morundah Reservoir	2015	\$415,000	42%	\$162,099.00
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West Wagga Shires Pump upgrade	2015	\$829,000	44%	\$313,693.60
The Rock to Milbrulong BT	2018	\$1,295,000	44%	\$521,237.50
Milbrulong BT to Lockhart	2020	\$1,046,000	55%	\$552,288.00
Estella PH to Estella Res	2020	\$2,661,000	100%	\$2,590,040.00
Glenoak Reservoir (original)	2001	\$252,000	100%	\$199,080.00
Glenoak Pumphouse	2001	\$35,000	100%	\$20,300.00
Urana raw water pipeline	2010	\$2,000,000	10%	\$152,000.00
Urana raw water pump station	2010	\$400,000	10%	\$30,400.00
Boorooma 2 & 3	2014	\$152,706	\$20,676	\$20,676
Boorooma 3 & 4A	2015	\$77,748	\$8,589	\$8,589
Boorooma 5	2017	\$96,008	\$13,593	\$13,593
Boorooma 7	2019	\$107,960	\$47,106	\$47,106
Cooramin St 1	2017	\$8,951	\$1,669	\$1,669
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Bourkelands 20D	2014	\$32,230	\$7,091	\$7,091
Bourkelands 24A	2015	\$55,263	\$9,947	\$9,947
Staunton Estate 1	2015	\$78,750	\$25,387	\$25,387
Brunslea Park 12	2015	\$44,555	\$731	\$731
Brunslea Park 13	2015	\$40,820	\$4,278	\$4,278
Brunslea Park 14A	2018	\$67,699	\$1,029	\$1,029
58 Harris Rd 1	2020	\$108,847	\$19,368	\$19,368
58 Harris Rd 2	2021	\$71,404	\$7,752	\$7,752
86 Harris Rd 1	2021	\$128,387	\$33,786	\$33,786
Estella Heights 1	2017	\$76,060	\$3,803	\$3,803
Estella Heights 2	2018	\$48,245	\$1,447	\$1,447
Estella Heights 4	2019	\$106,689	\$32,007	\$32,007
Estella Rise 1B	2014	\$92,088	\$17,497	\$17,497

March 2022

12

Riverina Water County Council

Estella Rise 3A	2015	\$140,995	\$32,429	\$32,429
Estella Rise 3B	2016	\$59,802	\$11,363	\$11,363
Estella Rise 4 & 6	2018	\$155,054	\$34,112	\$34,112
Estella Rise 2	2015	\$106,345	\$3,190	\$3,190
Estella Rise 5	2016	\$60,624	\$7,882	\$7,882
Crooked Creek 1	2017	\$127,234	\$41,655	\$41,655
Governors Hill 2	2015	\$43,422	\$6,278	\$6,278
Governors Hill 3	2017	\$157,796	\$45,322	\$45,322
Governors Hill 5	2020	\$103,855	\$32,619	\$32,619
Lloyd 2	2015	\$35,549	\$4,266	\$4,266
Lloyd 3	2018	\$34,482	\$8,965	\$8,965
Lloyd 7	2018	\$140,556	\$21,024	\$21,024
Lloyd 8 & 9	2019	\$283,539	\$101,844	\$101,844
Lloyd Wets 4A	2017	\$78,749	\$4,725	\$4,725
Springvale Heights	2021	\$97,097	\$43,374	\$43,374
Urana St 1	2016	\$81,560	\$22,181	\$22,181
Urana St 2	2018	\$49,098	\$8,561	\$8,561
Tatton 10	2008	\$42,949	\$34,359	\$34,359
Tatton 11	2009	\$106,848	\$89,040	\$89,040
Tatton 12A	2011	\$144,474	\$131,340	\$131,340
Jacob Wenke 1	2019	\$23,773	\$11,672	\$11,672
Bourkelands 1	2011	\$16,905	\$14,700	\$14,700
Bourkelands 18a	2006	\$24,138	\$20,115	\$20,115
Bourkelands 19	2007	\$24,717	\$22,470	\$22,470
Bourkelands 21a	2010	\$16,170	\$15,400	\$15,400
Bourkelands 22	2008	27951	\$25,410	\$25,410
Bourkelands 23	2008	26040	\$21,700	\$21,700
Hilltop 7	2008	\$18,480	\$16,800	\$16,800
Hilltop 8	2010	\$57,288	\$47,740	\$47,740
Lloyd 4	2007	\$58,464	\$48,720	\$48,720
Glenoak 4	2004	\$62,388	\$54,250	\$54,250
Glenoak 3	2003	\$30,564	\$27,785	\$27,785
Glenoak 1	2008	\$51,660	\$43,050	\$43,050
Tatton 8 & 9	2008	\$71,555	\$59,629	\$59,629

Source: Asset Registers provided by RWCC staff

### 5.3 Future Assets

Total capital works program comprising works for growth, improved standards and renewals is estimated at \$554 M (see Table 6). These works will be required over the next 30 years to provide water supply services to the Riverina Water service area and new development areas. A summary of the 30 years water supply capital works program is provided in Table 6.

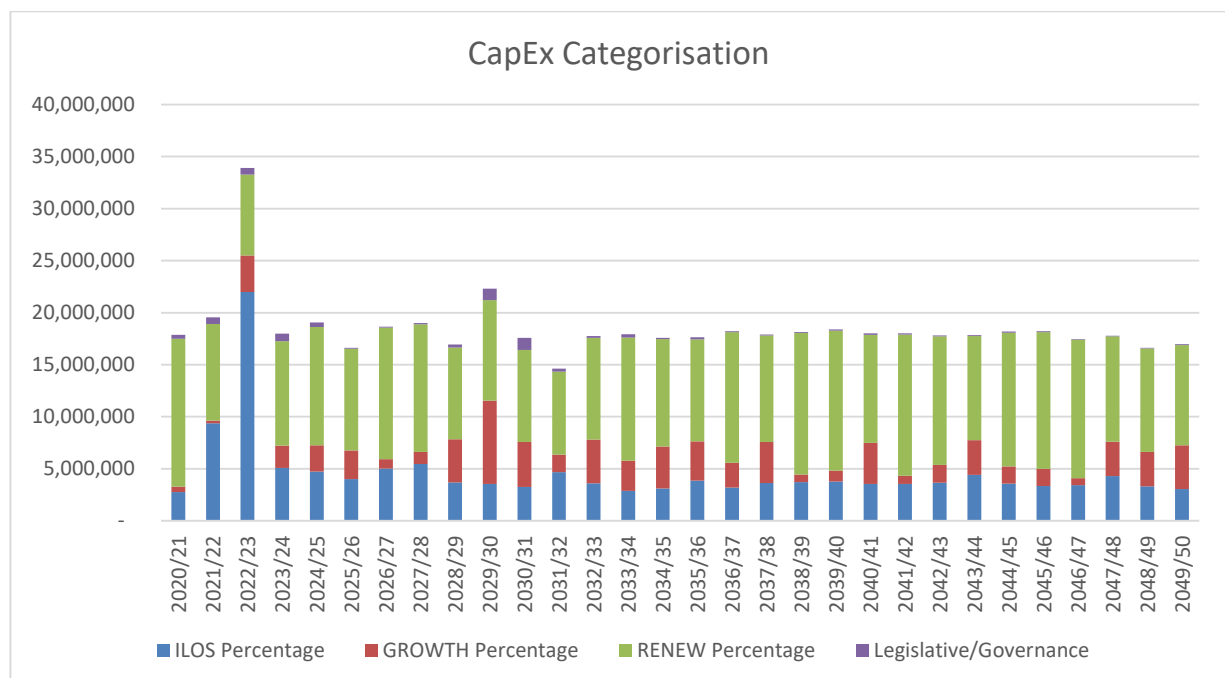
The Developer Charges Guidelines for Water Supply, Sewerage and Stormwater (2016) recommend excluding the cost of capital works that are renewals or are to improve standards of service from the capital charges calculation.

**Table 6: Summary of 30 years Water Supply Capital Works Program**

	Total 30 years (2021 \$)
Improve Standards of Service	\$137 M
Growth	\$79 M
Renewals	\$330 M
Legislative/Governance	\$8 M
<b>Total</b>	<b>\$554 M</b>

The calculation of capital charges includes capital works for growth only, excluding reticulation, with an estimated value of \$79 M. A detailed 30 year capital works program is provided in Table 2 of the RWCC DSP Background Document for Water Supply (see Appendix A).

The 30 years capital works expenditure for water supply is graphically shown in Figure 2. Timing of works and expenditure are to be reviewed and updated when required.



**Figure 2: RWCC 30 Years Capital Works Program**

## 6 Levels of Service

The levels of service applied to RWCC's water supply schemes are the standard targets that RWCC aims to achieve. They are not intended as a formal customer contract.

RWCC's system design and operations are based on providing the following levels of service.

**Table 7: Water Supply Levels of Service**

RWCC Levels of Service and Targets					
Pressure					
Provide pressures between 12 and 120 metres head at the water meter when service has no flow.					
Flow Rate					
Provide water to each connection at an available flow rate not less than:					
Diameter of service pipe (mm)	20	25	32	40	50
Minimum flow rate (litres/min)	20	35	60	90	160
Trickle feed option is on an economic basis case by case.					
The minimum flow rate available for rural properties may be less where elevations or operational factors limit the supply. In some situation, the flow may be restricted to 11 kL/day. In such situations or where part of the land being serviced has elevation higher than the head available, connection approval may be granted provided a private balance tank and pressure system are installed within the property at the owner's cost.					
Consumption Restrictions in Droughts					
Water restrictions may be applied to encourage wise water use, to reduce excessive demand, or to conserve limited resource in time of drought.					
Restrictions may also be applied at the request of NSW Office of Water or to comply with an adopted Water Sharing Plan.					
To reduce evaporation losses, the use of fixed sprinklers for irrigation by residential, commercial and public customers is prohibited between 10 am - 5 pm during daylight savings.					



## RWCC Levels of Service and Targets

### Interruptions to Supply

#### Planned:

Residential and commercial customers will receive 24 hours written notice and industrial customers will receive 7 days written notice.

#### Unplanned:

Not to occur more than 2 times per year if lasting up to 12 hours.

Not to occur more than 5 times per year if lasting up to 5 hours.

### Water for Fire Fighting

Provide fire flows in reticulation systems in accordance with NSW Water Directorate Fire Flow guidelines. A positive residual head should be maintained while supplying fire flow plus 75% of the design peak instantaneous demand.

### Water Quality

#### Potable Water Supply:

Where it can be achieved, water quality should meet the 2011 Australian Drinking Water Guidelines, published jointly by the National Health and Medical Research Council (NHMRC) and the natural Resource Management Ministerial Council.

Some aesthetic or taste parameters may not be achieved at times in some village and rural areas.

#### Response Time

Response time is defined as time to have staff on site to commence rectification of problem after notification by the public or RWCC staff. Council aims to meet the following response times depending on priority.

#### Priority 1:

Defined as failure to maintain continuity or quality of supply to a large number of customers or to a critical use at a critical time.

1 hour (during working hours)

2 hours (after working hours)

#### Priority 2:

Defined as failure to maintain continuity or quality of supply to a large number of customers or to a critical use at a non-critical time.

3 hours (during working hours)

4 hours (after working hours)

#### Priority 3:

Defined as failure to maintain continuity or quality of supply to a single customer.

One working day

#### Priority 4:

Defined as a minor problem or complaint which can be dealt with at a time convenient to the customer and the water authority.

Within 2 weeks

Catastrophe: Any situation of this nature would prompt immediate action involving senior personnel and emergency services with the aim of containing and resolving the situation as quickly as possible.

RWCC Levels of Service and Targets
<b>CUSTOMER COMPLAINTS AND ENQUIRIES OF GENERAL NATURE</b>
Respond to 95% of written complaints or inquiries within 10 working days. Respond to 95% of personal complaints or inquiries within 1 working day. (Source: Riverina Water Strategic Business Plan, revised March 2003)
<b>SPECIAL CUSTOMERS</b>
Certain customers may have special needs by virtue of specific health, commercial or industrial circumstances. Specific levels of service and associated charges should be negotiated with these customers.

Source: RWCC IWCM Strategy, 2021.

## 7 Design Parameters

Investigation, design and construction of water supply components are based as appropriate on:

Water Supply Investigation Manual (1986)

Council's Levels of Service (Refer to section 6 above)

WSAA Water Supply Code of Australia – Regional NSW Edition – WSA 03-2011-3.1

AUSPEC design specifications for water supply

RWCC's Operational Plan

NSW Water Directorate Guidelines

## 8 Developer Charges Methodology

### 8.1 Capital Charge

The capital charges were calculated for RWCC's water supply service area, based on the existing and future assets providing the services in Councils supply area. The capital charge calculations are summarized in Table 8 (also see Table 4 of Appendix A).

Table 8: Capital Charge Calculation

Year	Estimated expenditure (total) (2021/22\$)	PV factor	PV of expenditure (@ 5%)	Number of new ETs (ET)	PV new ETs (ET)
21/22	\$754,391	1.00	754,391	404	404
22/23	\$4,013,641	0.95	3,822,516	410	390
23/24	\$2,624,391	0.91	2,380,400	416	377
24/25	\$3,006,491	0.86	2,597,120	422	365
25/26	\$3,223,391	0.82	2,651,892	428	352
26/27	\$1,403,641	0.78	1,099,790	435	341
27/28	\$1,657,411	0.75	1,236,786	441	329
28/29	\$4,634,891	0.71	3,293,931	448	318
29/30	\$8,508,991	0.68	5,759,220	455	308
30/31	\$4,801,991	0.64	3,095,406	462	298
31/32	\$2,177,011	0.61	1,336,496	469	288
32/33	\$4,699,151	0.58	2,747,497	476	278
33/34	\$3,412,741	0.56	1,900,342	484	269
34/35	\$4,517,041	0.53	2,395,484	491	260
35/36	\$4,272,142	0.51	2,157,722	499	252
36/37	\$2,877,293	0.48	1,384,027	507	244
37/38	\$4,424,996	0.46	2,027,142	515	236
38/39	\$1,218,501	0.44	531,628	523	228
39/40	\$1,538,059	0.42	639,095	531	221
40/41	\$4,428,419	0.40	1,752,476	540	214
41/42	\$1,270,334	0.38	478,776	548	207
42/43	\$2,181,802	0.36	783,141	557	200
43/44	\$3,815,575	0.34	1,304,354	566	194
44/45	\$2,157,904	0.33	702,552	576	187
45/46	\$2,156,738	0.31	668,735	585	181
46/47	\$1,166,728	0.30	344,538	595	176
47/48	\$3,781,975	0.28	1,063,646	605	170
48/49	\$3,799,530	0.27	1,017,698	615	165
49/50	\$4,697,393	0.26	1,198,275	625	160
	93,222,575		51,125,077	14629	7,612
	<b>Capital Charge per ET</b>	<b>\$6,717</b>			

Note: Figures in this table are rounded.

## 8.2 Reduction Amount

The Department of Primary Industries – Water guidelines require reduction amount to be calculated based on the proportion of income from future water sales that cover capital works.

Council has adopted the NPV of Annual Charges method to calculate the Reduction Amount. This method calculates the reduction amount as the NPV of the future (i.e. 30 years) net income from annual charges (i.e. income less OMA).

The reduction amount for RWCC was calculated as \$2,500 per ET. Details of the reduction amount calculations are provided in Appendix B.

## 8.3 Calculated and Proposed Developer Charge

The calculated developer charges for this DSP are shown in Table 9. These developer charges reflect the cost of assets for servicing new development and are the maximum amounts which may be charged by Council.

Council has decided to levy a flat charge across the entire Riverina Serviced Area, as shown in Table 9.

When a lower developer charge is adopted, the cross-subsidy by existing customers' needs to be disclosed according to the requirements of the DSP guidelines. See section 8.4 for cross-subsidy calculation.

**Table 9: Water Supply Developer Charges**

<b>DSP Area</b>	<b>Capital Charge (21/22\$)</b>	<b>Reduction Amount</b>	<b>Calculated Developer Charge (\$/ET) 22/23\$<sup>1</sup></b>	<b>Developer Charge Proposed by RWCC (\$/ET) 22/23\$</b>
RWCC Supply Area	\$6,717	\$2,500	\$4,348	\$4,348

Note: <sup>1</sup> 2022/23 Developer Charge is calculated using Sydney CPI for December 2020 to December 2021 of 3.1% per year

## 8.4 Cross-Subsidy

As the full cost of headworks constructed to service new development is proposed to be recovered from the developer charge, there is no cross-subsidy from RWCC customers to headworks required for new development.

The RWCC calculated weighted average developer charge is \$4,348.00 (22/23) (see Table 9). RWCC proposes to charge the same amount across all DSP areas, which entails a cross-subsidy of between 3-4% from the Wagga Wagga city development charge revenue to DSP areas 1 to 4.

## 8.5 Reviewing/ Updating of Calculated Developer Charges

Developer charges relating to this DSP shall be reviewed every 5 years. In the period between any reviews, developer charges will be adjusted on 1 July each year based on movements in the CPI for Sydney at the end of the December quarter for the calendar year, as required by the Developer Charges Guidelines (excluding the impact of GST). Developer charges will be those charges determined by Council from time to time and will be published in Council's Annual Fees and Charges.

