



7th December 2012

NOTICE OF MEETING OF THE COUNCIL

The meeting of the Council will be held at

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

on

**FRIDAY, 14TH DECEMBER, 2012
at 2.30 pm**

and your attendance is requested accordingly

Yours faithfully



G J Haley
GENERAL MANAGER

AGENDA

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GENERAL MANAGER'S REPORT TO THE COUNCIL

7th December 2012

The Chairperson and Councillors:

1. FINANCIAL STATEMENTS – LIST OF INVESTMENTS

RECOMMENDATION that the report detailing Council's external investments for the months of October 2012 and November 2012 be received.

In accordance with the provisions of Clause 19(3) of the Local Government (Financial Management) Regulation 1993, I report details of the Council's external investments as at 31st October 2012 and 30th November 2012 as follows:

Monthly Investment Report as at 31/10/12

a) Council's Investments as at 31/10/12

Investment	Inception Date	Term (Days)	Maturity Date	S&P Rating	Interest Rate (%)	Performance Benchmark	Benchmark Rate	Percentage of Portfolio	Principal Value	Market Value
Term Deposits										
Bank of Queensland	21/09/2012	153	21/02/13	A-2	5.01	BBSW	3.57	10.081%	\$500,000.00	\$500,000.00
Community CPS	8/08/2012	89	05/11/12	Unrated	4.85	BBSW	3.49	20.162%	\$1,000,000.00	\$1,000,000.00
Bendigo & Adelaide	8/08/2012	89	05/11/12	A-2	4.91	BBSW	3.49	20.162%	\$1,000,000.00	\$1,000,000.00
ME Bank	5/09/2012	90	04/12/12	A-2	5.01	BBSW	3.49	10.081%	\$500,000.00	\$500,000.00
								60.486%	\$3,000,000.00	\$3,000,000.00
Cash Deposit Account										
T Corp				A-1+	4.68	Cash Rate	3.25	17.044%	\$845,344.36	\$845,344.36
AMP				A-1	4.10	Cash Rate	3.25	22.470%	\$1,114,474.72	\$1,114,474.72
								39.514%	\$1,959,819.08	\$1,959,819.08
TOTAL INVESTMENTS								100.000%	\$4,959,819.08	\$4,959,819.08
Cash at Bank										\$172,204.27
TOTAL FUNDS										\$5,132,023.35

b) Application of Investment Funds

Restricted Funds	Description	Value
Externally Restricted	Uexpended Grants	-\$93,522.00
		-\$93,522.00
Internally Restricted	Employee Leave Entitlements	\$862,500.00
	Asset Replacement	\$695,580.78
	Loan Funds	\$1,666,618.00
	Sales Fluctuation	\$600,000.00
		\$3,824,698.78
Unrestricted Funds		\$1,400,846.57
TOTAL FUNDS		\$5,132,023.35

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

CERTIFICATE

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

M. L. Curran

M Curran
FINANCE / ADMINISTRATION MANAGER

Monthly Investment Report as at 30/11/12

a) Council's Investments as at 30/11/12

Investment	Inception Date	Term (Days)	Maturity Date	S&P Rating	Interest Rate (%)	Performance Benchmark	Benchmark Rate	Percentage of Portfolio	Principal Value	Market Value
Term Deposits										
Bank of Queensland	21/09/2012	153	21/02/13	A-2	5.01	BBSW	3.49	11.738%	\$500,000.00	\$500,000.00
Community CPS	5/11/2012	87	31/01/13	Unrated	4.61	BBSW	3.38	23.475%	\$1,000,000.00	\$1,000,000.00
Bendigo & Adelaide	5/11/2012	64	08/01/13	A-2	4.17	BBSW	3.29	23.475%	\$1,000,000.00	\$1,000,000.00
ME Bank	5/09/2012	90	04/12/12	A-2	5.01	BBSW	3.38	11.738%	\$500,000.00	\$500,000.00
								70.426%	\$3,000,000.00	\$3,000,000.00
Cash Deposit Account										
T Corp				A-1+	4.68	Cash Rate	3.25	19.845%	\$845,344.36	\$845,344.36
AMP				A-1	4.10	Cash Rate	3.25	9.730%	\$414,474.72	\$414,474.72
								29.575%	\$1,259,819.08	\$1,259,819.08
TOTAL INVESTMENTS								100.000%	\$4,259,819.08	\$4,259,819.08
Cash at Bank										\$313,862.37
TOTAL FUNDS										\$4,573,681.45

b) Application of Investment Funds

Restricted Funds	Description	Value
Externally Restricted	Uexpended Grants	-\$93,522.00
		-\$93,522.00
Internally Restricted	Employee Leave Entitlements	\$862,500.00
	Asset Replacement	\$695,580.78
	Loan Funds	\$1,666,618.00
	Sales Fluctuation	\$600,000.00
		\$3,824,698.78
Unrestricted Funds		\$842,504.67
TOTAL FUNDS		\$4,573,681.45

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

CERTIFICATE

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

M. L. Curran

M Curran
FINANCE / ADMINISTRATION MANAGER

2. REMUNERATION OF INDEPENDENT MEMBERS OF AUDIT AND RISK COMMITTEE

RECOMMENDATION that Council pay remuneration to the two independent members of the Audit and Risk Committee as follows:

1. Chairperson \$400 per meeting
 2. Committee Member \$300 per meeting
-

There are two independent members of the committee that currently charge their private professional services in excess of \$300 per hour plus GST.

The current independent committee members bring to the Committee a great deal of knowledge and resources to undertake their respective duties and roles.

The current circumstances at Riverina Water will require additional resources outside of normal meeting times via email, phone and in person to discuss and finalise internal audit matters.

The additional time to be provided will be of great benefit to Riverina Water in their current transitional period.

The meeting times are estimated at 2-4 hours per meeting as required.

At the present time the Chairperson is paid \$250 per meeting and the Committee Member is paid \$200 per meeting.

It is proposed that there will be 4 meeting per year of the Audit and Risk Committee.

3. AUDIT AND RISK COMMITTEE MINUTES

Author: Naomi Stuart
General Manager: Graeme Haley

RECOMMENDATION that Council receive and note the minutes of the Audit and Risk Committee Meeting held on 23 November 2012 and endorse the recommendations contained therein.

Report

The Audit and Risk Committee Meeting was held on 23 November 2012. Minutes of the meeting are attached.

Budget

N/A

Policy

Audit and Risk Committee Charter

MINUTES of the MEETING of AUDIT & RISK COMMITTEE

held at 91 HAMMOND AVENUE, WAGGA WAGGA,

on FRIDAY, 23rd NOVEMBER 2012 at 9.00 am

PRESENT:

Clr. A. Negline, Mr. Michael Commins and Mr. Steven Watson (Independents).

Clr. K. Poynter (alternate Councillor Member attended as an observer).

Ms Naomi Stuart (Manager Internal Audit Services), Mr. Phillip Swaffield (Internal Audit Officer), Mr. Graeme Haley (General Manager), Ms Michele Curran (Finance Administration Manager), Mr. Peter King (Partner Bush & Campbell Pty Ltd) and Mr. Bill Webb (Acting Infrastructure Manager) in attendance.

CONFIRMATION OF MINUTES – 2ND AUGUST 2012

RESOLVED on the motion of Mr. M. Commins and Clr A. Negline that the Minutes of the proceedings of the Audit and Risk Committee meeting held on 2nd August 2012 be confirmed as a true and accurate record.

DECLARATION OF PECUNIARY & NON-PECUNIARY INTEREST

No declarations of Pecuniary & Non-pecuniary interest received.

RWCC FINANCIAL STATEMENTS FOR YEAR ENDED 30TH JUNE 2012

External Auditor Mr Peter King entered the meeting 9.05 am.

RESOLVED on the motion of Mr. S. Watson and Clr. A. Negline that the Audit and Risk Committee receive and note the Financial Statements for the year ended 30 June 2012.

MANAGEMENT LETTER FROM EXTERNAL AUDITORS

RESOLVED on the motion of Mr. S. Watson and Mr. M. Commins that the Audit and Risk Committee receive and note the Management letter from the External Auditors for the year ended 30 June 2012.

DISCUSSION WITH EXTERNAL AUDITORS ON ITEMS 4 AND 5

Mr. Peter King left meeting 9.14 am

**PRESENTATION TO THE COMMITTEE – BOLTON PARK MAIN
RELOCATION – ACTING INFRASTRUCTURE MANAGER**

RESOLVED on the motion of Clr. A. Negline and Mr. M. Commins that the presentation be received and noted.

Mr. Bill Webb left meeting 9.35 am.

QUARTERLY BUDGET REVIEW

RESOLVED on the motion of Mr. S. Watson and Clr. A. Negline that the Audit and Risk Committee receive and note the quarterly budget review for the period 1st July to 30th September 2012.

INVESTMENT REPORTS

RESOLVED on the motion of Mr. M. Commins and Clr. A. Negline that the Audit and Risk Committee receive and note the investment reports for the period August and September 2012.

PROJECT MANAGEMENT STATUS

RESOLVED on the motion of Mr. S. Watson and Mr. M. Commins that the Audit and Risk Committee receive and note the Reports of the Director of Engineering.

Clr. K. Poynter entered the meeting 9.25 am

INTERNAL AUDIT REPORT

RESOLVED on the motion of Mr. S. Watson and Clr. A. Negline that the Audit and Risk Committee receive and note the report.