If a major change occurs in RWCC's circumstances such as the need for a significant capital works that had not been included in this DSP, Council may carry out a review in less than 5 years, subject to approval by NSW Office of Water. If the review results in a new DSP, the new DSP will be exhibited and registered in accordance with the requirements of the guidelines.

## 8.6 Exclusions

The developer charges do not cover the costs of reticulation works and assets commissioned pre -1970.

The developer shall be responsible for the cost of reticulation works within the new development. Where reticulation mains required within a development are larger than 100mm in residential areas or larger than 150mm in commercial/industrial areas, RWCC will cover the additional costs. These additional costs are for the "trunk" component of the mains and form part of the developer charge calculations.

The design and construction of the reticulation works will be undertaken by RWCC and shall be in accordance with development specifications for water supply as stated in Council's Operational Plan.

## 8.7 Time and Payment of Developer Charges

All developer charges will be paid at the rate applicable as at the day of payment.

Payment of developer charges must be finalised at the following stages:

- Prior to the installation of new reticulation to serve the proposed development
- Prior to the issue of a subdivision certificate by the constituent council - for development consents for subdivisions
- Prior to the issue of the construction certificate by the constituent council – for development consents involving building work
- Prior to issue of a RWCC Compliance Certificate

- Prior to water being used on the new development commensurate with any change of use

### 8.8 Determining Developer Charges to be paid

All new properties and those with change of use which are subject to payment of water supply charges are liable for paying developer charges. In order to assess the developer contribution applicable to a specific development, it is necessary to assess the demand that the proposed development will place on the relevant water systems.

An Equivalent Tenement (ET) is the basic unit of measure to quantify the demand on water supply systems. One ET represents the equivalent demand from a standard detached residential dwelling.

To assist with the assessment of water demand, RWCC uses the NSW Water Directorate's Guidelines for Determining Water ET Figures. The Water Directorate guidelines are available through the following URL:

<https://www.waterdirectorat.nsw.gov.au/Bookshop/Section64DeterminationsofEquivalentTenementsGuidelines2017.aspx>

In the case of non-residential developments, the Water Directorate Standard ETs must be factored to determine RWCC's Local ET. All Water Directorate non-residential ET are to be multiplied by 0.7 to determine the RWCC Local ET.

When applying the estimated average water consumption for non-typical developments under the Water Directorate Guidelines, non-residential ET's are calculated by dividing the development's assessed peak day demand by 3.8 kL. This method is only used when the Water Directorate Guidelines (Table 2 or 3 of the guidelines) don't include that category of development.

Credit for existing use is inherent in the calculation of the ET loading, as the developer charges are levied for the additional ET loadings that a development will place on the infrastructure. For example, if a single residential lot is subdivided into four residential lots, the development has a credit of one ET from the existing use. The developer charges will be applied for the three additional ETs.

### 8.9 Exemption of Developer Charges

Under section 306 (4) and (5) of the Water Management Act 2000, the Minister for Urban Affairs & Planning may make a determination with regard to developer charges.

## 9 Reference Documents

Background information and calculations relating to this DSP are provided in the following documents:

2016 Developer Charges Guidelines for Water Supply, Sewerage and Stormwater, published by Department of Primary Industries - Water

RWCC DSP Background Document for Water Supply (Appendix A)

RWCC Strategic Business Plan (including RWCC Financial Plan), November 2012

RWCC Integrated Water Cycle Management Strategy, 2021

RWCC Demand Management Plan, 2012

RWCC Asset Management Plan, 2021

Note: These background documents contain detailed calculations for the capital charges and developer charges, including asset commissioning dates, size/length of assets, MEERA valuation of assets, 30 years capital works program, assets current and future capacities



# Appendix A

## RWCC DSP Background Document for Water Supply



Table 1: Existing Water Supply Assets

Asset/Project	Year of Construction	Value	Growth Component	Age	Useful Life	Remaining Life	Remaining Value	Annual Cost (Rem Val/Rem Life)	Notes
Wagga WTP	2018	\$35,456,653	52%	4	70	66	\$17,383,890.44	\$263,392.28	26ML to 55ML
WTP design & PM	2018	\$3,561,441	52%	4	70	66	\$1,746,123.64	\$26,456.42	26ML to 55ML
Lamellar clarifiers & variations	2018	\$2,542,137	52%	4	70	66	\$1,246,373.45	\$18,884.45	26ML to 55ML
Glenoak Reservoir	2019	\$2,031,000	100%	3	100	97	\$1,970,070.00	\$20,310.00	New 4.5ML
Low Level Reservoirs	2019	\$6,072,000	0%	3	100	97	\$0.00	\$0.00	Reduced capacity
Mangoplah Reservoir	2013	\$528,000	67%	9	100	91	\$321,921.60	\$3,537.60	44kL to 135kL
Rural Reservoir (Dunns Rd)	2018	\$2,159,000	10%	4	100	96	\$207,264.00	\$2,159.00	4.5ML to 5ML
Red Hill Reservoir # 3	2011	\$1,650,000	100%	11	100	89	\$1,468,500.00	\$16,500.00	New 11ML
Collingullie Reservoir	2016	\$528,000	74%	6	100	94	\$367,276.80	\$3,907.20	180kL to 700kL
Woomargama Reservoir	2016	\$115,000	0%	6	100	94	\$0.00	\$0.00	120kL - no increase
Morundah Reservoir	2015	\$415,000	42%	7	100	93	\$162,099.00	\$1,743.00	77.35kL to 135kL
Southern Trunk (WW to Res)	2015	\$5,242,000	31%	7	75	68	\$1,473,351.47	\$21,666.93	375mm to 450mm DICL
West Wagga Shires Pump upgrade	2015	\$829,000	44%	7	50	43	\$313,693.60	\$7,295.20	Growth %
The Rock to Milbrulong BT	2018	\$1,295,000	44%	4	50	46	\$521,237.50	\$11,331.25	150mm to 200mm OPVC
Milbrulong BT to Lockhart	2020	\$1,046,000	55%	2	50	48	\$552,288.00	\$11,506.00	200mm to 300mm OPVC
Estella PH to Estella Res	2020	\$2,661,000	100%	2	75	73	\$2,590,040.00	\$35,480.00	New 450mm DICL
Glenoak Reservoir (original)	2001	\$252,000	100%	21	100	79	\$199,080.00	\$2,520.00	New 1.3 ML
Glenoak Pumphouse	2001	\$35,000	100%	21	50	29	\$20,300.00	\$700.00	New
Urana raw water pipeline	2010	\$2,000,000	10%	12	50	38	\$152,000.00	\$4,000.00	200mm
Urana raw water pump station	2010	\$400,000	10%	12	50	38	\$30,400.00	\$800.00	
Boorooma 2 & 3	2014	\$152,706	\$20,676	8	50	42	\$20,676	\$492.29	
Boorooma 3 & 4A	2015	\$77,748	\$8,589	7	50	43	\$8,589	\$199.74	



Boorooma 5	2017	\$96,008	\$13,593	5	50	45	\$13,593	\$302.07	
Boorooma 7	2019	\$107,960	\$47,106	3	50	47	\$47,106	\$1,002.26	
Cooramin St 1	2017	\$8,951	\$1,669	5	50	45	\$1,669	\$37.09	
Farrer Rd 4	2016	\$34,567	\$10,463	6	50	44	\$10,463	\$237.80	
Bourkelands 20C	2014	\$29,500	\$6,601	8	50	42	\$6,601	\$157.17	
Bourkelands 20D	2014	\$32,230	\$7,091	8	50	42	\$7,091	\$168.83	
Bourkelands 24A	2015	\$55,263	\$9,947	7	50	43	\$9,947	\$231.33	
Staunton Estate 1	2015	\$78,750	\$25,387	7	50	43	\$25,387	\$590.40	
Brunslea Park 12	2015	\$44,555	\$731	7	50	43	\$731	\$17.00	
Brunslea Park 13	2015	\$40,820	\$4,278	7	50	43	\$4,278	\$99.49	
Brunslea Park 14A	2018	\$67,699	\$1,029	4	50	46	\$1,029	\$22.37	
58 Harris Rd 1	2020	\$108,847	\$19,368	2	50	48	\$19,368	\$403.50	
58 Harris Rd 2	2021	\$71,404	\$7,752	1	50	49	\$7,752	\$158.20	
86 Harris Rd 1	2021	\$128,387	\$33,786	1	50	49	\$33,786	\$689.51	
Estella Heights 1	2017	\$76,060	\$3,803	5	50	45	\$3,803	\$84.51	
Estella Heights 2	2018	\$48,245	\$1,447	4	50	46	\$1,447	\$31.46	
Estella Heights 4	2019	\$106,689	\$32,007	3	50	47	\$32,007	\$681.00	
Estella Rise 1B	2014	\$92,088	\$17,497	8	50	42	\$17,497	\$416.60	
Estella Rise 3A	2015	\$140,995	\$32,429	7	50	43	\$32,429	\$754.16	
Estella Rise 3B	2016	\$59,802	\$11,363	6	50	44	\$11,363	\$258.25	
Estella Rise 4 & 6	2018	\$155,054	\$34,112	4	50	46	\$34,112	\$741.57	
Estella Rise 2	2015	\$106,345	\$3,190	7	50	43	\$3,190	\$74.19	
Estella Rise 5	2016	\$60,624	\$7,882	6	50	44	\$7,882	\$179.14	
Crooked Creek 1	2017	\$127,234	\$41,655	5	50	45	\$41,655	\$925.67	
Governors Hill 2	2015	\$43,422	\$6,278	7	50	43	\$6,278	\$146.00	
Governors Hill 3	2017	\$157,796	\$45,322	5	50	45	\$45,322	\$1,007.16	
Governors Hill 5	2020	\$103,855	\$32,619	2	50	48	\$32,619	\$679.56	
Lloyd 2	2015	\$35,549	\$4,266	7	50	43	\$4,266	\$99.21	
Lloyd 3	2018	\$34,482	\$8,965	4	50	46	\$8,965	\$194.89	
Lloyd 7	2018	\$140,556	\$21,024	4	50	46	\$21,024	\$457.04	
Lloyd 8 & 9	2019	\$283,539	\$101,844	3	50	47	\$101,844	\$2,166.89	
Lloyd Wets 4A	2017	\$78,749	\$4,725	5	50	45	\$4,725	\$105.00	
Springvale Heights	2021	\$97,097	\$43,374	1	50	49	\$43,374	\$885.18	



Urana St 1	2016	\$81,560	\$22,181	6	50	44	\$22,181	\$504.11	
Urana St 2	2018	\$49,098	\$8,561	4	50	46	\$8,561	\$186.11	
Tatton 10	2008	\$42,949	\$34,359	14	50	36	\$34,359	\$954.42	
Tatton 11	2009	\$106,848	\$89,040	13	50	37	\$89,040	\$2,406.49	
Tatton 12A	2011	\$144,474	\$131,340	11	50	39	\$131,340	\$3,367.69	
Jacob Wenke 1	2019	\$23,773	\$11,672	3	50	47	\$11,672	\$248.34	
Bourkelands 1	2011	\$16,905	\$14,700	11	50	39	\$14,700	\$376.92	
Bourkelands 18a	2006	\$24,138	\$20,115	16	50	34	\$20,115	\$591.62	
Bourkelands 19	2007	\$24,717	\$22,470	15	50	35	\$22,470	\$642.00	
Bourkelands 21a	2010	\$16,170	\$15,400	12	50	38	\$15,400	\$405.26	
Bourkelands 22	2008	27951	\$25,410	14	50	36	\$25,410	\$705.83	
Bourkelands 23	2008	26040	\$21,700	14	50	36	\$21,700	\$602.78	
Hilltop 7	2008	\$18,480	\$16,800	14	50	36	\$16,800	\$466.67	
Hilltop 8	2010	\$57,288	\$47,740	12	50	38	\$47,740	\$1,256.32	
Lloyd 4	2007	\$58,464	\$48,720	15	50	35	\$48,720	\$1,392.00	
Glenoak 4	2004	\$62,388	\$54,250	18	50	32	\$54,250	\$1,695.31	
Glenoak 3	2003	\$30,564	\$27,785	19	50	31	\$27,785	\$896.29	
Glenoak 1	2008	\$51,660	\$43,050	14	50	36	\$43,050	\$1,195.83	
Tatton 8 & 9	2008	\$71,555	\$59,629	14	51	37	\$59,629	\$1,611.59	

Project/Work Order #	Project/Work Order Name	LOS %	GROWTH %	RENEW %	Legislative / Governance %	check sum %	Financial Year	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33	2033/34	2034/35	2035/36	2036/37	2037/38	2038/39	2039/40	2040/41	2041/42	2042/43	2043/44	2044/45	2045/46	2046/47	2047/48	2048/49	2049/50		
	MANAGEMENT						MANAGEMENT TOTAL	915,000	3,330,000	2,070,000	2,550,000	2,860,000	1,160,000	700,000	0	0	0	439,000	200,000	225,000	240,000	0	20,000	0	20,000	100,000	130,000	0	75,000	10,000	0	20,000	0	0	0	145,000	50,000	20,000	
	Workshops																																						
	Administration Building																																						
1	Carpark - Admin Building	100%		0%	0%	100%		60,000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	60,000	0	0	0	0	0	0	0	0	0	0		
71	Administration Office	50%		0%	0%	20%	100%	100,000	200,000	0	0	0	0	0	0	0	0	200,000	0	0	0	0	20,000	0	0	0	20,000	0	0	0	0	0	20,000	0	0	0	0	20,000	
	Depot Buildings																																						
228	Refurbishment of Operations Office - Urban	40%		50%	10%	100%		120,000	1,040,000	500,000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20,000	0	0	0	0	0	0	0	0	0	0	20,000	0	0	0
NEW	Refurbishment of Oil Wasteworks Office	0%		100%	0%	100%		0	0	10,000	150,000	0	150,000	0	0	0	0	0	25,000	0	0	0	0	0	0	0	0	0	25,000	0	0	0	0	0	0	0	0	0	
132	Redevelopment of Depot, The Rock- Non-Urban	40%		50%	10%	100%		180,000	500,000	300,000	0	500,000	0	0	0	0	0	0	0	0	10,000	0	0	0	0	0	0	10,000	0	0	0	0	0	0	0	0	0	0	
	Asewing on stores building	50%		50%	50%	100%		0	30,000		300,000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
156	Kootinag Road Purchase	100%		0%	0%	100%		5,000	260,000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
288	Kootinag Road Storage Area	100%		0%	0%	100%		10,000	250,000	0	250,000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
287	Forge & Copland Street Development	100%		0%	0%	100%		10,000	250,000	500,000	0	500,000	0	500,000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Access, Parking & Landscaping																																						
155	Levee protection stage 2 Hammond Ave - Urban	50%		50%	0%	100%		0	0	0																													

[illegible]



Page 266



Page 267





Table 3: Water Supply Equivalent Tenements Projection

Year (FY)	New Res ET's	Total Res ET's	Comm ET's	New Comm ET's	Total New ET's	Cumulative New ET's	Total ET's
20/21		30924.00	5600.00	92.00			36524.00
21/22	309.24	31233.24	5694.76	94.76	404.00	404.00	36928.00
22/23	312.33	31545.57	5792.36	97.60	409.94	813.94	37337.94
23/24	315.46	31861.03	5892.89	100.53	415.99	1229.92	37753.92
24/25	318.61	32179.64	5996.44	103.55	422.16	1652.08	38176.08
25/26	321.80	32501.43	6103.09	106.65	428.45	2080.53	38604.53
26/27	325.01	32826.45	6212.95	109.85	434.87	2515.40	39039.40
27/28	328.26	33154.71	6326.09	113.15	441.41	2956.81	39480.81
28/29	331.55	33486.26	6442.64	116.54	448.09	3404.90	39928.90
29/30	334.86	33821.12	6562.68	120.04	454.90	3859.80	40383.80
30/31	338.21	34159.33	6686.32	123.64	461.85	4321.65	40845.65
31/32	341.59	34500.93	6813.67	127.35	468.94	4790.59	41314.59
32/33	345.01	34845.94	6944.84	131.17	476.18	5266.77	41790.77
33/34	348.46	35194.40	7079.94	135.11	483.56	5750.34	42274.34
34/35	351.94	35546.34	7219.10	139.16	491.10	6241.44	42765.44
35/36	355.46	35901.80	7362.43	143.33	498.80	6740.24	43264.24
36/37	359.02	36260.82	7510.07	147.63	506.65	7246.89	43770.89
37/38	362.61	36623.43	7662.13	152.06	514.67	7761.56	44285.56
38/39	366.23	36989.66	7818.75	156.62	522.86	8284.42	44808.42
39/40	369.90	37359.56	7980.07	161.32	531.22	8815.64	45339.64
40/41	373.60	37733.16	8146.24	166.16	539.76	9355.39	45879.39
41/42	377.33	38110.49	8317.38	171.15	548.48	9903.87	46427.87
42/43	381.10	38491.59	8493.67	176.28	557.39	10461.26	46985.26
43/44	384.92	38876.51	8675.24	181.57	566.49	11027.74	47551.74
44/45	388.77	39265.27	8862.25	187.02	575.78	11603.53	48127.53
45/46	392.65	39657.93	9054.88	192.63	585.28	12188.81	48712.81
46/47	396.58	40054.51	9253.29	198.41	594.99	12783.79	49307.79
47/48	400.55	40455.05	9457.64	204.36	604.90	13388.70	49912.70
48/49	404.55	40859.60	9668.13	210.49	615.04	14003.74	50527.74
49/50	408.60	41268.20	9884.94	216.80	625.40	14629.14	51153.14



Table 4: Developer Charges Calculations

Year	Estimated expenditure (new) (2021/22\$)	Estimated expenditure (existing) (2021/22\$)	Estimated expenditure (total) (2021/22\$)	PV factor	PV of expenditure (@ 5%)	Number of new ETs (ET)	PV new ETs (ET)
21/22	\$268,000	\$486,391	\$754,391	1.00	754,391	404	404
22/23	\$3,527,250	\$486,391	\$4,013,641	0.95	3,822,516	410	390
23/24	\$2,138,000	\$486,391	\$2,624,391	0.91	2,380,400	416	377
24/25	\$2,520,100	\$486,391	\$3,006,491	0.86	2,597,120	422	365
25/26	\$2,737,000	\$486,391	\$3,223,391	0.82	2,651,892	428	352
26/27	\$917,250	\$486,391	\$1,403,641	0.78	1,099,790	435	341
27/28	\$1,171,020	\$486,391	\$1,657,411	0.75	1,236,786	441	329
28/29	\$4,148,500	\$486,391	\$4,634,891	0.71	3,293,931	448	318
29/30	\$8,022,600	\$486,391	\$8,508,991	0.68	5,759,220	455	308
30/31	\$4,315,600	\$486,391	\$4,801,991	0.64	3,095,406	462	298
31/32	\$1,690,620	\$486,391	\$2,177,011	0.61	1,336,496	469	288
32/33	\$4,212,760	\$486,391	\$4,699,151	0.58	2,747,497	476	278
33/34	\$2,926,350	\$486,391	\$3,412,741	0.56	1,900,342	484	269
34/35	\$4,030,650	\$486,391	\$4,517,041	0.53	2,395,484	491	260
35/36	\$3,785,751	\$486,391	\$4,272,142	0.51	2,157,722	499	252
36/37	\$2,390,902	\$486,391	\$2,877,293	0.48	1,384,027	507	244
37/38	\$3,938,605	\$486,391	\$4,424,996	0.46	2,027,142	515	236
38/39	\$732,110	\$486,391	\$1,218,501	0.44	531,628	523	228
39/40	\$1,051,668	\$486,391	\$1,538,059	0.42	639,095	531	221
40/41	\$3,942,028	\$486,391	\$4,428,419	0.40	1,752,476	540	214
41/42	\$783,943	\$486,391	\$1,270,334	0.38	478,776	548	207



42/43	\$1,695,411	\$486,391	\$2,181,802	0.36	783,141	557	200
43/44	\$3,329,184	\$486,391	\$3,815,575	0.34	1,304,354	566	194
44/45	\$1,671,513	\$486,391	\$2,157,904	0.33	702,552	576	187
45/46	\$1,670,347	\$486,391	\$2,156,738	0.31	668,735	585	181
46/47	\$680,337	\$486,391	\$1,166,728	0.30	344,538	595	176
47/48	\$3,295,584	\$486,391	\$3,781,975	0.28	1,063,646	605	170
48/49	\$3,313,139	\$486,391	\$3,799,530	0.27	1,017,698	615	165
49/50	\$4,211,002	\$486,391	\$4,697,393	0.26	1,198,275	625	160
	79,117,224	14,105,351	93,222,575		51,125,077	14629	7,612

**Capital  
Charge per  
ET**

**\$6,717**

## Appendix B

### Reduction Amount for Water supply

Table 5 – Reduction Amount by NPV of annual bills method

		Annual Bill (TRB)		660 \$ per ET			
		Annual OMA Cost		457 \$ per ET			
		Net Income		203 \$ per ET			
Year	Total ETs	New ETs per year	PV (New ETs) over 30 years @ 5%	Cumulative New ETs	Net Income from New ETs (\$'000)	PV (Net Income) from new ETs over 30 years @ 5% (\$'000)	Reduction Amount (\$ per ET)
	(1)	(2) = (1) <sub>i</sub> – (1) <sub>i-1</sub>	(3) = PV of (2)	(4)	(5) = (4) * ('C)	(6) = PV of (5)	(7) = (6) / (3)
19/20	33,226						
20/21	33,817						
2021/22	36,928	404		404	82		
2022/23	37,338	410	7,612	814	165	17,301	2,273
2023/24	37,754	416	7,569	1,230	250	18,080	2,389
2024/25	38,176	422	7,517	1,652	335	18,810	2,502
2025/26	38,605	428	7,456	2,081	422	19,488	2,614
2026/27	39,039	435	7,385	2,515	511	20,111	2,723
2027/28	39,481	441		2,957	600		
2028/29	39,929	448		3,405	691		
2029/30	40,384	455		3,860	784		
2030/31	40,846	462		4,322	877		
2031/32	41,315	469		4,791	972		
2032/33	41,791	476		5,267	1,069		
2033/34	42,274	484		5,750	1,167		
2034/35	42,765	491		6,241	1,267		
2035/36	43,264	499		6,740	1,368		
2036/37	43,771	507		7,247	1,471		
2037/38	44,286	515		7,762	1,576		
2038/39	44,808	523		8,284	1,682		
2039/40	45,340	531		8,816	1,790		
2040/41	45,879	540		9,355	1,899		
2041/42	46,428	548		9,904	2,010		
2042/43	46,985	557		10,461	2,124		
2043/44	47,552	566		11,028	2,239		
2044/45	48,128	576		11,604	2,356		
2045/46	48,713	585		12,189	2,474		
2046/47	49,308	595		12,784	2,595		
2047/48	49,913	605		13,389	2,718		
2048/49	50,528	615		14,004	2,843		
2049/50	51,153	625		14,629	2,970		
		5yr Ave Reduction		2,500			

# Appendix C

## Outline of Legislation

Source: 2016 Developer Charges Guidelines for Water Supply, Sewerage and Stormwater

### Outline of Legislation

#### Local Government Act 1993

The power for local government councils to levy developer charges for water supply, sewerage and stormwater derives from section 64 of the *Local Government Act 1993* by means of a cross-reference in that Act to the relevant provisions of the *Water Management Act 2000*.

Section 64 of the Local Government Act states that:

Division 5 of Part 2 of Chapter 6 of the Water Management Act 2000 applies to a council exercising function under this Division in the same way as it applies to a water supply authority exercising functions under that Act.

#### Environmental Planning and Assessment Act 1979

Prior to the introduction of the *Local Government Act in 1993*, councils used the provisions of section 94 of the *Environmental Planning and Assessment Act 1979* to obtain developer contributions for water supply and sewerage services. As part of the *Local Government (Consequential Provisions) Act 1993*, amendment was made to the *Environmental Planning and Assessment Act* so that section 94 no longer applied for water supply and sewerage services.

However, Councils can levy developer charges for stormwater under either Local Government Act or Water Management Act.

#### Water Management Act 2000

Section 305 (1) of the *Water Management Act* states that:

(1) A person may apply to a water supply authority for a certificate of compliance for development carried out, or proposed to be carried out, within the water supply authority's area.

Section 306 (2) and (3) of the *Water Management Act* states that:

- (2) as a pre-condition to granting a certificate of compliance for development, a water supply authority may, by notice in writing served on the applicant, require the applicant to do either or both of the following:
- (a) to pay a specified amount to the Authority by way of contribution towards the cost of such water management works as are specified in the notice, being existing works or projected works, or both,
  - (b) To construct water management works to serve the development.

- (3) In calculating an amount for the purposes of subsection (2) (a):
  - (a) the value of existing water management works and the estimated cost of projected water management works may be taken into consideration, and
  - (b) the amount of any government subsidy or similar payment is not to be deducted from the relevant value or cost of the water management works, and
  - (c) Consideration is to be given to any guidelines issued for the time being for the purposes of this section by the Minister.

In 2015, the Minister for Lands and Water became responsible for non-metropolitan NSW town water services. The Minister is responsible for the issue of guidelines for water utilities on the calculation of water supply, sewerage and stormwater developer charges.

Note: Use of moneys raised from developer charges is discussed in section 2.8 on page 10 of the guidelines.

#### **Local Government (Savings and Transitional) Regulation 1993**

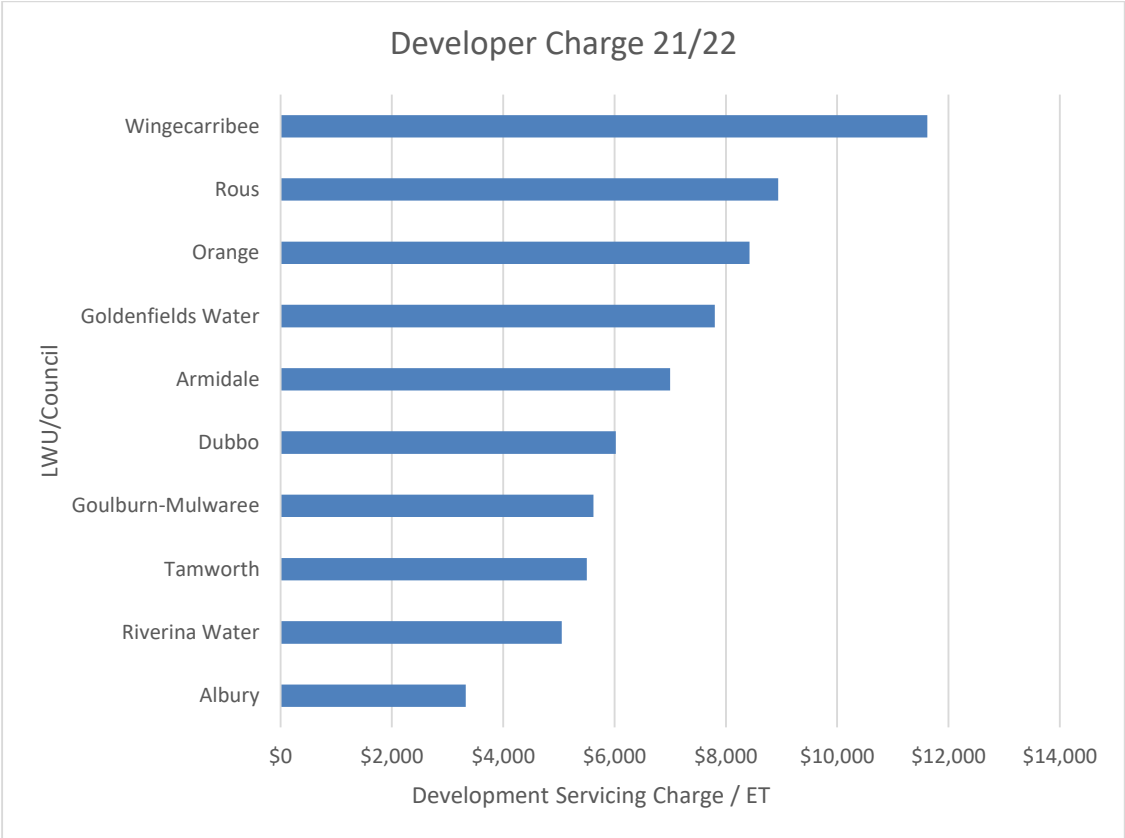
The *Local Government (Savings and Transitional) Regulation 1993* covers the matter of developer contributions which had previously been obtained by councils under the *Environmental Planning and Assessment Act* as follows:

- (9) Any monetary contribution held by a council immediately before the commencement of this Regulation, being a contribution arising from a condition:
  - (a) that was imposed under section 94 of the *Environmental Planning and Assessment Act 1979*; and
  - (b) that specifies that the contribution is to be applied towards providing specified water or sewerage services or towards providing water or sewerage services generally,  
Is to be applied towards the construction of works within the meaning of Division 2 of Part 3 of the *Water Supply Authorities Act 1987*, or towards the repayment of money borrowed for the construction of such works, and is not to be applied towards any other purpose.



# Appendix D

## Comparison of Similar LWU Development Servicing Charge



## R18 Willans Hill Land Matters

### Organisational Area Engineering

**Author** Anjaneer Beechani, Engineer

**Summary** This report outlines the need to create an easement for Right of Way at Lot 22 DP 835331 as shown in the unregistered plan, to establish right of access to Riverina Water's Willans Hill reservoirs and pump station.

### RECOMMENDATION that Council;

- a) Create an easement for Right of Way at Lot 22 DP 835331 as shown in the unregistered plan, to establish right of access to Willans Hill reservoirs and pump station.
- b) Delegate authority to the Chief Executive Officer to establish the easement for Right of Way.
- c) Affix Council's Common Seal to all documents as required.

### Report

Riverina Water have an existing pipeline easement from Lord Baden Powell Drive to the Low Level reservoirs and pump station site (Lot 1 DP 1153227) as shown (P) in the attached plan of proposed Right of Carriageway. The pipeline easement (P) was created in 1964 by the then Southern Riverina County Council with the Department of Education (property owner). Current access to the Low Level reservoir sites is through this existing pipeline easement (P). Riverina Water use additional tracks adjacent to the existing easement (P) as shown in the attached plan, and these tracks do not have an easement or right of way. Therefore, Riverina Water should formalise the right of way to obtain legal access to the Low Level reservoir site and pump stations through existing pipeline easement and tracks marked (C2) in the attached plan.

#### Current Status:

Survey and valuation were completed to establish the proposed right of way. Total compensation agreed with Department of Education is \$11,883.30 including GST.

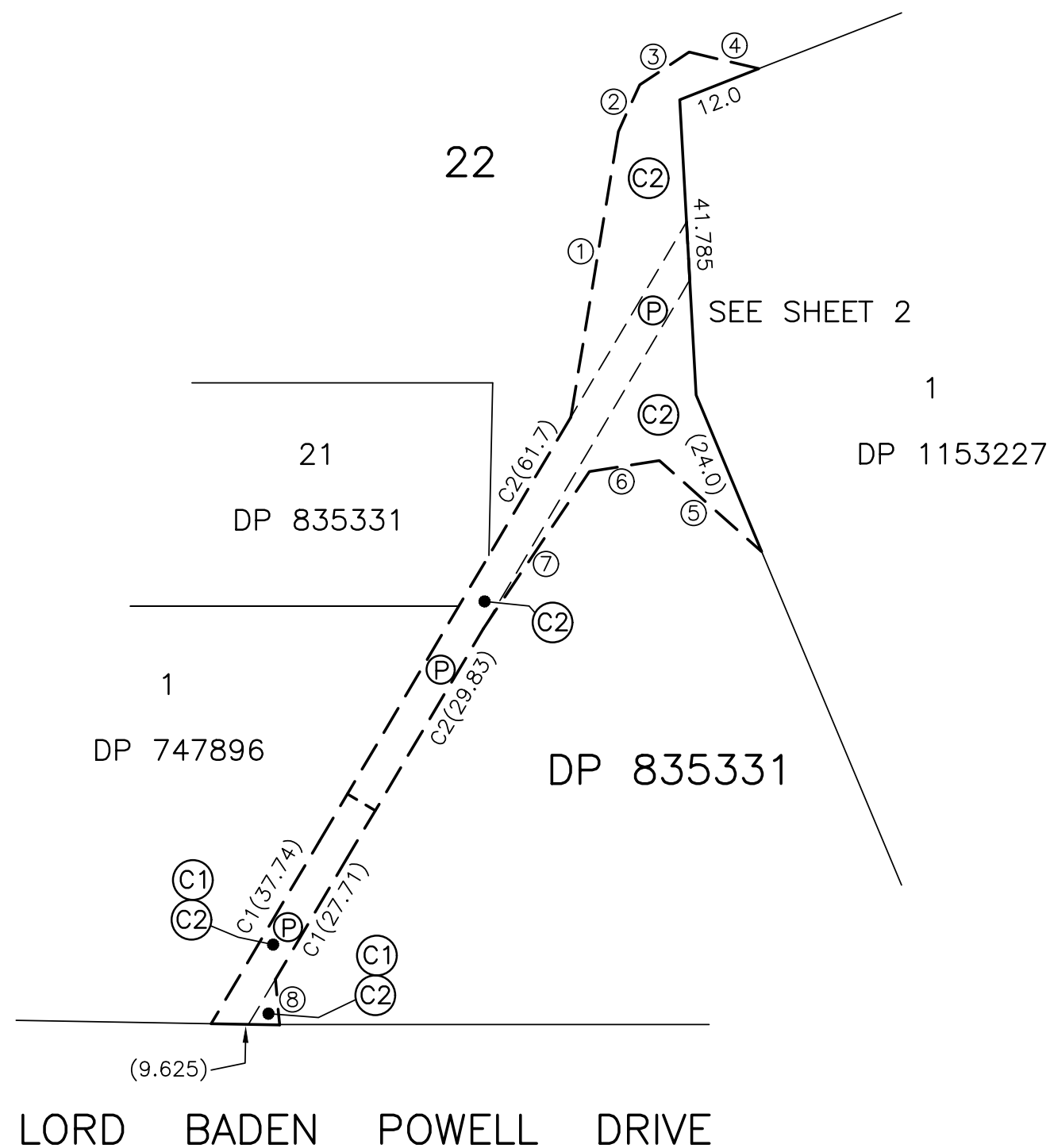
› **R18.1 Proposed Right of Carriageway survey plan** [↓](#) 

### Financial Implications

Sufficient budget is allocated in the Low Level reservoirs rehabilitation project.