LEAD ORGANISATION CRITICAL ISSUES

RESOLVED on the motion of Mr. S. Watson and Mr. M. Commins that a Lead Organisation Critical Issues report be prepared for the next meeting of the Audit and Risk Committee.

REPORT FROM GENERAL MANAGER ON PROGRESS – DELEGATIONS, POLICIES/PROCEDURES AND RISK FRAMEWORK

RESOLVED on the motion of Mr. S. Watson and Clr. A. Negline that the Audit and Risk Committee receive and note the report.

REPORT FROM GENERAL MANAGER ON RWCC RISK REMEDIATION PLAN

RESOLVED on the motion of Clr. A. Negline and Mr. M. Commins that the Audit and Risk Committee receive and note the report.

REPORT FROM GENERAL MANAGER OUTSOURCING OF SERVICES

RESOLVED on the motion of Mr. S. Watson and Mr. M. Commins that the Audit and Risk Committee receive and note the report.

QUESTIONS WITH NOTICE

PAYROLL VARIATIONS (2010 TO 2011) - MICHELE CURRAN:

RESOLVED on the motion of Mr. S. Watson and Clr. A. Negline, that the information on Payroll Variations be noted.

REMUNERATION OF THE AUDIT AND RISK COMMITTEE

The General Manager will prepare a report for the next meeting of Council on the remuneration of the Audit and Risk Committee.

Next Meeting: Thursday 7th February 2012

Meeting Closed 11.10.am

4. WORKSHOP OPERATIONAL PLAN 2013/2014

RECOMMENDATION that Council hold a workshop to discuss key aspects of the 2013/14 Operational Plan, prior to Council's February Meeting commencing at 11.30am followed by lunch, with the Council Meeting to commence at 1.30pm.

That Council hold a workshop to discuss its Development Servicing Plan prior to its April Council Meeting commencing at 11.30am followed by lunch, with the Council Meeting to commence at 1.30pm.

In the preparation of the Draft Operational Plans for the past two years, Council held a workshop prior to the February Council Meeting.

It is suggested to again hold a workshop prior to Council's February Meeting commencing at 11.30am followed by lunch, with the Council Meeting to commence at 1.30pm.

It is also proposed to hold a workshop prior to Council's April Council Meeting to deal with Council's Development Servicing Plan. Council's current Development Servicing Plan was adopted in 2004. In line with Council's proposed Strategic Business Plan, it is appropriate that the Development Servicing Plan be revisited.

5. DRAFT POLICY 5.28 ACCESS AND EQUITY

RECOMMENDATION that Riverina Water County Council adopt Draft Policy 5.28 Access and Equity.

Under guidelines issued by the Division of Local Government, Riverina Water County Council needs to adopt a policy that summarises the Council's commitment to the provision of water services having due regard to the cultural and linguistic diversity and the needs of people with disability within the constituent local government areas of the county district.

A draft policy has been developed and is attached for Councillors' information.

The objectives of the Policy are:-

- 1) To recognise and value the diversity of the community.
- 2) To provide for community participation in decisions relating to Council's water service programs and policies.
- 3) To foster communication and community understanding so that the rights and responsibilities of all people are recognised.
- 4) To provide disability access to its office associated facilities and workplace.

It is appropriate that this policy be adopted to demonstrate Council's commitment to access and equity.

ACCESS AND EQUITY POLICY

POLICY REFERENCE NUMBER:		POL 5.28	
Original publication date		14 December 2012	
Revision number	Issue Date	Approved	Approval date
0	14 Dec 2012	Res:12/???	14 Dec 2012
<p>This document is to be reviewed every 4 years. Next review date: December 2016</p>			
RESPONSIBLE OFFICER		General Manager	

PART 1: INTRODUCTION

Council is committed to provision of water services having due regard to the cultural and linguistic diversity and the needs of people with disability within the constituent local government areas serviced by Riverina Water County Council.

1.1 Policy Objectives

- 1) To recognise and value the diversity of the community.
- 2) To provide for community participation in decisions relating to Council's water service programs and policies.
- 3) To foster communication and community understanding so that the rights and responsibilities of all people are recognised.
- 4) To provide disability access to its office associated facilities and workplace.

1.2 Scope of Policy

Applies to all residents and ratepayers within the constituent local government areas serviced by Riverina Water County Council.

The provisions of this policy relate to access to water supply services, policies and communications relating to this function.

1.3 Definitions

Access means that any individual who is entitled to water supply services from Riverina Water County Council will, regardless of cultural or linguistic difference or disability, be able to receive such service within the standards and in the time frames provided by Council.

Equity means that Council resources will be allocated so that all who are entitled to a water supply service will have equal opportunity to benefit from that entitlement at the standard and in the timeframe proposed by Council.

Access and equity are about ensuring that all people have the opportunity to gain access to water supply services and facilities provided by Council, regardless of their race, culture, religion, language, age, gender or disability.

1.4 Legislative Context

STATUTORY POSITION

The legislative requirements that govern Council in this regard are:

The Local Government Act 1993 (Section 8)

Specifies that a Council's Charter includes providing directly or on behalf of other levels of government, after due consultation, adequate, equitable and appropriate services and facilities for the community, with due regard to the cultural and linguistic diversity of its community.

The Ethnic Affairs Commission Amendment Act 1997

Legislates for the NSW Charter of Principles for a Culturally Diverse Society, which safeguards the rights of community participation in government; respect for diverse cultures, languages and religions within an Australian legal and institutional framework; access to activities and programs provided or administered by the Government of New South Wales; and recognition of cultural and linguistic diversity as a valuable resource.

The Act reinforces the role of the Ethnic Affairs Commission in monitoring the access and equity policies and activities of all New South Wales government bodies.

Commonwealth Disability Discrimination Act 1992

The objects of the Act that relate most to Council are:

- to eliminate, as far as possible, discrimination against persons on the grounds of disability in the areas of work, accommodation, education, access to premises, clubs and sport; the provision of goods, facilities, services and land; and the administration of Commonwealth laws and programs
- to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

Anti-Discrimination Act 1977 (NSW)

This Act prohibits discrimination at work, racial vilification, sexual harassment, sex discrimination, transgender discrimination, homosexuality discrimination, marital status discrimination, disability discrimination, compulsory retirement discrimination, HIV/AIDS vilification or age discrimination.

Council is bound under this Act in three main areas of work

- the service Council provides to the community and the way in which the water supply services are provided
- how Council runs meetings and makes decisions
- Council employment practices

1.5 Related Documents

- Good governance Policy
- Code of Conduct

1.6 Responsibilities

It is the responsibility of all Council Officers to abide by the intent of this policy.

1.7 Review procedures

Policy to be reviewed every four 4 years following Council elections

PART 2: POLICY CONTENT

2.1 Policy Statement

Council will ensure that:

- resources are fairly distributed
- the communities within the Riverina Water County Council constituent local government areas have opportunity for input into decisions relating to water supply program development and service delivery
- the rights and responsibilities of all consumers are recognised AND
- Water supply services and programs are effectively targeted to meet the needs of all members of the community.

Implementation

To ensure that this policy is implemented across Council, reference to this policy will be made in procedural documents that guide the day to day operations of staff.

6. DRAFT POLICY 5.29 FRAUD AND CORRUPTION PREVENTION

RECOMMENDATION that Riverina Water County Council adopt Draft Policy 5.29 Fraud and Corruption Prevention.

Following on recommendations contained in Council's previously adopted Risk Remediation Plan; Riverina Water County Council needs to adopt a policy that summarises the Council's commitment to the prevention of fraud and corruption throughout the operations of the Council.

A draft policy has been developed and is attached for Councillors' information.

The objectives of the Policy are:-

- To ensure a sound ethical culture exists within Council
- To protect public funds and assets
- To protect the integrity, security and reputation of the Council and its staff

In separate reports to this meeting relates policies and plans (Internal Reporting Policy and Fraud and Corruption Prevention Plan) are presented for Council's consideration.

It is appropriate that this policy be adopted to demonstrate Council's commitment to the prevention of fraud and corruption.

FRAUD & CORRUPTION PREVENTION POLICY

POLICY REFERENCE NUMBER:		POL 5.29	
Original publication date		14 December 2012	
Revision number	Issue Date	Approved	Approval date
0	14 Dec 2012	Res:12/???	14 Dec 2012
<p>This document is to be reviewed every 2 years. Next review date: July 2014</p>			
RESPONSIBLE OFFICER		General Manager	

PART 1: INTRODUCTION

Council is committed to preventing fraud at its origin and believes that an emphasis on prevention and detection is the best way to deal with fraud.

The underlining thrust of Council's policy on fraud prevention is to encourage the public and staff to understand that fraudulent acts against Council are unacceptable, may constitute a criminal offence and will be prosecuted.

1.1 Policy Objectives

- To ensure a sound ethical culture exists within Council
- To protect public funds and assets
- To protect the integrity, security and reputation of the Council and its staff

1.2 Scope of Policy

This policy applies to all Councillors, Council staff, delegates, volunteers, contractors, consultants and customers.

1.3 Definitions

Fraud

Fraud is a crime involving the dishonest obtaining of a financial benefit by deception. A basic test for fraud could include the following questions:

- Was deceit employed?
- Was the action unlawful?

Did it result in money/benefits being received to which a person was not entitled?

Some examples of fraud include:

- Unauthorised use of Council plant and equipment;
- Private use of Council's inventory and stores.
- Misuse of a Council issued credit card or fuel cards.
- Claiming incorrect travel expenses.
- Theft of money or goods from Council or its customers;
- Claiming unworked overtime on timesheets;
- Providing confidential Council information to unauthorised people or organisations;
- Allowing contractors to not fully meet contract requirements;
- Obtaining benefits by use of a false identity or false qualifications.