**Risk Considerations**

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



Sheet 1 of 2 sheets

SHORT BOUNDARY TABLE

BDY	BEARING	DISTANCE
1	18°25'00"	41.065
2	33°33'35"	7.25
3	65°28'40"	8.38
4	112°21'20"	10.12
5	320°39'40"	19.36
6	270°00'00"	10.00
7	223°00'00"	26.80
8	183°53'05"	6.50

L.G.A.: WAGGA WAGGA	Scale: 1: 800 (A3)	PLAN OF PROPOSED RIGHT OF CARRIAGEWAY OVER LOT 22 DP 835331	 <b>T.J. HINCHCLIFFE &amp; ASSOCIATES</b> <small>PTY. LTD.</small> CONSULTANTS IN SURVEYING, PLANNING AND DEVELOPMENT <small>ACN 003 619 725</small> 33 Blake Street, Wagga Wagga, N.S.W. 2650 Phone: 02 6931 7099  <small>P.O. Box 5497 Wagga Wagga, N.S.W. 2650</small>  <small>Email: <a href="mailto:admin@waggasurveyors.com.au">admin@waggasurveyors.com.au</a></small>	Date: 8 FEBRUARY 2021
Locality: TURVEY PARK	Datum: A.H.D. Origin:			Reference: 20545

# R19 Backflow Prevention Policy 2.1

## Organisational Area Engineering

**Author** Austin Morris, Manager Works

**Summary** The Backflow Prevention Policy 2.1 is due for review. It is presented here for review and endorsement to publicly exhibit.

## RECOMMENDATION that Council:

- a) review the amended Riverina Water Backflow Prevention Policy 2.1
- b) note that the Backflow Prevention Policy will be placed on public exhibition for a period of 28 days following review by the Board; and
- c) note that following the exhibition period, the Backflow Prevention Policy 2.1 will be presented to the board for adoption at its meeting in August 2022.

## Report

Management have commenced the review of all public policies over the first twelve month period of the new Board. At a minimum this review will include reformatting into the new policy template, as well as determining if the policy is still required, or whether a procedure or similar is more appropriate.

Presented in this report is the Backflow Prevention Policy2.1, which has been reformatted with more contemporary wording. The policy applies to council staff and Riverina Water customers and exists to prevent contamination entering the water supply system from private water systems. The policy outlines the compliance requirements for relevant property owners and as such it is recommended that the report be placed on public exhibition for 28 days for community comment.

› **R19.1 Backflow Prevention Policy 2.1** [↓](#) 

## Financial Implications

There are no financial implications associated with this report.

## Risk Considerations

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



# Backflow Prevention Policy

## Policy Statement

Riverina Water requires the installation of backflow prevention devices at all property connections, including but not limited to, residential, rural, commercial and industrial properties. This is done to prevent contamination and backflow of contaminants into the water supply distribution and reticulation systems.

## Purpose of this Policy

Riverina Water County Council aims to protect the quality of its water supply at all points within its systems. Any risk of contamination by backflow from customers' connections into Riverina Water's potable water distribution and reticulation systems is managed through this Backflow Prevention Policy.

The objectives of this Policy are to:

- Provide clear guidelines to assist Council staff in making determinations relating to protecting the potable water supply via backflow prevention.
- Provide information to members of the public, plumbers and other stakeholders about the selection and installation of backflow prevention devices and the Council's role in backflow prevention.
- Ensure that non-complying properties are brought into line with the requirements of this Council Policy, Plumbing Code of Australia and the Australian Standard AS 3500.1.
- Ensure that a backflow register and records are maintained.
- Ensure containment devices are provided and that these devices are equal to or greater than the downstream hazard.
- Ensure annual testing is carried out by a qualified person and is added to the Council backflow register.
- Investigate non-compliance and ensure enforcement of this policy.

## Data and document control

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Page 1 of 6

**Author:** Mgr Works

**EDRMS #**

**Version** 5

**Last revised date** 6 June 2022

**Next scheduled review** June 2026

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## Scope

This policy applies to all new and existing customers and properties connected to, or wishing to connect to, the Riverina Water County Council water supply systems.

## Principles

### 1 Backflow Prevention Installation and Compliance

Compliant backflow prevention shall be achieved with the following registered devices:

Registered Device	Description
<b>Registered Break tanks</b>	A tank system specifically designed for backflow prevention registered by, or on behalf of a regulatory authority, for inspection and maintenance
<b>Registered Air Gaps</b>	<p>A device or system installed for backflow prevention registered by, or on behalf of, a regulatory authority for inspection and maintenance.</p> <p>Air gap for a water supply system is specifically defined as the unobstructed vertical distance through the free atmosphere between the lowest opening of a water service pipe (or fixed outlet) supplying water to a fixture or receptacle and the highest possible water level of that fixture or receptacle</p>
<b>Testable Reduced Pressure Zone Device</b>	A device to prevent backflow caused by back siphonage or backpressure in a water reticulation system that incorporates two independently operating force loaded non-return valves. These automatically drain to waste whenever the pressure in the system (between the upstream and downstream non-return valves) drops to less than 14 kPa below the pressure at the inlet to the upstream non-return valve
<b>Double check valve assembly</b>	A device to prevent backflow caused by backpressure, which has two independently operating force loaded

#### Data and document control

Page 2 of 6

Author: Mgr Works

EDRMS #

Version 5

Last revised date 6 June 2022

Next scheduled review June 2026



	non-return valves and incorporates specific test points for in-service testing
<b>Accredited Backflow Prevention Plumber</b>	A licensed plumber who has completed a TAFE NSW backflow prevention course
<b>Backflow Prevention Containment Device</b>	A device to prevent the reverse flow of water from a potentially polluted source, into the drinking water supply system
<b>Individual Protection</b>	Installing a backflow prevention device at the point where the water pipes connect to a fixture or appliance
<b>Licensed Plumber</b>	A plumber with a licence issued by NSW Fair Trading

## 2 Riverina Water's Responsibilities:

- 2.1 Riverina Water will install non-testable backflow prevention devices on new residential water services up to and including 40mm services only. If determined so, the property owner may be responsible to provide a higher level of backflow protection under the Plumbing Code of Australia (PCA), and AS/NZS 3500:
- 2.2 Riverina Water will endeavour, when replacing or undertaking maintenance work, to install non-testable backflow prevention device on existing water services where one is not already fitted. This is up to and including 40mm services only. If determined so, the property owner may be responsible to provide a higher level of backflow protection under the Plumbing Code of Australia (PCA), and AS/NZS 3500:
- 2.3 Riverina Water will inform and educate consumers of the risks and hazards associated with backflow contamination, particularly consumers that require a higher degree of backflow prevention (i.e. other than a non-testable backflow prevention device).
- 2.4 Riverina Water will provide relevant training to staff to identify potential hazards regarding backflow contamination; instal, commission and maintain backflow prevention devices; and advise and educate consumers of the risks and hazards associated with backflow contamination

### Data and document control

Page 3 of 6

Author: Mgr Works

EDRMS #

Version 5

Last revised date 6 June 2022

Next scheduled review June 2026





- 2.5** Council will advise customers of the date when the device must be tested by with test results forwarded to Council within 10 working days of testing the backflow prevention device.
- 2.6** Riverina Water reserves the right to refuse water supply (under the Local Government Act 1993) to new and existing water services that do not comply with Council's Backflow Prevention Policy.
- 3 Property Owner Responsibilities:**
- 3.1** The property owner is responsible for installation of the appropriate backflow prevention devices including containment protection, on their property that has a high or medium hazard rating.
- 3.2** The property owner is responsible for ensuring the type and installation of backflow prevention devices that are to be installed on properties are in accordance the Plumbing Code of Australia and AS/NZS 3500:. Backflow prevention devices for irrigation and watering systems are to comply with the Plumbing Code of Australia and AS3500:
- 3.3** The property owner is responsible for ensuring satisfactory operation of all registered backflow device(s)
- 3.4** The property owner is responsible for ensuring annual testing of all registered backflow device(s) by a licensed plumber with appropriate backflow accreditation in accordance with the National Code of Australia, AS/NZS 3500: and Plumbing and Drainage Act 2011.
- 3.5** The property owner is responsible for ensuring testable backflow prevention devices that are to be commissioned and tested are done so by a licensed plumber with appropriate backflow prevention accreditation. A Notice of Work (NoW) must be issued by Riverina Water prior to installation of any backflow prevention device. The testable device must be registered with Riverina Water.

#### Data and document control

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Page 4 of 6

**Author: Mgr Works**

**EDRMS #**

**Version 5**

**Last revised date 6 June 2022**

**Next scheduled review June 2026**

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#### 4 Identification of Hazard Ratings:

The three degrees of cross-connection hazards are as follows:

Hazard Rating	Description
<b>High Hazard Rating</b>	Any condition, device, or practice, which in connection with the water supply system, has the potential to cause death
<b>Medium Hazard Rating</b>	Any condition, device, or practice, which in connection with the water supply system, could endanger health
<b>Low Hazard Rating</b>	Any condition, device, or practice, which in connection with the water supply system, is a nuisance but does not endanger health or cause injury

#### Non Compliance

Riverina Water reserves the right to refuse water supply (under the Local Government Act 1993) to new and existing water services that do not comply with Council's Backflow Prevention Policy.

#### References

- Plumbing Code of Australia
- Australian and New Zealand Standards AS/NZS 3500.1:
- Plumbing and Drainage Act 2011

#### Data and document control

Page 5 of 6

Author: Mgr Works

EDRMS #

Version 5

Last revised date 6 June 2022

Next scheduled review June 2026



<b>Policy number</b>	<b>2.01</b>
Responsible area	Engineering
Approved by	
Approval date	
Legislation or related strategy	Plumbing and Drainage Act 2011
Documents associated with this policy	Plumbing Code of Australia Australian and New Zealand Standards AS/NZS 3500.1:
Policy history	Original – 2002 Rev 2 – 2013 Res 13/78 Rev 3 -2015 Res 15/152 Rev 4 – 2017 Res 17/171
Review schedule	Every four years
Next Review	June 2026

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

## END OF POLICY STATEMENT

### Data and document control

Page 6 of 6

**Author:** Mgr Works

**EDRMS #**

**Version** 5

**Last revised date** 6 June 2022

**Next scheduled review** June 2026

# R20 Works Report covering April 2022

**Organisational Area** Engineering

**Author** Bede Spannagle, Director of Engineering

**Summary** This report provides an overview of water usage, connections, maintenance and water quality matters from 1<sup>st</sup> to the 30th April 2022

**RECOMMENDATION** that the Works Report covering April 2022 be received and noted

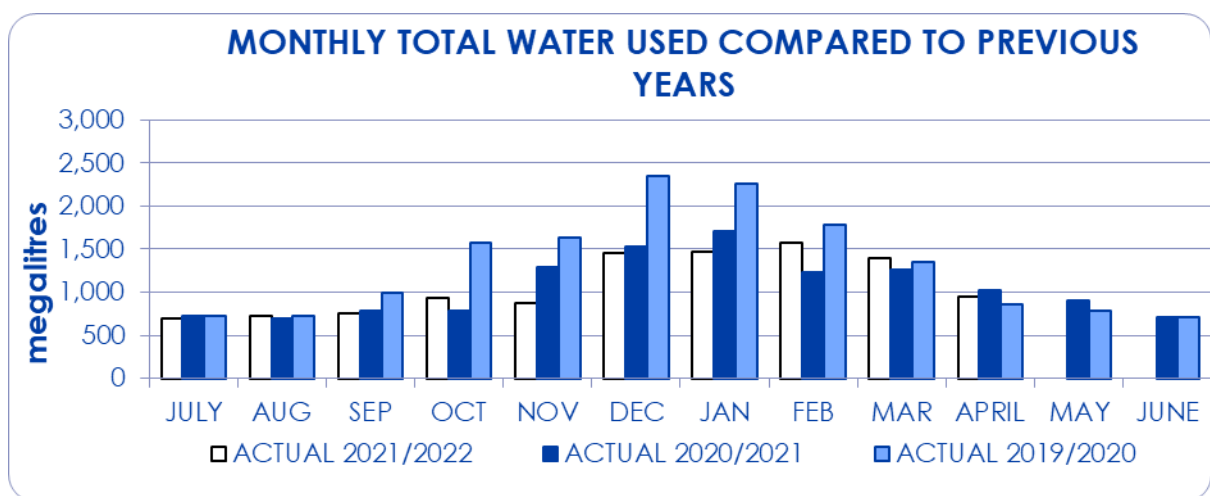
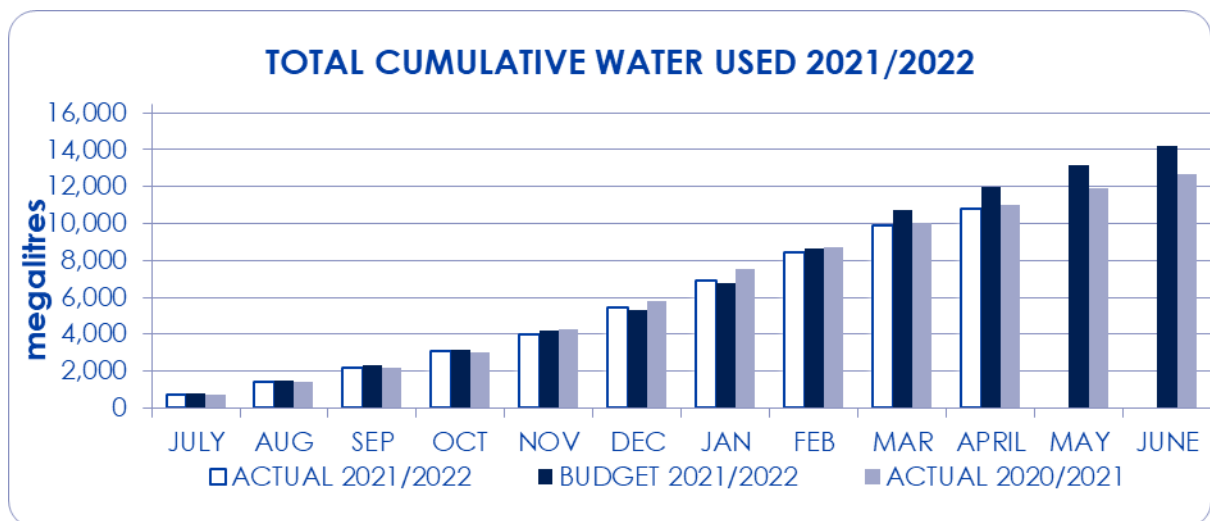
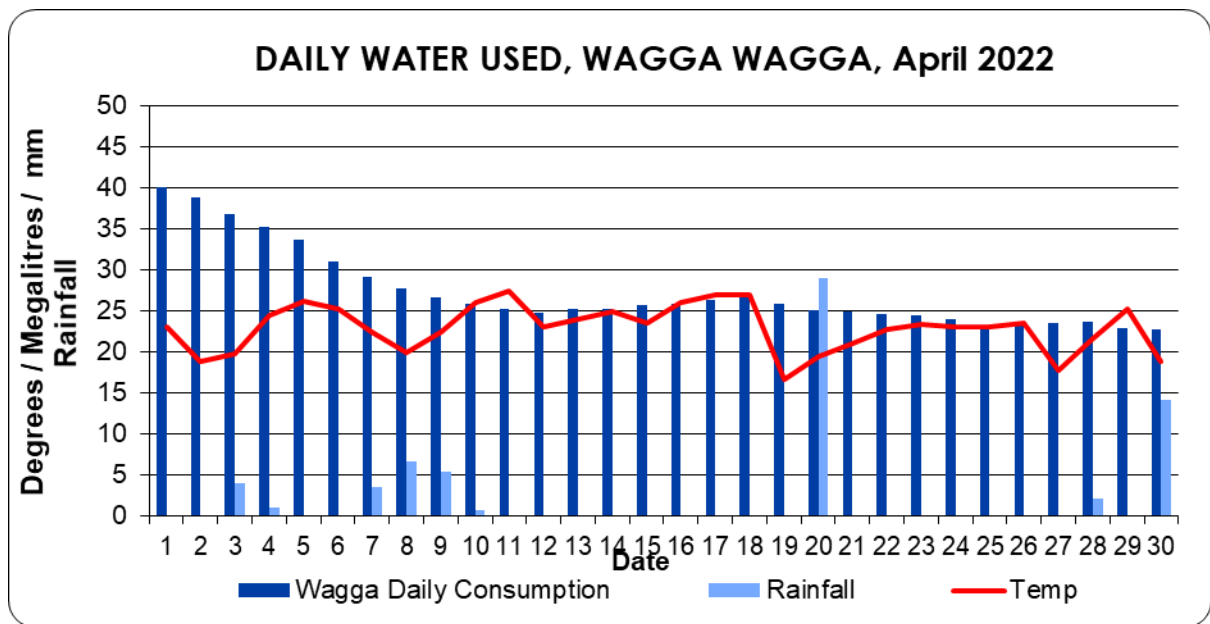
## Report

This report provides an overview of water usage, connections, maintenance, and water quality matters from 1 – 30 April 2022.