Corruption

Corruption involves breaching public trust. Corruption leads to wasted resources and wasted public money.

Corrupt conduct is broadly defined in section 8 of the Independent Commission Against Corruption Act, 1988. The key notion is the misuse of public office. Commonly it involves the dishonest or biased use of power.

Corrupt conduct is also any conduct of any person (whether or not public official) that adversely affects or that could adversely affect, either directly or indirectly, the exercise of official functions by any public official, any group or body of public officials or any public authority.

Internal Reporting

Internal reporting is the situation where a Councillor or staff member reports an instance of fraud or corruption. The procedure in this circumstance is outlined in Council's Internal Reporting Policy under the provisions of the Public Interest Disclosures Act 1994 (Policy Number 5.30)

1.4 Legislative Context

In Circular No. 06-46, dated 26 July 2006, the NSW Department of Local Government advised councils that they were required under Auditing Standard AUS210, "the Auditor's Responsibility to Consider Fraud in an Audit of a Financial Report" to provide a written representation to its external auditors that it has systems to deal effectively with fraud risks.

1.5 Related Documents

Local Government Act 1993

Local Government (General) Regulation 2005

Fraud and Corruption Prevention Plan

Internal Reporting Policy

Complaints Management Policy

Council Code of Conduct

Independent Commission Against Corruption Act 1988

Australian Standard AS 8001-2008 Fraud and Corruption Control

PART 2: POLICY CONTENT

2.1 General Principles

1. Council believes that fraudulent acts are unacceptable, may constitute a criminal offence and will be prosecuted.
2. Council is committed to preventing fraud at its origin. Council believes that an emphasis on fraud prevention rather than fraud investigation will lead to a reduction of opportunities for waste, abuse and mismanagement.
3. All Councillors and Council managers are responsible for fostering an environment that makes active fraud control a responsibility of all staff and for issuing clear standards and procedures to encourage the minimisation and deterrence of fraud.
4. Council recognises that fraud prevention requires the maintenance of an ethical climate that encourages all staff to be active in protecting Council's funds and assets, and in reporting any breaches of accepted standards.

5. Measures to prevent fraud shall be continually monitored, reviewed, developed and reported.
6. Council will investigate all reported instances of fraud as thoroughly as possible. Depending upon the circumstances of the fraud, an internal investigation may be undertaken or the matter may be referred to an external body such as the NSW Police, the ICAC or the Ombudsman.
7. Any employee found guilty of fraud will be subject to disciplinary procedures that may involve admonition, termination, demotion or redeployment.
8. Council will make every effort to recover losses due to fraud where the likely benefits of such recovery will exceed the funds and resources invested in the recovery action.

2.2 Elements of Council's Fraud Control Policy

Council's fraud prevention strategy involves:-

Organisational Integrity and Leadership

As earlier stated the most effective form of fraud prevention is the establishment of an organisational culture that rejects fraudulent and corrupt practices. Commitment from elected members and senior management is essential in establishing a behaviour model for individual members of staff, contractors, volunteers or other individuals or entities working on behalf of Council including committee members.

Maintaining a fraud-resistant culture

- (a) Continue to employ managers and supervisors who will be positive role models for ethical behaviour;
- (b) Adopting and enforcing policies that emphasise the importance of ethical behaviour;
- (c) Issue clear standards and procedures to minimise opportunities for fraudulent and corrupt behaviour, and enhance detection mechanisms;
- (d) Advise elected members, staff and all other individuals or entities that they are accountable for their own actions.

Employee Education and Awareness

Employees will be made aware of Council's ethical conduct expectations by:

- (a) The inclusion of ethical conduct requirements in information packages for new employees;
- (b) An ongoing program of inclusion of ethical behaviour expectations within all position descriptions for new and existing positions;

- (c) Awareness training for all staff on Council's Code of Conduct on a regular basis;
- (d) Staff with particular responsibilities, such as cash handling and purchasing authority, will be given specific training in approved cash handling and purchasing procedures.

Customer and Community Awareness

Fraudulent activity may be detected as a result of complaints from Council, customers or other members of the public. It is essential that the community understands the impact of fraudulent and corrupt activity and the importance of exposing such behaviour. In order to increase community awareness and encourage the reporting of fraudulent and corrupt conduct, Council will:

- (a) Publish the Code of Conduct, Business Ethics Statement, and Complaints Handling Policy on Council's website;
- (b) Provide feedback to all persons who report suspected corrupt or fraudulent conduct on any action that has been taken.

Regular Review of Policies and Procedures

In addition to ongoing policy development directed at emphasising ethical behaviour and fraud prevention and detection, Council is committed to the ongoing review of existing policies and procedures.

Fraud Detection and Risk Management

Council's fraud detection strategy involves:

- (a) Encouraging disclosure;
- (b) The inclusion of training on fraud awareness and reporting procedures during the induction of newly elected members, employees, contractors, volunteers or other individuals or entities working on behalf of Council including committee members;
- (c) Refresher awareness training for elected members, members of staff, contractors, volunteers or other individuals or entities working on behalf of Council including committee members on a regular basis;
- (d) Advertising on Council's website of the various methods by which members of the public can report instances of fraudulent conduct that they may become aware of;
- (e) Providing feedback to people who report suspected fraud on the action that has been taken;

- (f) Internal Auditing by minimising opportunities for undetected fraudulent activity via a robust internal audit program. The General Manager shall establish and implement a detailed strategy and procedures, incorporating internal audit guidelines in order to give this policy effect;
- (g) External Auditing by complying with Section 415 of the Local Government Act 1993 to have its financial reports audited and to present those audited financial reports to the Director General of the Department of Local Government, the Australian Bureau of Statistics and members of the community.

Fraud Investigation

Council recognises that it will not always be successful in its efforts to prevent fraud. It will therefore investigate all reported instances of fraud and corrupt conduct as thoroughly as possible. Depending upon the circumstances of the alleged fraud, an internal investigation may be undertaken or the matter referred to an external body such as NSW Police, ICAC or the Ombudsman.

The following table indicates the line of responsibility in receiving and investigating complaints:

Complaint Regarding	Responsible Officer
Elected Member	Chairperson (where applicable), in conjunction with the General Manager
General Manager	Chairperson.

Employee or other persons / General Manager entities

The ICAC publication 'A Guide To Conducting Internal Investigations' should be referenced and used in conjunction with this policy.

Fraud Correction

Once a fraudulent act has been identified and investigated, strategies and procedures will be implemented to ensure that the act will not be repeated. This may include:

- (a) Disciplinary action and/or dismissal of employees, committee members, volunteers or contractors involved in fraudulent conduct;
- (b) Review and alteration of operating procedures;
- (c) Additional training for employees, committee members, volunteers or contractors;
- (d) Making other employees aware of the situation in general terms in order to discourage similar conduct in the future;

(e) Improvements in the physical security of assets.

Non Compliance

Non-compliance with this policy may result in disciplinary action and/or dismissal.

Rights of the Individual

Council recognises that in such circumstances where an allegation of fraud may carry the imputation of criminal conduct, then, by law, the individual's right to silence shall be recognised. Additionally, Council recognises the employee's right to due process, independent Union representation and legal advice.

Council takes the view that any suspected fraud will be taken seriously and appropriate investigations and appropriate referrals may occur. Subject to any legal obligations, Council reserves the right to determine who will be informed of allegations and when. In particular, Council may investigate an allegation without informing the individual(s) to whom the allegation relates. Council may also keep allegations confidential while other agencies are reviewing or investigating the matter. Where disciplinary action is being considered, the suspected officer will be given an opportunity to explain the events at an appropriate time.

False Disclosure

Any persons found to make an accusation of fraud or corruption that is false in nature and knowing that the accusation is false in nature is guilty of an offence pursuant to the laws of New South Wales. Any persons found of such conduct may be prosecuted by Council;

Any persons who makes a disclosure or accusation of false public interest information knowing it to be false, or being reckless about whether it is false, in addition to being guilty of an offence may face disciplinary action.

Any elected members and / or members of a committee of Council may, in addition to being guilty of an offence under the Local Government Act, 1993 face action pursuant to Councils Code of Conduct for making false or reckless disclosures.

PART 3: POLICY IMPLEMENTATION GUIDELINES

The principles set out in this policy will be implemented and assessed through the provisions of Council's *Fraud & Corruption Prevention Plan*.

7. RWCC FRAUD PREVENTION PLAN

RECOMMENDATION that Riverina Water County Council adopt RWCC Fraud Prevention Plan

Following on recommendations contained in Council's previously adopted Risk Remediation Plan; Riverina Water County Council needs to Fraud Prevention Plan.

A draft policy on this subject has been presented to Council for consideration at this meeting.

A Fraud Prevention Plan has been developed, using a template designed by the NSW Independent Commission Against Corruption, and is attached for Council's consideration..

It is appropriate that this plan be adopted to implement Council's commitment to the prevention of fraud and corruption.

Riverina Water County Council Fraud Prevention Plan

<p>Introduction</p> <p>The purpose of this fraud prevention plan is to implement Riverina Water County Council’s Corruption Prevention Policy by achieving the following outcomes.</p>		
<p>OUTCOMES What we want to achieve</p>	<p>CURRENT ACTIVITIES: POLICIES/PROGRAMS/etc What we currently do to achieve this outcome</p>	<p>PLANNED ACTION What will be done to achieve this outcome</p>
<p>THE FOUNDATIONS Leadership Executive, managers and supervisors are committed to successful implementation of the corruption prevention policy and the corruption prevention plan.</p>	<p>Code of Conduct specifies managers’ responsibilities for promoting integrity and preventing corruption. Managers’ job descriptions include these responsibilities. Managers’ performance reviews measure these responsibilities.</p>	<p>Mandatory management training will include modules on promoting integrity and preventing corruption. Promotion and selection of managers will include criteria related to ethical management</p>
<p>Executive, managers and supervisors lead by example and support Council’s standards and values</p>	<p>Policy requires all staff including senior managers to register financial interests and report gifts received in course of work.</p>	<p>Council policy and procedures will be included as a component of annual staff appraisal</p>
<p>Corruption prevention is integrated into business planning activities, including audit plan and appropriate policies and procedures</p>	<p>Line managers contribute to corruption risk management by identifying corruption risks related to their operational responsibilities.</p>	<p>Corruption prevention initiatives will be included as a regular agenda item at line manager meetings</p>

<p>Organisational culture Executive, managers and supervisors contribute to the development and maintenance of an ethical culture</p>	<p>Managers involved with staff in Code of Conduct training</p>	<p>An annual survey of staff will be introduced as a regular corporate activity and will include questions on ethical culture.</p>
<p>Standards and values Council promotes its standards and values as contained in its Statement of Business Ethics and Code of Conduct.</p>	<p>Organisational values are published in the code of conduct and the statement of business ethics for staff, suppliers and contractors.</p>	<p>Copies of the organisation's code of conduct and its statement of business ethics will be available on its public website.</p>
<p>Code of Conduct Council has a Code of Conduct that reflects its values and standards of conduct that is communicated to all staff.</p>	<p>The Code of Conduct is available on the intranet and is provided to all staff at the time of induction. The Code of Conduct is scheduled to be reviewed every 4 years.</p>	<p>Code of conduct training is scheduled for all staff</p>
<p>Staff understand and adhere to the Code of Conduct and to agency standards and values.</p>	<p>-</p>	<p>Staff feedback based on questions of ethical culture will be included as part of annual staff appraisals</p>
<p>Policies, procedures and systems Councils operations are supported by adequate policies, procedures and systems</p>	<p>Policies are reviewed regularly. The staff position assigned as the responsible manager of each policy is clearly stated on the policy. Policies also contain review dates.</p>	<p>Managers will be encouraged to inform the responsible manager of policies if the policy or procedure is effective or has become obsolete or can easily be subverted.</p>

<p>USING ORGANISATIONAL SYSTEMS Financial management systems The agency's financial controls are effective and comply with all applicable standards.</p>	<p>Council operates a software package known as "Authority" as its management and financial resource. A policy has been developed that establishes specific requirements to protect the integrity and data of this system.</p>	<p>The policy relating to the operation of "Authority" management and accounting systems is publicised on the intranet. This policy provides controls for rights to view, modify data or move values in the system.</p>
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<p>Performance management systems Council administers a performance management system that applies to all levels of staff.</p>	<p>Council undertakes an annual review of all staff which addresses skills and performance</p>	<p>The performance review component is been redesigned to provide for a briefing on anti corruption procedures and opportunities for feedback.</p>
<p>IT systems Councils IT systems are robust, comply with all applicable standards and are used to address corruption risks.</p>	<p>Council has established procedures and controls over the management of its IT systems. The annual budget provides for scheduled maintenance and upgrades of hardware and software</p>	<p>An IT Co-ordinator is engaged by Council to ensure management and compliance of the system as well as its ongoing maintenance and development</p>
<p>Records management Physical and electronic records of all Council activities are made and retained according to legal and government policy obligations</p>	<p>Council ensures regular training in management and compliance requirements of all its physical and electronic records. Access to the records is addressed in this training</p>	<p>Access and maintenance to the records is controlled and managed by a responsible officer</p>
<p>Council records are adequately stored, managed and secured</p>	<p>Staff are aware of the importance of records management .Storage facilities are secured and monitored</p>	<p>Record storage has been upgraded in conjunction with new building construction. The need for staff training in this area is evaluated in conjunction with annual staff appraisals and industry updates.</p>
<p>Agency records are accessible.</p>	<p>Delegations have been reviewed to provide appropriate access to records</p>	<p>Delegations are made available to staff.</p>

<p>Internal audit Internal audit assists and supports the corruption risk management process</p>	<p>Council has recognised the importance of internal audit facilities and procedures to manage corruption risk.</p>	<p>Internal audit facilities are provided through a contract agreement with Wagga Wagga City Council governance unit. Council operates an internal audit committee which meet quarterly.</p>
<p>Internal Audit is proactive in designing and running programs aimed at detecting corruption</p>	<p>Internal audit committee meets quarterly to review and evaluate corruption related programs and processes</p>	<p>All reviews by the internal audit committee are accompanied with recommendations for policy and procedural amendments. All amendments are provided to staff at team and managers' meetings.</p>
<p>Taking a risk management approach Risk management principles and processes are used to identify and manage corruption risks.</p>	<p>Risk management planning is recognised in a risk management policy and supporting management plan.</p>	<p>Risk management issues are supported by a draft risk management strategy and a risk management framework. A review of Councils Business Continuity Plan is also scheduled.</p>
<p>Identifying corruption risks Council reviews corruption risks as part of reviews of all policies relating to corruption. Corruption risks are also monitored in conjunction with the staff appraisal system</p>	<p>All policies have scheduled review dates and are promoted on the intranet and specific training sessions</p>	<p>All staff are encouraged to respond to corruption risks by including corruption prevention as an item in the Team Leader briefing agenda</p>
<p>Managing corruption risks Corruption risk management strategies are in place to manage corruption risks</p>	<p>Strategy includes continual education of staff in policies and procedures relating to corruption risk, training of all staff in code of conduct and promoting protected disclosure procedures on the intranet to all staff. Programs are also developed by the internal audit committee to address potential corrupt conduct</p>	<p>Training programs scheduled and implemented. Policy updated and publicised. Internal audit committee provides reports to council</p>

<p>DETECTING CORRUPTION Checking and work review There are sound supervision ,checking and work review practices in place</p>	<p>Procedures for corruption detection include relevant provisions for random checks and promotion of reporting provisions to all staff</p>	<p>Internal Audit committee establishes and reviews internal checks .Staff performance reviews publicise protected disclosure reporting procedures and offer opportunities for feedback on potential corruption. Code of conduct training also addresses corruption control.</p>
<p>Complaints and grievances Customer complaints are encouraged, facilitated and followed up</p>	<p>Council Code of Conduct and Complaints Management Policy are promoted on the council website</p>	<p>Procedures and potential corruption issues are evaluated in conjunction with responses to complaints</p>
<p>RESPONDING TO CORRUPTION Internal investigation Internal investigation is conducted by Council or appropriately resourced where necessary</p>	<p>Policies and procedures outline processes and responsibilities for investigation</p>	<p>Training in code of conduct and promotion of policies ensures all staff are aware of the investigative procedures.</p>
<p>External Reporting Corrupt conduct is reported to appropriate external authorities, such as ICAC and NSW Police.</p>	<p>Policies and procedures outline circumstances where external reporting of corrupt conduct is required.</p>	<p>External reporting procedures and detail is contained in Council policies and procedures</p>
<p>Disciplinary Action Appropriate disciplinary action is taken in response to breaches to code of conduct and related policies</p>	<p>All breaches to the code of conduct and associated policies are fully investigated and disciplinary action is determined by the General Manager in conjunction with any advice from human resources personnel</p>	<p>All disciplinary procedures are formally recorded. Policies and procedures are amended where considered necessary</p>

8. DRAFT POLICY 5.30 INTERNAL REPORTING

RECOMMENDATION that Riverina Water County Council adopt Draft Policy 5.30 Internal Reporting.

Under the aims of the Public Interest Disclosures Act and the Government Information (Public Access) Act, Riverina Water County Council needs to adopt a policy that provides a mechanism for dealing with protected disclosures by Councillors, staff and other persons engaged by Council.

A draft policy has been developed and is attached for Councillors' information.

The objectives of the Policy are:-

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

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

INTERNAL REPORTING POLICY

POLICY REFERENCE NUMBER:		POL 5.30	
Original publication date		14 December 2012	
Revision number	Issue Date	Approved	Approval date
0	14 Dec 2012	Res:12/???	14 Dec 2012
<p>This document is to be reviewed every 2 years. Next review date: October 2014</p>			
RESPONSIBLE OFFICER		General Manager	

PART 1 INTRODUCTION

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

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

1.1 Policy Objectives

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

1.2 Scope of Policy

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

This policy applies to:

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

1.3 Legislative Context

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

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

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

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

1.4 Relevant legislation:

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

PART 2: REPORTING PROCESS

2.1 Context of the policy

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

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

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

This policy seeks to:

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

2.2 Organisational commitment

Riverina Water County Council will:

- create a climate of trust, where staff/Councillors are comfortable and confident about reporting wrongdoing.
- encourage staff/Councillors to come forward if they have witnessed what they consider to be wrongdoing within the Council.
- keep the identity of the staff/Councillor member disclosing wrongdoing confidential, wherever possible and appropriate.