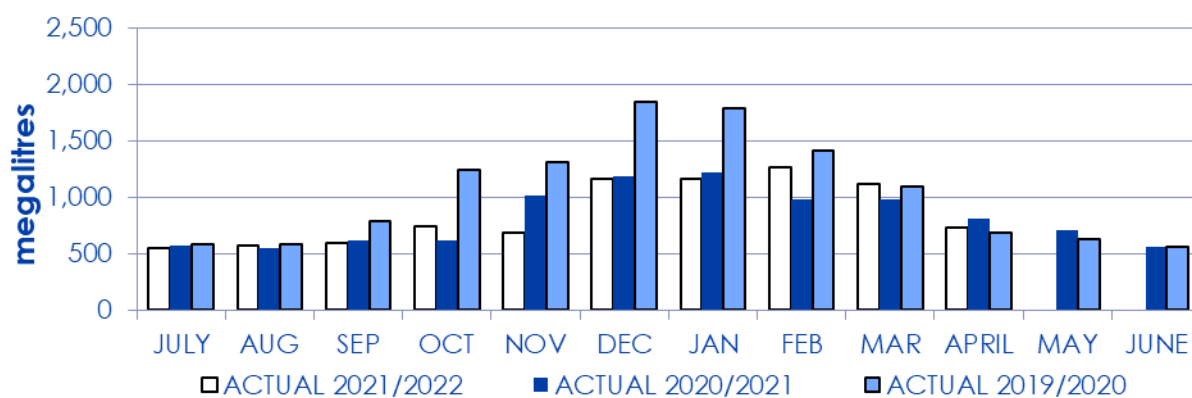
### Water Sourced and Used

	2020	2021	2022
Rainfall	98.4	0.8	52.6
Wet days	8	1	9
<b>Water sourced April 2022 (MI)</b>			
North Wagga bores	177.13	208.55	192.54
West Wagga bores	250.14	381.65	93.08
East Wagga bores	358.03	252.06	256.54
Murrumbidgee River	22.31	127.61	354.04
<b>Sub Total</b>	<b>807.61</b>	<b>969.87</b>	<b>896.20</b>
Bulgary bores	31.17	42.93	33.08
Urana source	0.00	0.00	0.00
Ralvona bores	13.95	19.24	20.03
Walla Walla bores	0.00	0.00	9.06
Goldenfields Water Supply System	4.72	2.43	2.84
<b>Sub Total</b>	<b>49.84</b>	<b>64.60</b>	<b>65.01</b>
Woomargama	0.82	0.91	1.03
Humula	0.19	0.46	0.36
Tarcutta	3.52	1.20	4.17
Oura	2.66	2.82	2.34

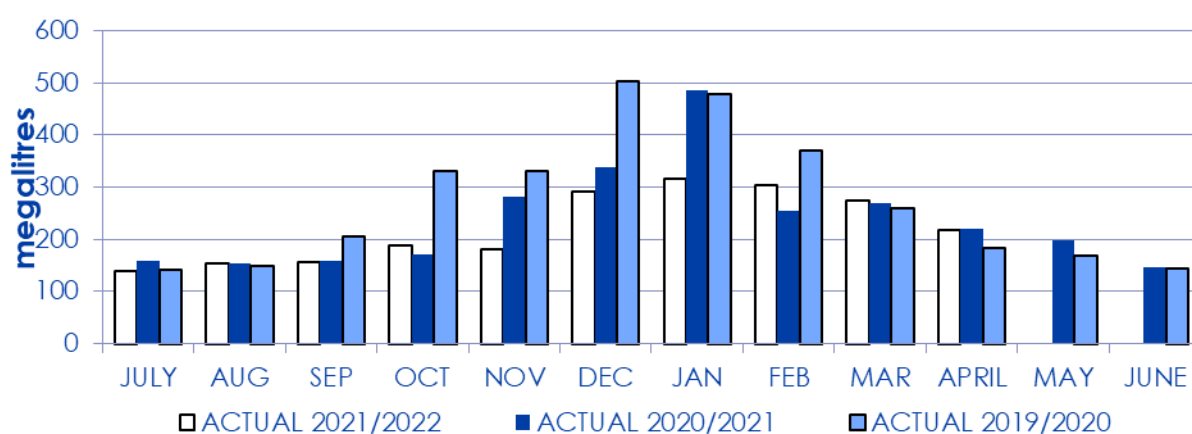
	2020	2021	2022
Walbundrie / Rand	2.92	3.32	2.92
Morundah	0.62	0.62	0.47
Collingullie	4.21	7.41	4.83
<b>Sub Total</b>	<b>14.94</b>	<b>16.74</b>	<b>16.12</b>
<b>Totals</b>	<b>872.39</b>	<b>1,051.21</b>	<b>977.33</b>
<b>Water used April 2022 (MI)</b>			
East Bomen	21.07	24.34	24.76
Estella	68.55	87.41	69.33
North Wagga	62.65	74.55	64.94
Wagga Wagga – low level	105.05	120.90	123.54
Wagga Wagga – high level	368.75	437.25	385.04
Wagga Wagga – Bellevue level	54.59	62.50	66.62
<b>Sub Total</b>	<b>680.66</b>	<b>806.95</b>	<b>734.23</b>
Ladysmith system	3.52	4.86	5.22
Brucedale scheme	23.06	20.37	23.30
Currawarna scheme	9.24	10.64	16.16
Rural Southern trunk main system	87.6	102.19	102.99
Rural Western trunk main system	31.52	43.43	33.50
<b>Sub Total</b>	<b>154.92</b>	<b>181.49</b>	<b>181.17</b>
Holbrook	13.94	19.29	20.08
Woomargama	0.82	0.91	1.03
Humula	0.19	0.46	0.36
Tarcutta	3.50	3.53	3.99
Oura	2.66	2.82	2.34
Walbundrie / Rand	2.92	3.32	2.92
Morundah	0.59	0.57	0.43
Collingullie	4.59	6.99	4.43
<b>Sub Total</b>	<b>29.21</b>	<b>37.89</b>	<b>35.58</b>
<b>Totals</b>	<b>864.79</b>	<b>1,026.33</b>	<b>950.98</b>



### MONTHLY WAGGA WATER USED COMPARED TO PREVIOUS YEARS



### MONTHLY RURAL WATER USED COMPARED TO PREVIOUS YEARS



### New Service Connections, Repairs, Meters, Locations and Complaints

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Wagga Wagga	15		1	10	3	1				49	4	2
Wagga Wagga	1		1	3	1					7	1	1
Forest Hill										1		
Estella										2		
Koorinal										4		
Turvey Park										7		
Lake Albert	1			1						11	1	

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Ashmont				3						2		
Tolland				1		1				4		
Mt Austin										2		1
Bourkelands				1	2					4	1	
Glenfield										5		
Lloyd	3											
East Wagga											1	
Boorooma				1								
Gobbagombalin	8											
Gumly Gumly	2											
Brucedale										1		
Currawarna				1								
San Isidore										1	1	
Pleasant Hills												1
Uranquinty	1											
Yerong Creek						1						
Culcairn				1						1		
Henty	2											1
Holbrook				1	1	1				3		
Walla Walla				1								
Oaklands										1		
Urana				1						2		
<b>TOTAL</b>	<b>18</b>	<b>0</b>	<b>1</b>	<b>15</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>58</b>	<b>5</b>	<b>4</b>

#### Water System Repairs

Wagga Wagga							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
6/4/2022	Mount Austin	100 AC	Accidental damage	Yes		0	2
12/4/2022	Gobbagombalin	100 WPVC	Pipe failure (not specified)	Yes		0	3
18/4/2022	Glenfield Park	100 BPVC	Pipe failure (not specified)	Yes		0	3



21/4/2022	Koorinal	100 AC	Pipe failure (not specified)	No		5	6
24/4/2022	Wagga Wagga	63 PE	Pipe failure (not specified)	Yes		0	1
26/4/2022	Wagga Wagga	150 CI	Pipe failure (not specified)	Yes		0	5
26/4/2022	Wagga Wagga	50 PVC	Pipe failure (not specified)	Yes		0	5

Rural							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
4/4/2022	Collingullie	100 WPVC	Pipe failure – ground movement	Yes		0	24
4/4/2022	Collingullie	100 WPVC	Pipe failure – ground movement	Yes		0	23
5/4/2022	Collingullie	50 PVC	Pipe failure – ground movement	No		7	9
11/4/2022	Bruce Dale	32 PVC	Leaking Collar	No		1	1
24/4/2022	Osbourne	63 PE	Pipe failure (not specified)	No		1	3
28/4/2022	Bidgeemia	63 PE	Pipe failure – ground movement	Yes		0	9
29/4/2022	The Gap	63 PE	Pipe failure (not specified)	Yes		0	3

#### Water Quality Complaints

Date	Town	Request details	Action Taken
11/4/22	Bourkelands	Hard water	Tested water Calcium hardness 70mg/L, Total hardness 120mg/L
11/4/22	Wagga	Water discoloured	Gal pipe on residents' side is the issue. Notified resident.
14/4/22	Koorinal	bad water, gal pipe?	Flushed main
28/4/22	Holbrook	Concerned about white deposits	Total hardness (calcium carbonate) Ave 97.2mg/L past year, within ADWG

### New water mains laid

Location	Project	63	100		150		200		300	
		PE	OPVC	DICL	OPVC	DICL	OPVC	DICL	OPVC	DICL
Nil										

### Replacement of Existing Mains

Location	Project	50	63	100		150	150	200	300		375	
		PE	OPVC	DICL	OPVC	DICL	OPVC	OPVC	OPVC	DICL	DICL	DICL
Oaklands	Replacement						1340					
Brucedale	Upgrade								129			
Cooedong	Upgrade			216								
Pearson St	Replacement			34		48						

### Other Construction

Location or Project	Work done
Gurwood St Primary School	100mm Fire Service
Simmons St	100mm Fire Service
Cooedong Lane	11 service renewals by gangs

### Major Repairs / Overhauls

Facility	Work done
Nil	

### Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	85
Estella Farrer Road	16
Forest Hill Elizabeth Avenue	64
Glenfield Red Hill Road	28
Henty Olympic Way	1
Holbrook Millswood Road	15
Lake Albert Plumpton Road	44

Lockhart Napier Road	79
Pleasant Hills Manson Street	6
The Rock	30
Urana Federation Way	3
Walla Walla Short St	3
Yerong Creek Finlayson	1

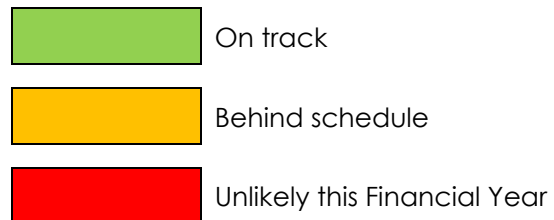
#### Fleet Disposals

Nil

#### Fleet Acquisitions

Nil

Major Capital Projects Progress (over \$100,000)



Description	2020/21 Budget	Actual & Committed to Date	Comments
<b>MANAGEMENT</b>			
<b>Administration Office</b>			
Carpark – Admin building	\$60,000	\$22,796	Disabled car park design and modification to the garden bed completed.
Administration Office	\$57,965	\$34,791	Changes to layout requested. Further consultation held. New layout agreed. Workstations to be installed in June.
<b>Depot Buildings</b>			
Refurbishment of Operations Office – Urban	\$1,250,445	\$1,002,473	Rendering of Block A complete. Storm water installation commenced. Roofing & gutter contract W278 executed, works due to commence at end of June.
Depot Building The Rock – Non-Urban	\$110,301	\$21,224	Automatic gates are finalised and engaged contractor to supply and install automatic gates.
Awning on stores building	\$51,996	\$11,274	Design and fabrication drawings complete. No further work planned for this financial year.

Description	2020/21 Budget	Actual & Committed to Date	Comments
Re-use of supernatant non-potable water on Hammond Ave site	\$50,000	\$737	Reviewing supernatant test results and undertaking checks if suitable for irrigation of landscaped areas.
<b>Land and Buildings for Admin, Depot and Workshops</b>			
<b>Access, Parking and Landscaping</b>			
Levee protection Stage 2 Hammond Ave – Urban	\$28,928	\$34,344	Only minor sealing work still to be completed.
Murrumbidgee River Bank Stabilisation	\$41,927	\$14,861	Assessment report completed.
Marshalls Creek Bank Stabilisation	\$45,515	\$15,803	Combined with Murrumbidgee River Bank Stabilisation project
Koorinal Road purchase	\$381,928	\$386,802	Completed.
Forge & Copland Street Development	\$60,000	\$947	Concept design presented to stakeholders. Drawings updated to as per stakeholders feedback.
45 Koorinal Road purchase	\$0	\$1,500	Complete
Willans Hill Low Level Res Land Purchase	\$161,200		Compulsory land acquisition in progress.
Koorinal Land Purchase (Profinance Lot 2)	\$800,000	\$726,712	Complete
<b>Asset Demolition</b>			
Millswood (Abandoned) Reservoir x2	\$50,000	\$0	
Bomen No. 1 Steel (Abandoned) Reservoir	\$50,000	\$0	Deferring demolition until 22/23 to combine with Red Hill demolition to reduce cost.
<b>PLANT AND EQUIPEMENT</b>			
<b>IT Equipment</b>			
Computer Server Replacement – Urban	\$51,050	\$15,375	Commenced server replacement program.

Description	2020/21 Budget	Actual & Committed to Date	Comments
Computer Equipment – Urban	\$188,928	\$22,403	Commenced IT equipment replacement program. Delay in program due supply issues.
<b>Working Plant and Vehicle Purchases</b>			
Routine plant and vehicle replacements	\$1,626,292	\$1,219,247	Ongoing
<b>Telemetry and Control Systems Upgrade</b>			
Radio Telemetry SCADA Upgrade	\$362,785	\$217,461	Ongoing
Remote telemetry units and radio upgrade project	\$100,000	\$216,438	Ongoing
<b>Radio Communication Upgrade/Replacements/Improvements</b>			
Radio Communication	\$0	\$1,440	Completed
<b>Energy Efficiency and Cost Minimisation</b>			
Solar Pilot plant – East Wagga	\$209,178	\$240,078	Aitken & Rowe submitted final report on soil test.  Riverina Water submitted steady state report (first report) to Essential Energy for review that models the impacts of the project on their network.
<b>INTANGIBLES</b>			
<b>Water Licences</b>			
ERP Development and Implementation	\$3,381,430	\$2,596,378	Order raised – project on track.
<b>SOURCES</b>			
<b>Bores – Renew / Refurbish / Decommission</b>			

Description	2020/21 Budget	Actual & Committed to Date	Comments
Tarcutta Bore 5 Replacement (WTP site)	\$300,000	\$0	
Sourceworks Metering (governance)	\$40,000	\$0	Woomargama Spear Points made INACTIVE and not required to be certified
Switchboards Improvements/Replacements	\$15,000	\$0	
<b>TREATMENT PLANTS</b>			
<b>Aeration Tower Replacements</b>			
Ralvona Aeration Basin Replacement	\$115,000	\$88,998	Installation of new pipework for replacement tank in progress.
<b>Specific Treatment Plant Improvements</b>			
Tarcutta WTP Levee protection	\$25,000	\$0	
Online & Remote Monitoring	\$23,932	\$17,950	Ongoing
<b>Treatment Plant Refurbishments</b>			
WTP stage 1 – Urban	\$3,109,661	\$517,958	Tenders received for final documentation of the plant. Tenders are evaluated and recommendation report will be submitted for next board meeting.  Working with Prominent to diagnose further issues with the Fluoride dosing for the river plant.
Roads	\$209,686	\$111,316	Negotiating with contractor in line with council resolution.
Footpaths and Covered Walkways	\$100,000	\$33,056	Sheeting installed for chemical building walkway. Installation of flashing and downpipes in progress.
Landscaping	\$103,312	\$82,484	No further progress. Defer to next financial year.