- protect staff/Councillors who make disclosures from any adverse action motivated by their report.
- deal with reports thoroughly and impartially and if some form of wrongdoing has been found, take appropriate action to rectify it.
- keep complainants who make reports informed of their progress and the outcome.
- encourage staff/Councillors to report wrongdoing within the Council, but respecting any decision to disclose wrongdoing outside the Council – provided that disclosure outside the Council is made in accordance with the provisions of the PID Act
- ensure managers and supervisors at all levels in the Council understand the benefits of reporting wrongdoing, are familiar with this policy, and aware of the needs of those who report wrongdoing
- provide adequate resources, both financial and human, to:
 - o encourage reports of wrongdoing
 - o protect and support those who make them
 - o provide training for key personnel
 - o investigate allegations
 - o properly manage any workplace issues that the allegations identify or create
 - o correct any problem that is identified.
- Review the policy every two (2) years to ensure it is still relevant and effective.

2.3 Roles and responsibilities of staff

This policy will apply to:

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

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

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

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

2.4 What should be reported?

Council staff should report any wrongdoing they see within the Riverina Water County Council. Reports about the four categories of serious wrongdoing – corrupt conduct,

maladministration, serious and substantial waste of public money, and government information contravention – will be dealt with under the PID Act as protected disclosures and according to this policy.

(a) Corrupt conduct

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

For example, this could include:

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

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

(b) Maladministration

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

For example, this could include:

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

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

(c) Serious and substantial waste in local government

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

For example, this could include:

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

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

(d) Government information contravention

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

For example, this could include:

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

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

(e) Other wrongdoing

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

For example, these could include:

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

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

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

2.5 When will a report be protected?

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

- The person making the disclosure must honestly believe on reasonable grounds that the information shows or tends to show wrongdoing.
- The report has to be made to one or more of the following:
 - o a position nominated in this policy – see section 2.9 (b), (c) & (d)
 - o the General Manager
 - o one of the investigating authorities nominated in the PID Act – see section 2.10

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

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

2.6 How to make a report

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

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

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

2.7 Can a report be anonymous?

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

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

2.8 Maintaining confidentiality

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

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

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

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

2.9 Who can receive a report within Riverina Water County Council

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

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

If you are Council staff and your report involves a Councillor, you should make it to the General Manager or the Chairman. If you are a Councillor and your report is about another Councillor, you should make it to the General Manager or the Chairman.

The following positions are the only staff within Riverina Water County Council who can receive a protected disclosure.

a. General Manager

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

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

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

b. Chairman

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

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

The Chairman must make sure there are systems in place in Council/ to support and protect staff who report wrongdoing. The Chairman can be contacted through the General Manager's Secretary.

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

c. Disclosures Coordinator

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

The Disclosures Coordinator is the General Manager.

d. Disclosures Officers

Disclosures Officers work with the Disclosures Coordinator, and are responsible for receiving, forwarding and/or dealing with reports made in accordance with this policy.

The Disclosures Officers are the Customer Services Officer and Return to Work Coordinator and can be contacted on telephone 69220609 and 69220613.

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

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

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

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

a. Investigating authorities

The PID Act lists a number of investigating authorities in NSW that staff can report wrongdoing to and the categories of wrongdoing each authority can deal with.

In relation to Council, these authorities are:

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

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

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

b. Members of Parliament or journalists

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

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

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

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

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

If a member of Council staff reports wrongdoing to a person or an organisation that is not listed above, you will not be protected under the PID Act. This may mean Council staff will

be in breach of legal obligations or Council's Code of Conduct – by, for example, disclosing confidential information.

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

2.11 Feedback to Council staff who report wrongdoing

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

When they make a report, they will be given:

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

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

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

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

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

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

- information on the ongoing nature of the investigation
- information about the progress of the investigation and reasons for any delay
- advice if the identity of any member of Council staff needs to be disclosed for the purposes of investigating the matter, and an opportunity to talk about this.

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

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

2.12 Protection against reprisals

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

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

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

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

a. Responding to reprisals

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

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

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

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

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

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

- issuing warnings to those alleged to have taken reprisal action against the member of Council staff who made the disclosure
- relocating the member of Council staff who made the disclosure or the subject officer within the current workplace

- transferring the member of Council staff who made the disclosure or the staff member who is the subject of the allegation to another position for which they are qualified
- granting the member of Council staff who made the disclosure or the subject officer leave of absence during the investigation of the disclosure.

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

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

b. Protection against legal action

If a member of Council staff makes a disclosure in accordance with the PID Act, they will not be subject to any liability and no action, claim or demand can be taken against them for making the disclosure. They will not have breached any confidentiality or secrecy obligations and they will have the defence of absolute privilege in defamation.

2.13 Support for those reporting wrongdoing

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

Council has staff who will support those who report wrongdoing. They are responsible for initiating and coordinating support, particularly to those who are suffering any form of reprisal. Council's Return Work Coordinator can be contacted on telephone 69220613.

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

2.14 Sanctions for making false or misleading disclosures

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

2.15 Support for the subject of a report

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

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

2.16 Review

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

2.17 More information

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

3. RESOURCES

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

For disclosures about corrupt conduct:

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

For disclosures about maladministration:

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

For disclosures about serious and substantial waste:

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

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

Division of Local Government in the Department of Premier and Cabinet
Phone: 02 4428 4100
Tel. typewriter (TTY): 02 4428 4209
Facsimile: 02 4428 4199
Email: dlg@dlg.nsw.gov.au
Web: www.dlg.nsw.gov.au
Address: 5 O'Keefe Avenue, Nowra, NSW 2541

For disclosures about police misconduct:

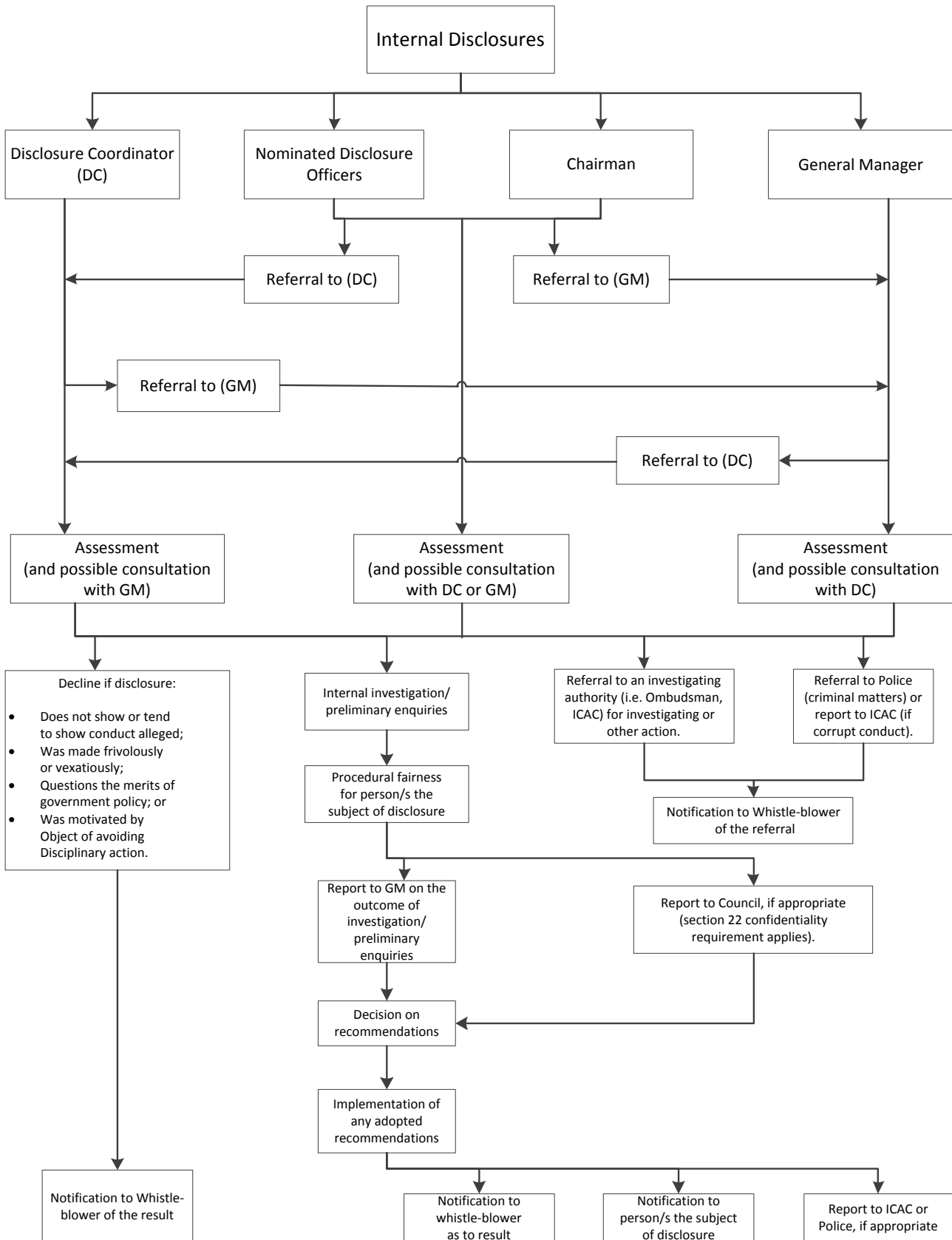
Police Integrity Commission (PIC)
Phone: 02 9321 6700
Toll free: 1800 657 079
Facsimile: 02 9321 6799
Email: contactus@pic.nsw.gov.au
Web: www.pic.nsw.gov.au
Address: Level 3, 111 Elizabeth Street, Sydney NSW 2000

For disclosures about breaches of the GIPA Act:

Information Commissioner
Toll free: 1800 463 626
Facsimile: 02 8114 3756
Email: oiinfo@oic.nsw.gov.au
Web: www.oic.nsw.gov.au
Address: Level 11, 1 Castlereagh Street, Sydney NSW 2000

Internal Reporting System

Attachment A



Attachment B

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

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

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

1. What is Protected Disclosure?

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

2. Who can receive a Protected Disclosure?

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

Disclosures Co-ordinator:
General Manager - Ph 69220603

Disclosures Officers:
Customer Services Officer – Ph 69220609
Return to Work Co-Ordinator – Ph 69220613

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

3. What protection is available?

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

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

A disclosure is not protected if:

- It is made frivolously or vexatiously (although all disclosures must be investigated);
- It is made to avoid disciplinary action; or

- It primarily questions the merits of a government policy.