Description	2020/21 Budget	Actual & Committed to Date	Comments
North Wagga WTP Fluoride Plant Replacement	\$120,000	\$0	
Tarcutta Iron Filter Replacement	\$2,962	\$0	Fabrication of access walkway and ladders commenced.
Tarcutta CWS tank replacement	\$80,000	\$95,048	Inspection completed for the work delivered under the contract. Contractor to rectify the identified defects and issues.
Tarcutta CWS Access Ladder	\$33,788	\$35,062	Handrail, hatches and ladder have been installed.
Tarcutta Manganese Filter Replacement	\$80,000	\$0	
Western Strategy and Urana WTP replacement	\$60,000	\$32,659	Putting the proposal to executive team on funding options for the large connection to Birrego Scheme.  Finalising the setup to create system curve for existing raw water line from Colombo Creek.
Woomagama WTP	\$224,000	\$13,959	Consultant report received and reviewing treatment process and risks
<b>PUMPING STATIONS</b>			
Estella Pump Station Power Upgrade	\$80,000	\$81,056	Completed
Wagga CWS – Bomen pump Station	\$50,000	\$0	On hold
Pleasant Hills Pump Station Refurbishment	\$90,000	\$0	Preliminary hydraulic review completed



<b>RESERVOIRS</b>			
<b>General Improvements</b>			
Reservoir Access Security Enclosures & Cameras	\$20,000	\$4,405	Consultant have submitted initial changes to design plans for Red Hill Reservoir 1 enclosure. Riverina Water completed the review and provided feedback to consultant to produce detailed drawings for further review.
<b>New / Replacement Reservoirs</b>			
Main Low Level Reservoir 2x11ML Investigation & Design - Urban	\$52,206	\$18,954	Completed. Remaining budget to be used for land acquisition.
Humula Reservoir Replacement 2x 100kL with 1x 150kL	\$95,752	\$106,963	Inspection completed for the work delivered under the contract. Contractor to rectify the identified defects and issues.
Walbundrie Reservoir #2 1x100kL with 150kL replacement	\$92,785	\$122,006	Inspection completed for the work delivered under the contract. Contractor to rectify the identified defects and issues.
Oura Reservoir Replacements 2x100kL with 700kL replacement	\$28,974	\$5,780	Contract for sale of land has been exchanged.
The Rock Reservoir South	\$8,900	\$14,687	Discussions ongoing between Riverina Water's Solicitor and Landowners Solicitor. Waiting for independent valuation as agreed to be undertaken by Landowner.
Low Level Reservoirs – Land Matters	\$0	\$0	Acquisition of reservoir site from Department of Education in progress.
Decommission 10Mg open reservoir	\$160,000	\$40,886	Application for Aboriginal Heritage Impact Permit (AHIP) being reviewed by Heritage NSW.  Geotechnical report and tender specifications for filling open reservoir being amended to allow alternate design to meet performance criteria.

<b>Reservoirs – Upgrade Ladders and Access</b>			
Reservoirs – upgrade ladders and access – Urban	\$30,000	\$0	
Reservoirs – upgrade ladders and access – Non-Urban	\$65,600	\$5,600	
<b>Reservoir Hatches Magflows</b>			
Reservoir Magflow – Non-Urban	\$25,000	\$1,475	
<b>MAINS</b>			
<b>System Improvements</b>			
System Improvements – Urban	\$150,000	\$57,571	In progress
System Improvements – Non-Urban	\$50,000	\$3,443	Not yet commenced.
Low Level Reservoirs Pipework	\$201,976	\$169,627	Complete
WW WTP 600mm DICL Koorringal Road	\$107,770	\$106,482	Complete
Estella PH and Res	\$0	\$1,269	Project completed. Minor committed costs carried over.
Eldershaws Rd, The Gap	\$150,000	\$77,263	Complete.
Cooedong Lane, 230m 100mm DICL	\$100,000	\$41,901	Not yet commenced.
Bolton Park	\$200,000	\$69,146	Not yet commenced.
Koorringal Road, Christian College	\$320,000	\$135,487	In progress
<b>Reticulation for Developers (including other extensions)</b>			
Reticulation for Developers – Urban	\$758,000	\$955,511	In progress
Reticulation for Developers – non urban	\$460,600	\$385,666	In progress. Major works undertaken at The Rock for stormwater project.

<b>Renew Reticulation Mains</b>			
Renew Reticulation Mains – Non-Urban	\$200,000	\$95,253	In progress
Renew Reticulation Mains – Urban	\$300,000	\$46,933	In progress
Athol St 100mm DICL	\$400,000	\$268,512	Stage 1 completed. Stage 2 to be undertaken.
<b>Renew Trunk Mains</b>			
Renew Trunk Mains – Urban	\$400,000	\$317,193	In progress
Renew Trunk Mains – Non-Urban	\$14,690	\$12,281	In progress
Olympic Highway – Trunk Mains Replacement	\$913,507	\$376,900	In progress
Simkin/Churchill/Sherwood – Trunk Main Replacement	\$11,785	\$11,736	Completed – designs only.
Urana – Corowa (Oaklands)	\$250,000	\$113,998	Not yet commenced.
Olympic Highway Henty to Jennings Lane	\$500,000	\$1,086	Not yet commenced.
Western Region Network Design	\$190,000	\$40,109	
Renew Rail Crossings	\$25,000	\$0	Not yet commenced.
<b>SERVICES</b>			
<b>Service Connections, new including Meters</b>			
Service Connections, New – Urban	\$700,403	\$746,257	In progress
Service Connections, New – Non Urban	\$100,000	\$62,427	In progress
<b>Renew Services</b>			
Renew Services – Urban	\$250,000	\$98,138	In progress
Renew Services – Non-Urban	\$80,000	\$61,909	In progress, replacement of services in Walla Walla causing over expenditure

<b>METERS</b>			
<b>Water Meters Replacement</b>			
Water meters replacement – Urban	\$150,871	\$85,183	In progress
Water meters replacement – Non-Urban	\$50,000	\$2,343	In progress
<b>Remote Metering</b>			
Remote Metering – Non-Urban	\$25,000	\$2,206	In progress, Oura trial site.
Estella – The Gap (Pine Gulley Road) Magflow (Solar)	\$25,000	\$0	Not yet commenced.
<b>Water Filling Stations New</b>			
WFS – Non-Urban	\$25,000	\$26,675	In progress, Rand and Ralvona sites commenced.

### Financial Implications

Nil

### Risk Considerations

<b>Service Delivery</b>	
Avoid	Council will avoid taking on any risks which may compromise water quality.

## R21 Works Report covering May 2022

### Organisational Area Engineering

**Author** Bede Spannagle, Director of Engineering

**Summary** This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 31 May 2022.

**RECOMMENDATION** that the Works Report covering May 2022 be received and noted.

### Report

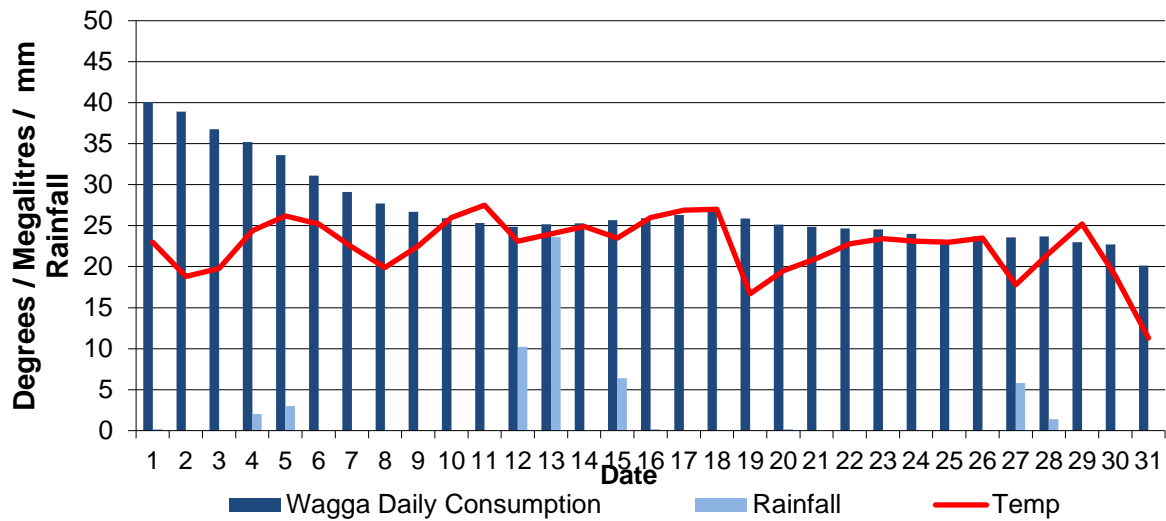
This report provides an overview of water usage, connections, maintenance and water quality matters from 1 – 31 May 2022.

#### Water Sourced and Used

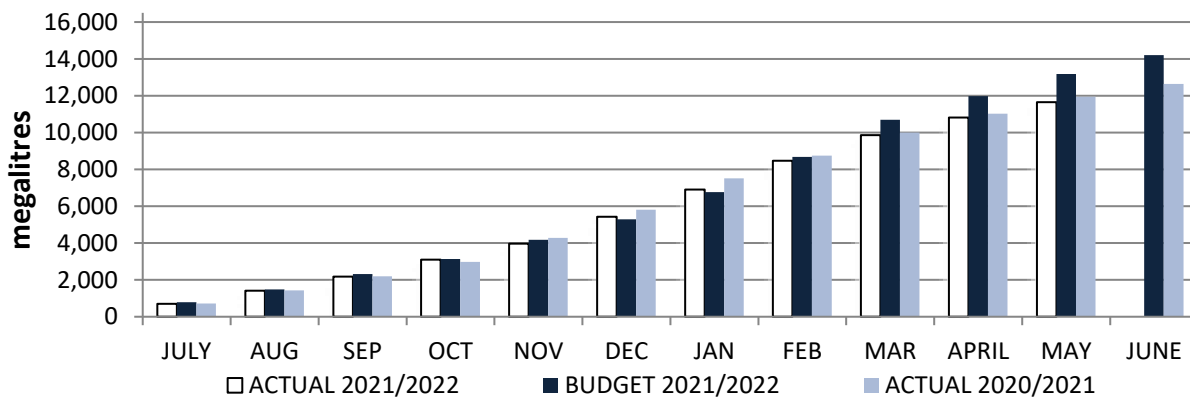
	2020	2021	2022
Rainfall	98.4	32	53.0
Wet days	8	6	10
<b>Water sourced May 2022 (MI)</b>			
North Wagga bores	177.13	185.12	184.23
West Wagga bores	250.14	330.96	84.70
East Wagga bores	358.03	312.86	149.63
Murrumbidgee River	22.31	23.51	372.59
<b>Sub Total</b>	<b>807.61</b>	<b>852.45</b>	<b>791.15</b>
Bulgary bores	31.17	35.84	31.16
Urana source	0.00	0.00	0.00
Ralvona bores	13.95	15.66	22.46
Walla Walla bores	0.00	0.00	0.00
Goldenfields Water Supply System	4.72	2.20	1.57
<b>Sub Total</b>	<b>49.84</b>	<b>53.70</b>	<b>55.19</b>
Woomargama	0.82	0.78	1.04
Humula	0.19	1.15	0.39
Tarcutta	3.52	3.20	4.88
Oura	2.66	2.15	2.26

	2020	2021	2022
Walbundrie / Rand	2.92	3.24	3.35
Morundah	0.62	0.78	0.50
Collingullie	4.21	6.49	4.29
<b>Sub Total</b>	<b>14.94</b>	<b>17.79</b>	<b>16.71</b>
<b>Totals</b>	<b>872.39</b>	<b>923.94</b>	<b>863.05</b>
<b>Water used May 2022 (MI)</b>			
East Bomen	21.07	25.14	20.07
Estella	68.55	79.33	72.49
North Wagga	62.65	68.90	67.60
Wagga Wagga – low level	105.05	108.44	114.04
Wagga Wagga – high level	368.75	371.28	339.60
Wagga Wagga – Bellevue level	54.59	59.05	35.41
<b>Sub Total</b>	<b>680.66</b>	<b>712.14</b>	<b>649.21</b>
Ladysmith system	3.52	5.54	3.81
Brucedale scheme	23.06	17.76	18.98
Currawarna scheme	9.24	12.63	9.82
Rural Southern trunk main system	87.6	93.68	85.69
Rural Western trunk main system	31.52	36.55	31.39
<b>Sub Total</b>	<b>154.92</b>	<b>166.16</b>	<b>149.69</b>
Holbrook	13.94	15.62	22.43
Woomargama	0.82	0.78	1.04
Humula	0.19	1.15	0.39
Tarcutta	3.50	3.12	4.75
Oura	2.66	2.15	2.26
Walbundrie / Rand	2.92	3.24	3.35
Morundah	0.59	0.73	0.95
Collingullie	4.59	6.07	3.95
<b>Sub Total</b>	<b>29.21</b>	<b>32.86</b>	<b>39.12</b>
<b>Totals</b>	<b>864.79</b>	<b>911.16</b>	<b>838.02</b>

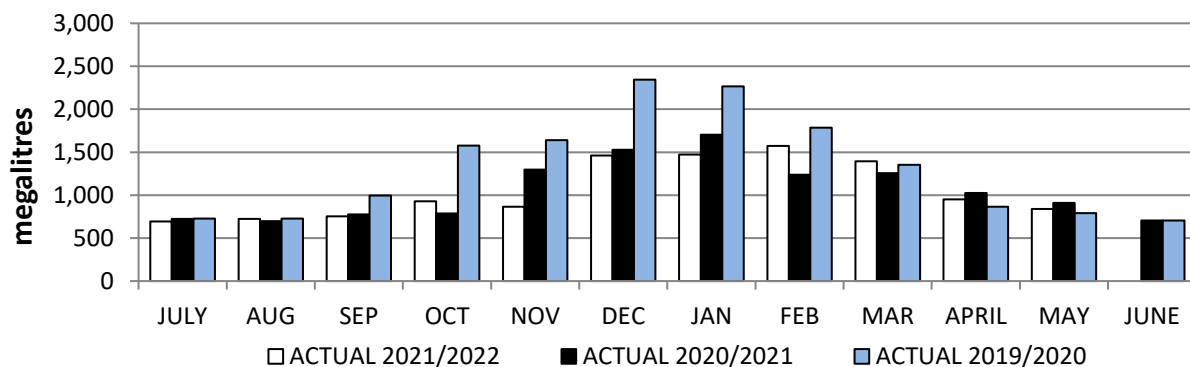
### DAILY WATER USED, WAGGA WAGGA, May 2022



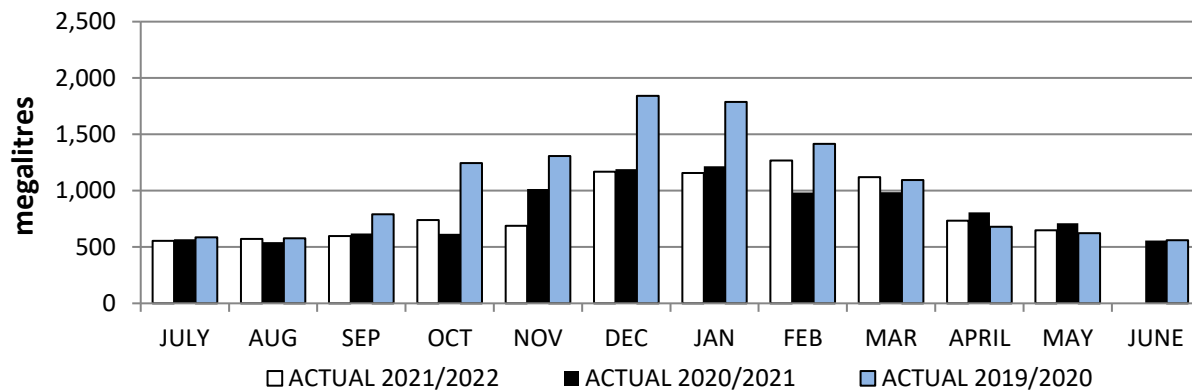
### TOTAL CUMULATIVE WATER USED 2021/2022



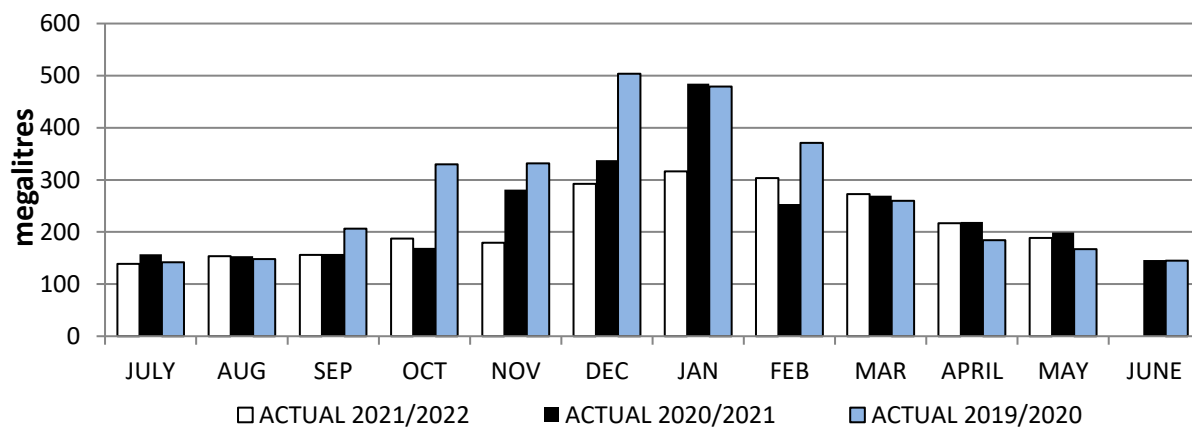
### MONTHLY TOTAL WATER USED COMPARED TO PREVIOUS YEARS



### MONTHLY WAGGA WATER USED COMPARED TO PREVIOUS YEARS



### MONTHLY RURAL WATER USED COMPARED TO PREVIOUS YEARS



### New Service Connections, Repairs, Meters, Locations and Complaints

Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
<b>Wagga Wagga</b>	<b>30</b>	<b>4</b>	<b>5</b>	<b>10</b>	<b>6</b>	<b>3</b>				<b>56</b>	<b>3</b>	<b>2</b>
Wagga Wagga	1	2		3	2	1				19	2	2
Forest Hill										4		
North Wagga										1		
Estella				1	1					2		
Koorringal	3	1								7		
Turvey Park	2			1		1				1		