4. What happens to the information provided?

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

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

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

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

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

5. Confidentiality

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

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

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

Attachment C



Riverina Water County Council

Protected Disclosure Form (Confidential)

Report under the Public Interest Disclosures Act 1994

To a designated Officer Riverina Water County Council

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

Contact Telephone number:

Name of designated Officer receiving the Protected Disclosure:

Type of Disclosure (circle relevant item or items):

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

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

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

Signature of reporting Date: Signed by Designated Officer Date:
Councillor/Member of Council receiving this Protected Disclosure:
staff/Councillor:

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

9. DRAFT POLICY 5.31 RISK MANAGEMENT

RECOMMENDATION that Riverina Water County Council adopt Draft Policy 5.31 Risk Management.

As part of the overall review of Council's Policies and under guidance from StateWide Mutual Insurance Group, Riverina Water County Council needs to adopt a policy that provides a mechanism for the management of risk throughout Council's operations.

A draft policy has been developed and is attached for Councillors' information.

The objectives of the Policy are:-

- provide appropriate levels of service, building on its reputation, and providing a comprehensive water supply to customers,
- operate, maintain and construct assets required to meet levels of service, incorporating continuous improvement/quality processes,
- create an environment where all RWCC employees and contractors assume responsibility for managing risk,
- establish a formal, structured risk management approach that is appropriate to RWCC's activities and operating environment,
- adopt a risk management approach consistent with the principles of Australian and New Zealand risk management standard AS/NZS ISO:31000:2009 where by risks are identified, analysed, evaluated, treated, monitored and communicated,
- establish and as necessary review RWCC's risk appetite,
- involve identified stakeholders in RWCC's risk management process as appropriate,
- ensure that it can appropriately deal with risk
- protect the community and the environment as a good corporate citizen.

It is appropriate that this policy be adopted to demonstrate Council's commitment to the reduction of risk wherever practicable, throughout Council's Operations.

RISK MANAGEMENT POLICY

POLICY REFERENCE NUMBER:		POL 5.31	
Original publication date		14 December 2012	
Revision number	Issue Date	Approved	Approval date
0	14 Dec 2012	Res:12/???	14 Dec 2012
This document is to be reviewed every 2 years. Next review date: July 2014			
RESPONSIBLE OFFICER		General Manager	

1. INTRODUCTION:

Risk is defined as the effect of uncertainty on objectives, and this uncertainty can have financial, operational, environmental and/or reputational consequences.

Riverina Water County Council (RWCC) recognises that whilst risk is inherent in all its activities, the management of that risk is an integral part of good management practice and supports risk management as a central element in its day-to-day operations. Therefore, all RWCC departments and operations will adopt a risk management approach consistent with AS/NZS ISO 31000:2009 in their planning, approval, review and control processes.

Risk management is a systematic process that involves establishing the context of risk management, identifying, analysing, evaluating, treating risks, periodic monitoring and communication. Risk management does not eliminate all risk. The application of risk management thinking, principles and practices aims to assist RWCC deliver quality services, improve decision making, set priorities for competing demands/resources, minimise the impact of adversity and loss, ensure regulatory compliance and support the achievement of RWCC's objectives.

The purpose of this policy is to establish and communicate RWCC's approach for managing risks and to establish clear objectives to ensure that all levels of management, staff and contractors are aware of and responsible for the management of risk.

2. OBJECTIVE:

RWCC aims to:

- provide appropriate levels of service, building on its reputation, and providing a comprehensive water supply to customers,
- operate, maintain and construct assets required to meet levels of service, incorporating continuous improvement/quality processes,
- create an environment where all RWCC employees and contractors assume responsibility for managing risk,
- establish a formal, structured risk management approach that is appropriate to RWCC's activities and operating environment,
- adopt a risk management approach consistent with the principles of Australian and New Zealand risk management standard AS/NZS ISO:31000:2009 where by risks are identified, analysed, evaluated, treated, monitored and communicated,
- establish and as necessary review RWCC's risk appetite,
- involve identified stakeholders in RWCC's risk management process as appropriate,
- ensure that it can appropriately deal with risk
- protect the community and the environment as a good corporate citizen.

3. SCOPE OF POLICY

This policy applies to all Councillors, management, staff and contractors across all RWCC activities and processes.

4. DEFINITIONS

Risk	Effect of uncertainty on objectives
Risk management	Coordinated activities to direct and control an organisation with regard to risk
Risk management framework	Set of components that provide the foundations and organisational arrangements for designing, implementing, monitoring, reviewing and continually improving risk management throughout the organisation.
Risk management policy	Statement of the overall intentions and direction of an organisation related to risk management
Risk management plan	Scheme within the risk management framework specifying the approach, the management components and resources to be applied to the management of risk
Risk management strategy	Systematic application of management policies, procedure and practices to the activities of communicating, consulting, establishing the context, and identifying, analysing, evaluating, treating, monitoring and reviewing risk.
Risk Appetite	The amount of risk that an organisation is prepared to seek, accept or tolerate.

5. RELATED DOCUMENTS

- Risk Management Plan (Pending)
- Risk Management Framework (Pending)
- Risk Management Strategy
- Good Governance Policy (5.25)

6. POLICY CONTENT

Riverina Water County Council is committed to ensuring a strong risk management culture exists and will undertake a range of activities to help promote and embed risk management practices by:

- managing risk based on AS/NZS ISO 31000:2009 Risk Management and other relevant guidelines and standards;
- aligning risk management to RWCC's existing planning and operational processes;
- allocating sufficient funding to risk management activities;
- providing all RWCC staff with sufficient and appropriate training;
- including risk management responsibilities in job descriptions and staff performance appraisals;
- discussing risk management issues and incidents at team meetings;
- including risk management information and updates in RWCC reports and on RWCC intranet/internet sites;

- Update its Risk Management Plan annually;
- Make informed judgements concerning the level and costs of risk involved in achieving cost-effective outcomes.

RWCC supports the following principles as listed in AS/NZS ISO 31000:2009:

- **Risk management creates and protects value**

Risk management contributes to the demonstrable achievement of objectives and improvement of performance on, for example, human health and safety, security, legal and regulatory compliance, public acceptance, environmental protection, product and service quality, project management, efficiency in operations, governance and reputation.

- **Risk management is an integral part of all RWCC processes**

Risk management is not a stand-alone activity that is separate from the main activities and processes of RWCC. Risk management is part of the responsibilities of management and an integral part of all RWCC's processes, including strategic planning and all project and change management processes.

- **Risk management is a part of decision making**

Risk management helps decision makers make informed choices, prioritise actions and distinguish among alternative courses of action.

- **Risk management explicitly addresses uncertainty**

Risk management explicitly takes account of uncertainty, the nature of that uncertainty, and how it can be addressed.

- **Risk management is systematic, structured and timely**

A systematic, timely and structured approach to risk management contributes to efficiency and consistent, comparable and reliable results.

- **Risk management is based on the best available information**

The inputs to the processes of managing risk are based on information sources such as historical data, experience, stakeholder feedback, observation, forecasts and expert judgement. However decision makers should inform themselves of, and should take into account, any limitations of the data or modelling used or the possibility of divergence among experts.

- **Risk management is tailored**

Risk management is aligned with RWCC's external and internal context and risk profile.

- **Risk management takes human and cultural factors into account**

Risk management recognises the capabilities, perceptions and intentions of external and internal people that can facilitate or hinder achievement of RWCC's objectives.

- **Risk management is transparent and inclusive**

Appropriate and timely involvement of stakeholders and, in particular, decision makers at all levels of RWCC, ensures that risk management remains relevant and up-to-date. Involvement also allows stakeholders to be properly represented and to have their views taken into account in determining risk criteria.

- **Risk management is dynamic, iterative and responsive to change**

Risk management continually senses and responds to change. As internal and external events occur, context and knowledge change, monitoring and review of risks takes place, new risks emerge, some change and others disappear.

- **Risk management facilitates continual improvement of RWCC**

RWCC should develop and implement strategies to improve their risk management processes alongside all other aspects of RWCC.

- **Risk management is the responsibility of all RWCC staff**

Within each specialist area, all staff are responsible for applying risk management practices to identify, assess, communicate and mitigate risks.

7. POLICY IMPLEMENTATION GUIDELINES

This policy will be implemented through Council’s Risk Management Framework, Risk Management Strategy and annual Risk Management Plan as shown below:

Risk Management Relationships

Risk Management Policy	Risk Management Framework	Risk Management Strategy
<p>The Risk Management Policy sets out Council’s commitment to risk management and the principles upon which it will manage its risks</p>	<p>The Risk Management Framework establishes Council’s risk context, risk appetite, risk criteria, and risk structure. It specifies roles and accountabilities, outlines the risk process and how risk management performance will be assessed.</p>	<p>The Risk Management Strategy sets out how Council will deal with risks. The five steps are :</p> <ul style="list-style-type: none"> Identify risks Analyse risks Evaluate risks Treat risks Communicate & consult

Risk Management Plan

The annual Risk Management Plan covers actions to be taken to treat strategic risks across the organisation. It identifies residual risk levels, any altered risk conditions, and any actions that need to be taken to reduce residual risk.