Location	New connect – residential	New connect – non-residential	Services renewed	Services repaired	Quality complaints	Supply complaints *	Customer dealings complaints	Other complaints	Frost damage	Meter or Metercock fault	Leaking valves or hydrants	Locations
Lake Albert	1		1	1	1					4		
Ashmont			3	2	1					2	1	
Tolland	2		1							3		
Mt Austin	3									5		
Tatton	1									2		
Glenfield	1					1				4		
Lloyd	5			1						1		
Springvale				1	1							
East Wagga		1										
Boorooma	2											
Gobbagombalin	7									1		
Gumly Gumly	2											
Brucedale										1		
Currawarna	1									1		
Ladysmith		1										
Oura										1		
Tarcutta				1								
Bulgary											1	
Collingullie										1		
Lockhart	5			1						1		
Mangoplah				1								
The Rock											1	
Culcairn				1							1	
Henty	1			1								1
Holbrook	1	2	1							1		
Morven						1						
Oaklands				2								
Urana										1		
<b>TOTAL</b>	<b>38</b>	<b>7</b>	<b>6</b>	<b>17</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>63</b>	<b>6</b>	<b>3</b>

## Water System Repairs

Wagga Wagga							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
6/5/2022	Wagga Wagga	100 BPVC	T/Band broken/leaking	No		0	0
17/5/2022	Turvey Park	80 CI	Accidental damage	No		30	1
25/5/2022	Lake Albert	150 AC	Pipe failure (not specified)	No		20	5
26/5/2022	Lake Albert	150 AC	Pipe failure (not specified)	No		0	5
31/5/2022	Lake Albert	100 AC	Pipe failure (not specified)	No		0	0
31/5/2022	Turvey Park	100 AC	Pipe failure (not specified)	Yes		0	2

Rural							
Date	Town	Main type	Cause	Live repair	Outage duration time	Customers affected	Water lost (KI)
2/5/2022	Henty	100 AC	Pipe failure – ground movement	No		10	3
5/5/2022	Holbrook	100 AC	Pipe failure (not specified)	No		10	5
5/5/2022	Pleasant Hills	63 PE	Pipe failure (not specified)	No		1	2
12/5/2022	Pleasant Hills	63 PE	Pipe failure – ground movement	Yes		0	12
16/5/2022	Pleasant Hills	63 PE	Pipe failure – ground movement	Yes		0	23
17/5/2022	Morven	150 AC	Pipe failure – ground movement	No		12	36
18/5/2022	The Rock	150 AC	Pipe failure – ground movement	No		35	23
27/5/2022	Pleasant Hills	40 PE	Leaking collar	No		1	1

### Water Quality Complaints

Date	Town	Request details	Action Taken
7/5/22	Wagga	Dirty water	Explained that it is old gal pipe on customer's side.
12/5/22	Springvale	Water is discoloured	Flushed main
13/5/22	Ashmont	Water brown	Flushed service
25/5/22	Lake Albert	Dirty water after mains break.	Flushed service and rewasher
26/5/22	Wagga	Dirty water	WQ sent through report of RV01 water quality, spoke to customer re gal pipes
28/5/22	Gobbagombalin	Water tastes and smells of chlorine	Free Cl 1.2mg/L at property. Within ADWG
31/5/22	Estella	Owner ran tap, water still discoloured.	Flushed service

### New water mains laid

Location	Project	63	100		150		200		300	
		PE	OPVC	DICL	OPVC	DICL	OPVC	DICL	OPVC	DICL
Brunlea Park Stage 1	New sub-division			47						
Harris Road	New sub-division		306							
52 Plumpton Rd	New sub-division			8	30					
Urana Street	Mains extention		168	12						

### Replacement of Existing Mains

Location	Project	50	63	100		150	150	200	300		375	
		PE	OPVC	DICL	OPVC	DICL	OPVC	OPVC	OPVC	DICL	DICL	DICL
Oaklands	Mains Replacement						1800					
Bruce Dale	Mains Upgrade									102		
Cooedong Lane	Mains Replacement				30							

#### Other Construction

Location or Project	Work done
Ralvona new reservoir	Connect scour to new reservoir
Tarcutta treatment Plant	Connect new tank

#### Major Repairs / Overhauls

Facility	Work done
Nil	

#### Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	108
Estella Farrer Road	41
Forest Hill Elizabeth Avenue	20
Glenfield Red Hill Road	19
Henty Olympic Way	7
Holbrook Millswood Road	10
Lake Albert Plumpton Road	18
Lockhart Napier Road	36
Pleasant Hills Manson Street	11
Ralvona	1
The Rock	43
Urana Federation Way	13
Walla Walla Short St	3
Yerong Creek Finlayson	12

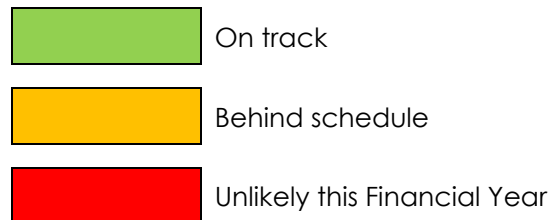
#### Fleet Disposals

Nil

## Fleet Acquisitions

<b>Vehicle No</b>	<b>Tenders received</b>	<b>Accepted Tenderer</b>	<b>Vehicle type</b>	<b>Make/Model</b>	<b>Price ex GST</b>
451	1 as per LGP Price	Wagga Motors	Extra cab with tray	Isuzu SX D-Max	\$38,793.64
454	1 as per LGP price	Wagga Motors	Wagon	Isuzu LU-U Max	\$47,475.45
449	1 as per LGP price	Wagga Motors	Extra cab with tray	Isuzu SX D-Max	\$39,398.18

Major Capital Projects Progress (over \$100,000)



Description	2020/21 Budget	Actual & Committed to Date	Comments
<b>MANAGEMENT</b>			
<b>Administration Office</b>			
Carpark – Admin building	\$60,000	\$23,621	Modifications to carpark subject to weather and will likely be early next financial year.
Administration Office	\$57,965	\$37,850	Workstations installed in HR office and staff relocated.
<b>Depot Buildings</b>			
Refurbishment of Operations Office – Urban	\$1,250,445	\$1,073,217	Rendering of Block A complete. Storm water installation completed. Roofing & gutter contract W278 executed and works have commenced.
Depot Building The Rock – Non-Urban	\$110,301	\$61,663	Automatic gates have been ordered and fabrication commenced. Installation early next financial year.
Awning on stores building	\$51,996	\$11,274	Design and fabrication drawings complete. No further work planned for this financial year.
Re-use of supernatant non-potable water on Hammond Ave site	\$50,000	\$1,340	Reviewing supernatant test results and undertaking checks if suitable for irrigation of landscaped areas.

Description	2020/21 Budget	Actual & Committed to Date	Comments
<b>Land and Buildings for Admin, Depot and Workshops</b>			
<b>Access, Parking and Landscaping</b>			
Levee protection Stage 2 Hammond Ave – Urban	\$28,928	\$38,746	Only minor sealing work still to be completed.
Murrumbidgee River Bank Stabilisation	\$41,927	\$14,930	Four work packages being developed by consultant for stabilisation works. Draft for package one for "Slope and Vegetation Management advice" received.
Marshalls Creek Bank Stabilisation	\$45,515	\$15,803	Combined with Murrumbidgee River Bank Stabilisation project
Koorungal Road purchase	\$381,928	\$386,802	Completed.
Forge & Copland Street Development	\$60,000	\$1,282	Concept design presented to stakeholders. Drawings updated to as per stakeholders feedback.
45 Koorungal Road purchase	\$0	\$1,500	Complete
Willans Hill Low Level Res Land Purchase	\$161,200		Compulsory land acquisition in progress.
Koorungal Land Purchase (Profinance Lot 2)	\$800,000	\$726,712	Complete
<b>Asset Demolition</b>			
Millswood (Abandoned) Reservoir x2	\$50,000	\$0	
Bomen No. 1 Steel (Abandoned) Reservoir	\$50,000	\$0	Deferring demolition until 22/23 to combine with Red Hill demolition to reduce cost.

<b>PLANT AND EQUIPEMENT</b>			
<b>IT Equipment</b>			
Computer Server Replacement – Urban	\$51,050	\$11,235	Replacement program is behind due to IT staff shortages, budget will be revoted to 2023.
Computer Equipment – Urban	\$188,928	\$22,403	Program is behind due to supply shortages and IT staff shortages. Budget will be revoted to 2023.
<b>Working Plant and Vehicle Purchases</b>			
Routine plant and vehicle replacements	\$1,626,292	\$1,218,334	Ongoing
<b>Telemetry and Control Systems Upgrade</b>			
Radio Telemetry SCADA Upgrade	\$362,785	\$26,096	Ongoing
Remote telemetry units and radio upgrade project	\$100,000	\$232,800	Ongoing
<b>Radio Communication Upgrade/Replacements/Improvements</b>			
Radio Communication	\$0	\$1,440	Completed
<b>Energy Efficiency and Cost Minimisation</b>			
Solar Pilot plant – East Wagga	\$209,178	\$243,565	Aitken & Rowe final report provided to designers for panel racking. Waiting for advice from racking suppliers. Waiting for response from Essential Energy for review that models the impacts of solar project on their network. Received Design Information pack for HV conduits on our site. Submitted Aboriginal Heritage Impact Permit (AHIP) application.



<b>INTANGIBLES</b>			
<b>Water Licences</b>			
ERP Development and Implementation	\$3,381,430	\$3,022,498	Order raised – project on track.
<b>SOURCES</b>			
<b>Bores – Renew / Refurbish / Decommission</b>			
Tarcutta Bore 5 Replacement (WTP site)	\$300,000	\$0	Arranged for bore inspection and redevelopment
Sourceworks Metering (governance)	\$40,000	\$0	Woomargama Spear Points made INACTIVE and not required to be certified
Switchboards Improvements/Replacements	\$15,000	\$0	
<b>TREATMENT PLANTS</b>			
<b>Aeration Tower Replacements</b>			
Ralvona Aeration Basin Replacement	\$115,000	\$97,594	Installation of new pipework for replacement tank completed. Construction of tank delayed due to availability of contractor. Tank to be constructed early next financial year.
<b>Specific Treatment Plant Improvements</b>			
Tarcutta WTP Levee protection	\$25,000	\$0	
Online & Remote Monitoring	\$23,932	\$17,951	Ongoing
<b>Treatment Plant Refurbishments</b>			
WTP stage 1 – Urban	\$3,109,661	\$533,648	Tenders recommendation completed for final documentation of the plant Working with Prominent to diagnose further issues with the Fluoride dosing for the river plant.
Roads	\$209,686	\$117,897	Contract provided to Contractor for review.

Footpaths and Covered Walkways	\$100,000	\$46,370	Chemical building walkway. Installation of flashing and downpipes completed.
Landscaping	\$103,312	\$82,773	Remaining work deferred to next financial year due to weather.
North Wagga WTP Fluoride Plant Replacement	\$120,000	\$0	On hold
Tarcutta Iron Filter Replacement	\$2,962	\$0	Fabrication of access walkway and ladders commenced.
Tarcutta CWS tank replacement	\$80,000	\$111,374	Inspection completed for the work delivered under the contract. Contractor to rectify the identified defects and issues.
Tarcutta CWS Access Ladder	\$33,788	\$41,312	Handrail, hatches and ladder have been installed.
Tarcutta Manganese Filter Replacement	\$80,000	\$0	
Western Strategy and Urana WTP replacement	\$60,000	\$46,353	Large bulk connection to Birrego Scheme not proceeding. Customers on the new pipeline will not contribute to capital cost. Pump setup for existing raw water line from Colombo Creek and tests conducted and system curve.
Woomagama WTP	\$224,000	\$14,104	Project concept and staging discussed with NSW Health and NSW DPE. Formalising agreed action plan as part of Section 60 Approvals
<b>PUMPING STATIONS</b>			
Estella Pump Station Power Upgrade	\$80,000	\$81,056	Completed
Wagga CWS – Bomen pump Station	\$50,000	\$0	On hold
Pleasant Hills Pump Station Refurbishment	\$90,000	\$0	Preliminary hydraulic review completed

<b>RESERVOIRS</b>			
<b>General Improvements</b>			
Reservoir Access Security Enclosures & Cameras	\$20,000	\$7,480	Consultant have submitted initial changes to design plans for Red Hill Reservoir 1 enclosure. Riverina Water completed the review and provided feedback to consultant to produce detailed drawings for further review.
<b>New / Replacement Reservoirs</b>			
Main Low Level Reservoir 2x11ML Investigation & Design - Urban	\$52,206	\$18,954	Completed. Remaining budget to be used for land acquisition.
Humula Reservoir Replacement 2x 100kL with 1x 150kL	\$95,752	\$117,196	Inspection completed for the work delivered under the contract. Contractor to rectify the identified defects and issues.
Walbundrie Reservoir #2 1x100kL with 150kL replacement	\$92,785	\$124,913	Inspection completed for the work delivered under the contract. Contractor to rectify the identified defects and issues.
Oura Reservoir Replacements 2x100kL with 700kL replacement	\$28,974	\$21,311	Contract for sale of land has been exchanged and survey plans sent for registration.
The Rock Reservoir South	\$8,900	\$14,852	Discussions ongoing between Riverina Water's Solicitor and Landowners Solicitor. Waiting for independent valuation as agreed to be undertaken by Landowner.
Low Level Reservoirs – Land Matters	\$0	\$0	Acquisition of reservoir site from Department of Education in progress.
Decommission 10Mg open reservoir	\$160,000	\$46,131	Application for Aboriginal Heritage Impact Permit (AHIP) has been approved by Heritage NSW. TfNSW has expressed interest in the rock from stockpiles. TfNSW will test the material to assess suitability.

<b>Reservoirs – Upgrade Ladders and Access</b>			
Reservoirs – upgrade ladders and access – Urban	\$30,000	\$0	
Reservoirs – upgrade ladders and access – Non-Urban	\$65,600	\$5,600	
<b>Reservoir Hatches Magflows</b>			
Reservoir Magflow – Non-Urban	\$25,000	\$1,475	
<b>MAINS</b>			
<b>System Improvements</b>			
System Improvements – Urban	\$150,000	\$90,816	In progress
System Improvements – Non-Urban	\$50,000	\$3,443	In progress.
Low Level Reservoirs Pipework	\$201,976	\$169,627	Complete
WW WTP 600mm DICL Koorringal Road	\$107,770	\$106,482	Complete
Estella PH and Res	\$0	\$1,269	Project completed. Minor committed costs carried over.
Eldershaws Rd, The Gap	\$100,000	\$77,263	Complete.
Cooedong Lane, 230m 100mm DICL	\$100,000	\$83,349	Not yet commenced.
Bolton Park	\$100,000	\$69,146	Completed
Koorringal Road, Christian College	\$170,000	\$135,487	Completed.
<b>Reticulation for Developers (including other extensions)</b>			
Reticulation for Developers – Urban	\$758,000	\$1,063,527	In progress. Increase in development causing overspend.
Reticulation for Developers – non urban	\$460,600	\$385,666	In progress. Major works undertaken at The Rock for stormwater project.

<b>Renew Reticulation Mains</b>			
Renew Reticulation Mains – Non-Urban	\$200,000	\$95,253	In progress
Renew Reticulation Mains – Urban	\$200,000	\$59,489	In progress
Athol St 100mm DICL	\$300,000	\$270,337	Stage 1 completed. Stage 2 to be undertaken.
<b>Renew Trunk Mains</b>			
Renew Trunk Mains – Urban	\$400,000	\$328,550	In progress
Renew Trunk Mains – Non-Urban	\$14,690	\$12,281	In progress
Olympic Highway – Trunk Mains Replacement	\$913,507	\$446,361	In progress
Simkin/Churchill/Sherwood – Trunk Main Replacement	\$11,785	\$11,736	Completed – designs only.
Urana – Corowa (Oaklands)	\$250,000	\$133,424	In progress.
Olympic Highway Henty to Jennings Lane	\$500,000	\$5,437	Pipe ordered this FY.
Western Region Network Design	\$190,000	\$42,973	
Renew Rail Crossings	\$25,000	\$0	To be deferred.
<b>SERVICES</b>			
<b>Service Connections, new including Meters</b>			
Service Connections, New – Urban	\$700,403	\$802,841	In progress
Service Connections, New – Non Urban	\$100,000	\$66,165	In progress
<b>Renew Services</b>			
Renew Services – Urban	\$250,000	\$104,519	In progress
Renew Services – Non-Urban	\$80,000	\$63,561	In progress, replacement of services in Walla Walla major project.

<b>METERS</b>			
<b>Water Meters Replacement</b>			
Water meters replacement – Urban	\$150,871	\$97,155	In progress
Water meters replacement – Non-Urban	\$50,000	\$2,343	In progress
<b>Remote Metering</b>			
Remote Metering – Non-Urban	\$25,000	\$2,206	In progress,
Estella – The Gap (Pine Gulley Road) Magflow (Solar)	\$25,000	\$0	To be deferred.
<b>Water Filling Stations New</b>			
WFS – Non-Urban	\$25,000	\$28,876	In progress, Rand and Ralvona sites commenced.

### Financial Implications

Nil

### Risk Considerations

<b>Service Delivery</b>	
Avoid	Council will avoid taking on any risks which may compromise water quality.

## R22 Council Resolution Sheet

**Organisational Area** Chief Executive Officer

**Author** Andrew Crakanthorp, Chief Executive Officer

**Summary** The report provides an update on the status of previous resolutions of the Council.

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**RECOMMENDATION** that the report detailing the status of the active resolutions of Council be received.

### Report

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

› **R22.1 Council Resolution Sheet** [↓](#) 

### Financial Implications

Nil

### Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

# OUTSTANDING ACTIONS REPORT

Printed: Tuesday, 14 June 2022  
3:46:55 PM

Meeting	Date	Officer	Title	Target
Board Meeting 26/10/2021	26/10/2021	Beechani, Anjane	Willans Hill Land Matters	9/11/2021
<b>Resolution</b>				

21/118 **RESOLVED:**  
On the Motion of Councillors D Meyer OAM and T Koschel

That Council:

1. Proceed with the compulsory acquisition of the land described as:
  1. Lot 1 in unregistered plan of acquisition of Lot 22 in Deposited Plan 835331 (plan attached);
  2. Proposed easement for Pipeline 6 wide marked T in the unregistered plan (plan attached).

for the purpose of the construction of water supply infrastructure and associated access in accordance with the requirements of the Land Acquisition (Just Terms Compensation) Act 1991; and
2. Council make an application to the Minister and the Governor for approval to acquire:
  1. Lot 1 in unregistered plan of acquisition of Lot 22 in Deposited Plan 835331;
  2. Proposed easement for Pipeline 6 wide marked T in the unregistered plan.

by compulsory process under Section 186(1) of the Local Government Act.
3. That the land upon acquisition be classified as operational land in accordance with the Local Government Act.
4. Delegate authority to the Chief Executive Officer to purchase the land and establish the pipeline easements under compulsory acquisition process.

CARRIED

## Notes For Action

14 Feb 2022 9:34am Vincent, Melissa

Council staff have commenced the acquisition process and are awaiting advice from the NSW Government in relation to Aboriginal artefacts found on the site

Meeting	Date	Officer	Title	Target
Board Meeting 24/08/2021	24/08/2021	Taylor, Tamarin	The Rock Reservoir Land Acquisition	7/09/2021
<b>Resolution</b>				

21/105 **RESOLVED:**  
On the Motion of Councillors D Meyer OAM and T Quinn

That Council:

- (a) approve the compulsory acquisition of Lot 1 in Deposited Plan 596611 to enable the future construction of The Rock Reservoirs
- (b) classify the land as operational as defined by the Local Government Act.
- (c) Delegate authority to the CEO to sign all documents relating to the compulsory acquisition

CARRIED

## Notes For Action

19 Apr 2022 4:00pm Vincent, Melissa

The acquisition process is progressing as planned



## OUTSTANDING ACTIONS REPORT

**Printed: Tuesday, 14 June 2022  
3:46:55 PM**

Meeting	Date	Officer	Title	Target
Board Meeting 27/04/2022	27/04/2022	Reichelt, Wendy	Riverina Water Code of Meeting Practice Policy 1.02	11/05/2022
<b>Resolution</b>				

**22/044 RESOLVED:**  
On the Motion of Councillors T Quinn and D Meyer OAM

That Council:

- a) review the amended Riverina Water Code of Meeting Practice Policy 1.02;
- b) note that the Code of Meeting Practice will be placed on public exhibition for a period of 28 days following review by the board; and
- c) note that following the exhibition period, the Code of Meeting Practice Policy 1.02 will be presented to the board for adoption at its meeting in June 2022.

**CARRIED**

### Notes For Action

**14 Jun 2022 3:41pm Vincent, Melissa**

there is a report in this business paper which recommends adoption of the policy.

Meeting	Date	Officer	Title	Target
Board Meeting 27/04/2022	27/04/2022	Reichelt, Wendy	Alternate Board member representation on Audit Risk & Improvement Committee	11/05/2022
<b>Resolution</b>				

**22/053 RESOLVED:**  
On the Motion of Councillors G Davies and G Driscoll

That Council appoint an alternate Board representative to the Audit Risk & Improvement Committee until February 2023.

**CARRIED**

**22/054 RESOLVED:**  
On the Motion of Councillors D Meyer OAM and T Quinn

That the alternate Board Member representation on the Audit Risk & Improvement Committee will be Councillor Michael Henderson.

**CARRIED**

### Notes For Action

**14 Jun 2022 3:43pm Vincent, Melissa**

Interviews for the vacant position commenced on 10 June and a verbal update will be provided at the board meeting

Meeting	Date	Officer	Title	Target
Board Meeting 27/04/2022	27/04/2022	Crakanthorp, Andrew	Award Negotiation Update	11/05/2022
<b>Resolution</b>				

**22/061 RESOLVED:**  
On the Motion of Councillors D Meyer OAM and GD Davies

That Council

- a) agrees to enter into an Enterprise Award for a period of three years with wage increases as follows:  
3.0% effective 1st July 2022,  
3.0% effective 1st July 2023 and  
3.0% effective 1st July 2024;
- b) authorise the CEO to agree to the other changes as detailed in the report
- c) authorise the CEO to prepare and submit the new Award and affix the Council seal to the documents at the appropriate time.

**CARRIED**

### Notes For Action

**14 Jun 2022 3:44pm Vincent, Melissa**

There is a further report on this matter in this business paper

# OUTSTANDING ACTIONS REPORT

Printed: Tuesday, 14 June 2022  
3:46:55 PM

Meeting	Date	Officer	Title	Target
Board Meeting 27/04/2022	27/04/2022	Dwerryhouse, James	W284 Roads Reconstruction Tender	11/05/2022
<b>Resolution</b>				

**22/078**      **RESOLVED:**  
On the Motion of Councillors GD Davies and MH Henderson

That Council:

- a) Decline to accept any of the tenders in accordance with Clause 178 (1)(b) of the Local Government (General) Regulation 2021
- b) Enter negotiations with any person (whether or not the person was a tenderer) with a view to entering into a contract in relation to the subject matter of the tender in accordance with clause 178, (3)(e) of the Local Government (General) Regulation 2021.
- c) In accordance with Clause 178 (4) (a) of the Local Government (General) Regulation 2021 note that the reason for entering into negotiations is that Council staff do not believe that inviting fresh tenders will attract further interest in the project. Furthermore, Council has current tenders from an open tendering process that show interest in the work and the price submitted by that person is less than 1% different from the pre-tender estimate prepared by an independent quantity surveyor.
- d) In the event that negotiations with the party referred to in the report are unsuccessful and in accordance with Clause 167 of the Local Government (General) Regulation 2021 invite fresh tenders.

**CARRIED**

## Notes For Action

14 Jun 2022 3:45pm Vincent, Melissa

Negotiations with the preferred tenderer are progressing well and it is expected that a contract will be signed in the coming weeks.

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

**22/079**      **RESOLVED:**  
On the Motion of Councillors T Quinn and MH Henderson

That Council:

- a) Delegate authority to the CEO to progress a request to lease approximately 5900m<sup>2</sup> of Lot 1 DP 742224, Forge St, Wagga Wagga; and
- b) Receive a further report for approval to enter a lease with proposed terms

**CARRIED**

## Notes For Action

14 Jun 2022 3:46pm Vincent, Melissa

Discussions with the potential Lessee are continuing.

## R23 Audit Risk & Improvement Committee Recruitment of Independent Member

### Organisational Area Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** Following the decision to appoint a third independent Audit, Risk, and Improvement Committee (ARIC) member, the recruitment to this vacancy was conducted in May-early June. Unfortunately, Council did not receive a strong response to the vacancy and the recruitment process resulted in no recommended applicant. This report advises that a further recruitment process will be commence in early July.

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### RECOMMENDATION that Council:

- a) Note that an initial recruitment process for an independent ARIC member resulted in no suitable applicant being selected and recommended; and
- b) Note that further recruitment that utilises additional advertisement options will be undertaken in July 2022.

### Report

A report to the April 2022 Board meeting advised that a selection process for a third independent Audit, Risk & Improvement Committee (ARIC) member would commence in May, with a report to appoint the independent external member to the June 2022 board meeting.

The vacant position was advertised through the months of May & June, with applications closing Monday 6 June 2022. The position was advertised through the Institute of Internal Auditors, Local Government Internal Auditors network, and Riverina Water's website and Social Media channels. Unfortunately, there was limited response received for this position, with only one potential candidate interviewed by the ARIC Chairperson and Deputy Chairperson of the Board on Friday 10 June. The selection panel subsequently determined that given the lack of response and candidate comparison, that they would like management to readvertise this position, noting that consideration be given to alternative advertisement options, particularly within the local press.

Accordingly, management intend to readvertise the position in early July, ensuring additional advertising avenues, including local press are utilised. It is anticipated that a report will be presented to the August Board meeting recommending a suitable new Committee member.

### Financial Implications

There will be some costs incurred in advertising the position and these costs will be funded from Council's advertising budget.

### Risk Considerations

Corporate Governance And Compliance	
Avoid	Council will avoid risks relating to corporate governance and compliance including ethical, responsible and transparent decision making and procedural/policy, legal and legislative compliance.

# M1 Minutes of Audit, Risk and Improvement Committee held on 5 May 2022

**Organisational Area** Corporate Services

**Author** Wendy Reichelt, Governance & Records Officer

**Summary** The minutes of the Audit, Risk & Improvement Committee (ARIC) are provided to the Board for review and endorsement. Also included is the May 2022 report prepared by the Chairperson of the ARIC

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**RECOMMENDATION** that Council receive and note the minutes and Chair report from the 5 May 2022 ARIC meeting.

## Report

The Audit, Risk and Improvement Committee (ARIC) met on 5 May 2022. The minutes of the meeting are attached for information.

Also attached is the ARIC Chairperson report from May 2022. This report is written by the Chairperson following ARIC meetings to provide background information and context to the minutes.

- › **M1.1**      **Audit, Risk and Improvement Committee Minutes 5 May 2022** [↓](#) 
- › **M1.2**      **Chair report May 2022** [↓](#) 

# Minutes of the Audit, Risk and Improvement Committee held on Thursday 5 May 2022

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**The meeting of the Riverina Water County Council Audit, Risk and Improvement Committee was declared open at 9:27am.**

## 1 Acknowledgment of Country

I acknowledge the Wiradjuri people who are the Traditional Custodians of this Land. I also pay respect to the Elders both past and present of the Wiradjuri Nation and extend that respect to other Community members present.

## 2 Attendance and Apologies

### Present

David Maxwell (Chairperson)  
Bryce McNair (via teams)  
Councillor Georgie Davies

### In Attendance

Andrew Crakanthorp  
Emily Tonacia  
Wendy Reichelt  
Melissa Vincent  
Stephen Prowse

Chief Executive Officer  
Director Corporate Services  
Governance and Records Officer  
Executive Assistant to the CEO  
National Audits Group

### Apologies

Nil

## 3 Declaration of interests

Nil

## 4 Minutes of Previous Meetings

### 4.1 Minutes of the Riverina Water Audit, Risk and Improvement Committee Meeting held on Wednesday 23 March 2022

**22/015 RESOLVED:**

On the Motion of Councillor G Davies and B McNair

**That the minutes of the Audit, Risk and Improvement Committee meeting of 23 March 2022, having been circulated and read by Members, were confirmed as a true and accurate record of the proceedings.**

**CARRIED**

## 5 External Audit

Nil

## 6 Internal Audit

### 6.1 Internal Audit Status Report May 2022

**22/016 RESOLVED:**

On the Motion of Councillor G Davies and B McNair

**That the Audit, Risk and Improvement Committee receive and note the April 2022 status report as provided by the National Audits Group and note the amendment to dates as discussed during the meeting.**

**CARRIED**

### 6.2 Proposed internal audits 2022-23

**22/017 RESOLVED:**

On the Motion of B McNair and Councillor G Davies

**That the Audit, Risk and Improvement Committee:**

- a) Accepts the reasons provided by management relating to limiting the number of internal audits to two during 2022/23 and the Committee look forward to increasing the number of audits beyond two per year when resources permit**
- b) endorse Contractor Engagement and Management and FBT as the two internal audits for 2022-23**
- c) note that draft scopes for these audits will be presented to the Committee at its July 2022 meeting**
- d) request management to suggest a 4 year rolling audit plan for presentation to the July 2022 meeting.**

**CARRIED**

## 7 Other Reports

### 7.1 New Public Interest Disclosures (PID) Bill 2022

#### 22/018 RESOLVED:

On the Motion of Councillor G Davies and B McNair

**That the Audit, Risk and Improvement Committee note information regarding the Public Interest Disclosures (PID) Bill 2022.**

**CARRIED**

### 7.2 Good Governance Policy rescission and proposed new Legislative Compliance Policy

#### 22/019 RESOLVED:

On the Motion of Councillor G Davies and B McNair

**That the Audit, Risk and Improvement Committee:**

- a) Endorse the rescission of Good Governance Policy 1.3 when the new legislative compliance policy is adopted by Council
- b) Note that a new Legislative Compliance Policy will be presented in draft form to the July meeting of the ARIC
- c) Note that a reviewed Governance Framework will be presented to the November meeting of the ARIC

**CARRIED**

### 7.3 Enterprise Risk Management Framework and Plan - Review May 2022

#### 22/020 RESOLVED:

On the Motion of B McNair and Councillor G Davies

**That the Audit, Risk and Improvement Committee:**

- a) Note the status of the implementation of the Enterprise Risk Management Plan
- b) Review the Risk Management Action Plan report

**CARRIED**

### 7.4 Governance and Risk Report

#### 22/021 RESOLVED:

On the Motion of Councillor G Davies and B McNair

**That the Audit, Risk and Improvement Committee note the Governance and Risk Report to May 2022.**



**CARRIED**

## **8 Chief Executive Officer Report – verbal**

### **22/022 RESOLVED:**

On the Motion of Councillor G Davies and B McNair

**That the Audit, Risk and Improvement Committee:**

- a) receive the verbal update provided by the Chief Executive Officer**
- b) congratulate the Chief Executive Officer on his reappointment**

**CARRIED**

## **9 Committee Operations**

### **9.1 Committee Actions Report May 2022**

#### **22/023 RESOLVED:**

On the Motion of B McNair and Councillor G Davies

**That the Audit, Risk and Improvement Committee note the progress of the matters contained within the meeting actions register dated 28 April 2022.**

**CARRIED**

### **9.2 Expression of Interest - New Independent External ARIC Member**

#### **22/024 RESOLVED:**

On the Motion of B McNair and D Maxwell

**That the Audit, Risk and Improvement Committee:**

- a) note an Expression of Interest for a third independent Committee member will be conducted prior to 30 June 2022; and**
- b) note that that the selection panel will at least consist of the Riverina Water County Council Chairperson and the Chairperson of the ARIC.**

**CARRIED**

#### **22/025 RESOLVED:**

On the Motion of B McNair and Councillor G Davies

**That the Audit, Risk and Improvement committee receive the verbal update on the Flow project provided by the Chief Executive Officer and Director Corporate Services.**

**CARRIED**

**This concluded the meeting of the Riverina Water County Council Audit, Risk and Improvement Committee which rose at 11:05am.**

**RIVERINA WATER COUNTY COUNCIL**  
**AUDIT, RISK & IMPROVEMENT COMMITTEE**

**Chairman's Report – 5 May 2022**

**External Audit**

There were no current matters for noting in relation to external audit.

**Internal Audit**

The CEO briefed the Committee on the current resource limitations which have prompted a proposed reduction in the annual internal program to two assignments for 2022/23 and possibly beyond, so that recommendations can be promptly implemented. The Committee accepted the explanation and looks forward to increasing the number of assignments when resources permit. The 2 internal audits remaining for 2021/22 are progressing, with the scope for the last to be circulated to members shortly.

*Contractor Engagement & Management* and *FBT* were agreed as the assignments for 2022/23 and staff were asked to suggest a rolling 4 year forward program for consideration at the July meeting.

**Other Reports**

The Committee noted a report about the new Protected Interest Disclosures Act which will influence some changes to policies during the Board's current review program. In relation to that program, the Committee considered and agreed to the proposed rescission of the existing Good Governance Policy when the replacement, Legislative Compliance Policy, is adopted by the Board.

The status of the Enterprise Risk Management Plan was reviewed and a number of questions were asked about details in the action plan report: all explanations were accepted by the Committee.

The Governance & Risk and CEO Confidential Reports were noted and Andrew Crakanthorp congratulated on his reappointment as CEO by the Board.

A verbal report was received on progress with the Flow project, and a full report will be supplied to the July meeting.

**Committee Operations**

The Committee welcomed the proposed action to appoint an additional independent member in preparation for the long-awaited new ARIC guidelines.

David G Maxwell  
 Chairman

# CONF-1 Tender for Specification W290 Commissioning & Final Documentation for the Wagga Wagga WTP

**Organisational Area** Engineering

**Author** Christopher Moosbrugger, Project Engineer and Greg Vidler, Manager Projects

**Summary** This report provides a recommendation

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

(di) commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it