Risk Management Review and Report

Council’s risk Framework, policy, strategy, and plan is reviewed at least annually and amended as required. A report is then provided to the General Manager, WH & S and Risk Coordinator, and the Audit Committee of Council

10. DRAFT POLICY 5.33 ASSET MANAGEMENT

RECOMMENDATION that Riverina Water County Council adopt Draft Policy 5.33 Asset Management.

As part of the development of Council's Strategic Business Plan included was an Asset Management Plan. Riverina Water County Council needs to adopt a policy that provides a guidance for the operation of its Asset Management Plan.

A draft policy has been developed and is attached for Councillors' information.

This policy sets the broad framework for undertaking infrastructure asset management in a structured and coordinated way. It outlines why and how asset management will be undertaken. It provides a clear direction for asset management and defines key principles that underpin asset management for Council.

Accordingly the policy has the following objectives;

- Provides a link between asset management and a platform for service delivery
- Integrates asset management with Council's strategic planning
- Maximises value for money by adoption of lifecycle costing ,combined with performance management
- Assigns accountability and responsibility for service delivery together with asset management
- Promotes sustainability to protect the needs of future generations.

It is appropriate that this policy be adopted as part of the overall consideration of the Strategic Business Plan.

ASSET MANAGEMENT POLICY

POLICY NUMBER:	REFERENCE	POL 5.33	
Original publication date	14 December 2012		
Revision number	Issue Date	Approved	Approval date
0	14 Dec 2012	Res: 12/???	14 Dec 2012
<p>This document is to be reviewed every year. Next review date: June 2013</p>			
RESPONSIBLE OFFICER	Director of Engineering		

I. INTRODUCTION

The purpose of this policy is to outline a framework which provides for the sustainable management of Councils water supply infrastructure to ensure it meets the current and future planned needs of its consumers.

2. POLICY OBJECTIVES

This policy sets the broad framework for undertaking infrastructure asset management in a structured and coordinated way. It outlines why and how asset management will be undertaken. It provides a clear direction for asset management and defines key principles that underpin asset management for Council.

Accordingly the policy has the following objectives;

- Provides a link between asset management and a platform for service delivery
- Integrates asset management with Council's strategic planning
- Maximises value for money by adoption of lifecycle costing ,combined with performance management
- Assigns accountability and responsibility for service delivery together with asset management
- Promotes sustainability to protect the needs of future generations.

3. DEFINITIONS

- **Infrastructure Assets** – Include all components of the water reticulation network, plant and building assets owned or managed by Council.
- **Life Cycle Cost** – The total cost of an asset throughout its life including planning, design, construction, acquisition, operation, maintenance, rehabilitation and disposal costs.
- **Asset Register** – A record of asset information considered worthy of separate identification including inventory, historical, financial, condition, construction and technical.
- **Useful Life** – The period over which a depreciable asset is expected to be used.
- **Asset Management Plan** – A plan developed for the management of an infrastructure asset or asset category that combines multi-disciplinary management techniques (including technical and financial) over the lifecycle of the asset. The Asset Management Plan establishes, for each Asset Category and sub category:
 - Levels of service – specifies the services and levels of service to be provided by Council
 - Future demand – how this will impact on future service delivery and how this is to be met.

4. RELATED DOCUMENTS

This policy is supported and linked with the following documents;

Asset Management Strategy
Riverina Water County Council Asset Management Plan
Strategic Business Plan and Resourcing Strategy for Water Supply
Integrated Water Cycle Management (IWCM)
Four (4) Year Capital Works Program
Rolling Thirty (30) Year Capital Works Program
Drought Management Plan
Assets Register
Workforce Plan
Financial Plan
Maintenance plan

5. APPLICABLE LEGISLATION

Local Government Act 1993 and subsequent Regulations under the Act.
NSW Water Management Act 2000
Water Act 1912

6. ASSET MANAGEMENT

6.1 Background

Riverina Water County Council (Riverina Water) is responsible for the water supply functions within the local government areas of Wagga Wagga City Council, Lockhart Shire, Urana Shire and parts of Greater Hume Shire Council's area. There are currently some 32,000 service connections within a service area of approximately 15,400 sq. kms.

Riverina Water core assets include;

- Sources
- Water Treatment Plants
- Pumping Stations
- Distribution Mains
- Reservoirs
- Land & Buildings
- Plant & Equipment

These assets are listed in detail within Councils Asset Management Plan and Councils Asset Register.

6.2 Policy Principles

The purpose of this policy is to outline a framework for the sustainable management of Councils infrastructure.

Council is committed to delivering financial sustainability by making decisions that lead to cost effective management of its asset base, by focusing on asset renewal, rationalising

under-utilised assets and limiting asset expansion unless justified. The principles supporting this policy are;

- Providing a level of service to the community that is affordable and responds to changing community needs
- Ensuring asset condition and development meets the future needs of the communities served by Riverina Water County Council.
- Identifies funding to support and maintain necessary infrastructure development and maintenance.

6.3 Policy Integrating with Asset Strategy and Planning

This asset management policy sets out the framework, goals and objectives for Riverina Water Service delivery. It also sets the context for asset management systems and identifies key performance measures, timeframes and responsibilities.

These policy provisions are supported by an Asset Management Strategy and an Asset Management Plan.

The purpose of an Asset Management Strategy is to detail where Riverina Water is currently positioned in regard to asset management, its future targets for asset management and the means to achieve these targets. This information is set out in Section 1 of the Riverina Water County Council Asset Management Plan. The Strategic Business Plan is an integral part of this strategy, as it is linked with the rolling 30 year capital works program and includes forecasting of necessary renewal investment. The Riverina Water Long Term Financial Plan demonstrates the financial sustainability of the organisation and its ability to meet the funding of the Asset Management Plan.

The aim of an asset management plan is to provide, operate and maintain physical assets over the whole life cycle to achieve the required levels of service at least cost, while still satisfying statutory, regulatory and sustainability requirements. When the “reason” for and “resources” available to asset management change (as a result of changes in community priorities), Councils asset management plans will be modified to suit. The asset management plans will be reviewed over time with improved information on assets (condition and costs) and as asset condition changes over time.

6.4 Policy Statement

In the process of planning for asset management involving the principles outlined in this policy the following Policy Statement was developed;

Context

Riverina Water uses a large asset base to deliver water supply services to residential, rural, industrial, commercial and municipal customers in the Riverina Region. The water supply system is critical to the development, the economic viability and the way of life of the community.

Criticality

The ability of Riverina Water to deliver water at the appropriate quality and quantity is reliant on the effective operation, maintenance and replacement of the existing assets and the development of new assets. Riverina Water will rely on a robust asset management system to successfully manage the assets. The system will be reviewed annually and audited as required.

Objectives

Riverina Water assets will continue to deliver the levels of service adopted by Riverina Water and accepted by the community.

Strategic Direction

Riverina Water County Council reviews the levels of service for its consumers through its strategic planning process. The asset management strategy and asset management plan together with this policy will ensure that the adopted levels of service are achieved.

This asset management planning process is part of Riverina Water Strategic Business Plan which also satisfies Integrated Planning and Reporting and Best-Practice Management requirements.

Value

Riverina Water will maximise value for money over the asset life cycle. This objective will also involve development of fees and charging regimes that will ensure acceptable cost recovery of assets provided.

Sustainability

Riverina Water assets will continue to support the community and protect the environment now and in the future. Riverina Water will review its Business Plan on an annual basis to ensure that sufficient funding is available to achieve a sustainable asset management strategy and plan.

Community Input

The asset management policy will be included in Riverina Water community consultation activities, providing opportunity for community input.

Responsibility

The Elected Councillors are responsible for the implementation of the asset policy.

The Executive (General Manager and Director) are responsible for the implementation of the asset strategy.

The Managers are responsible for the implementation of the asset plan.

11. APPLICATION FOR ANNUAL LEAVE - GENERAL MANAGER

RECOMMENDATION that annual leave be approved for the period requested by the General Manager.

Application is made for annual leave to be granted to the General Manager from 28 October 2013 until 22 November 2013, inclusive (4 weeks).

The period of annual leave commences the week after Councils scheduled ordinary meeting on 23 October 2013.

Yours faithfully



Graeme J. Haley
GENERAL MANAGER

DIRECTOR OF ENGINEERING'S REPORTS TO COUNCIL MEETING DECEMBER 2012

1. WORKS REPORT COVERING OCTOBER 2012

RECOMMENDATION that this report be received and noted.

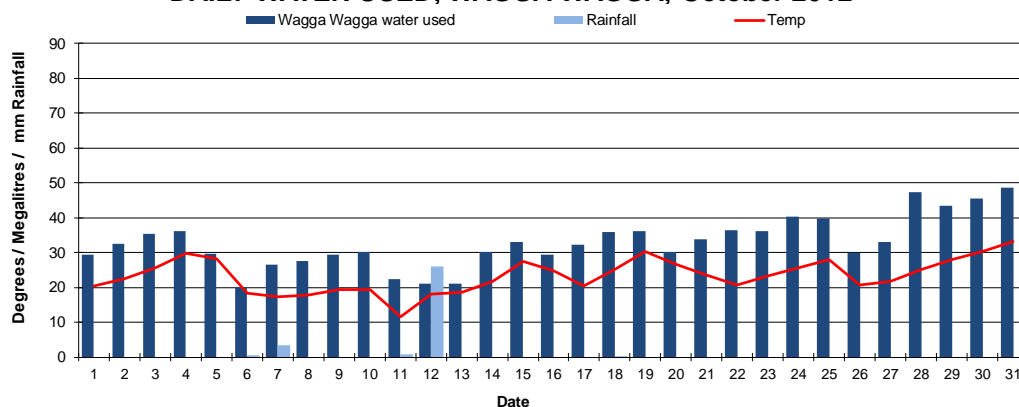
1.1 WATER SOURCED AND USED

October	2010	2011	2012
Rainfall	166.2	18.4	31.0
Wet Days	10	11	5
WATER SOURCED October 2012 (MI)			
North Wagga bores	136.11	184.32	202.31
West Wagga bores	288.92	431.95	431.88
East Wagga bores	166.27	217.59	365.56
Murrumbidgee River	168.28	128.63	94.09
SUB-TOTAL	759.58	962.49	1,093.84
Bulgary Bores	24.69	32.67	44.22
Urana Source	0.00	0.00	0.27
Ralvona Bores	14.55	16.47	23.95
Walla Walla Bores	0.00	0.00	0.00
Goldenfields Water Supply System	1.05	1.30	1.75
SUB-TOTAL	40.29	50.44	70.19
Woomargama	0.74	0.84	0.79
Humula	0.58	0.76	0.95
Tarcutta	3.13	2.80	3.03
Oura	3.31	3.35	3.65
Walbundrie/Rand	1.65	2.22	2.82
Morundah	0.83	0.78	0.80
Collingullie	3.31	4.18	3.16
SUB-TOTAL	13.55	14.93	15.20
TOTALS	813.42	1,027.86	1,179.23

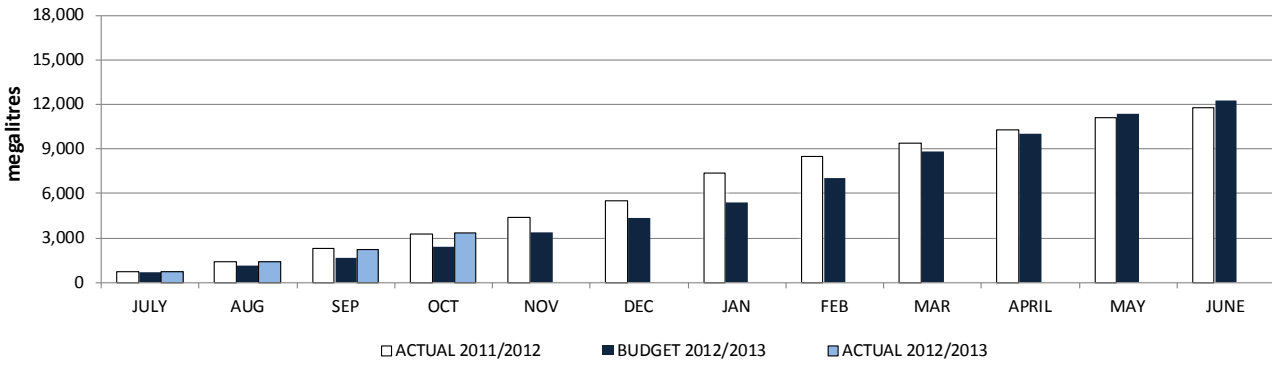
WATER USED October 2012 (MI)

	2010	2011	2012
East Bomen	15.49	17.67	20.97
Estella	47.13	45.21	61.76
North Wagga	51.73	73.44	68.83
Wagga Wagga – Low Level	139.93	159.94	209.02
Wagga Wagga – High Level	354.01	464.31	497.62
Wagga Wagga – Bellevue Level	34.76	56.02	62.70
SUB-TOTAL	643.05	816.59	920.90
Ladysmith System	5.06	4.32	5.00
Brucedale Scheme	18.18	16.28	19.76
Currawarna Scheme	5.88	10.69	14.67
Rural south from Wagga Wagga	90.22	97.25	95.06
Rural from Walla Walla Bore	0.00	0.00	0.00
Bulgary, Lockhart and Boree Creek	14.92	16.94	22.37
From Boree Crk to Urana and Oaklands	10.58	13.99	19.74
Holbrook	14.55	16.47	23.95
SUB-TOTAL	159.39	175.94	200.55
Woomargama	0.74	0.84	0.79
Humula	0.58	0.76	0.95
Tarcutta	3.13	2.80	3.03
Oura	3.31	3.35	3.65
Walbundrie/Rand	1.65	2.22	2.82
Morundah	0.83	0.78	0.80
Collingullie	3.31	4.18	3.16
SUB-TOTAL	13.55	14.93	15.20
TOTALS	815.99	1,007.46	1,136.65

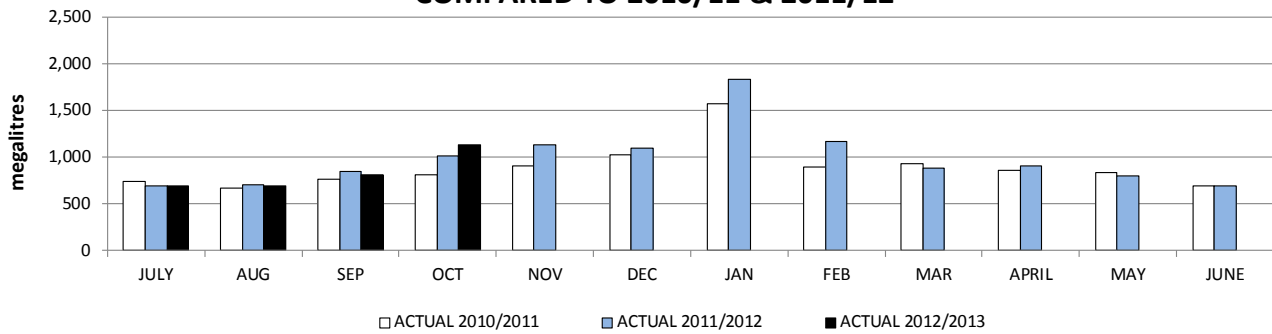
DAILY WATER USED, WAGGA WAGGA, October 2012



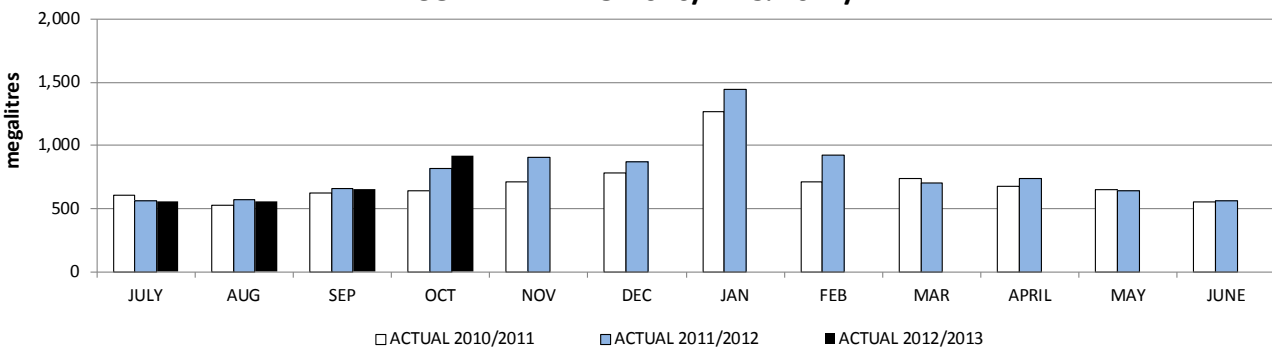
TOTAL CUMULATIVE WATER USED 2012/2013



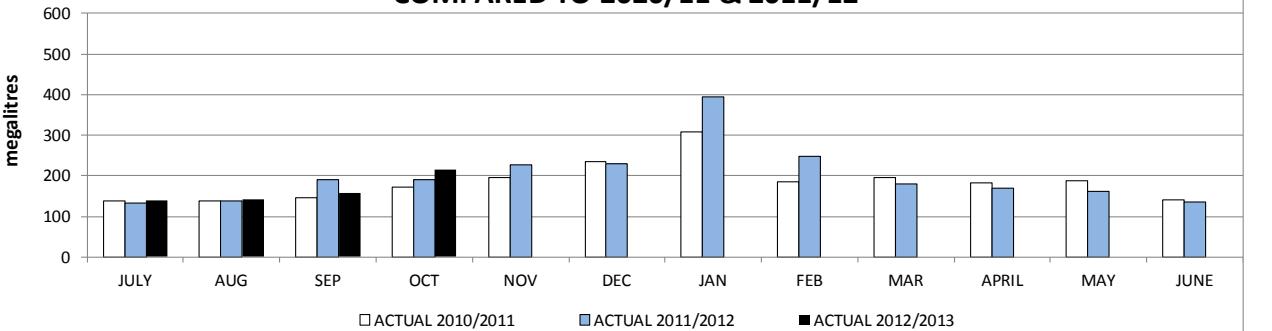
MONTHLY TOTAL WATER USED 2012/13 COMPARED TO 2010/11 & 2011/12



MONTHLY WAGGA WATER USED 2012/13 COMPARED TO 2010/11 & 2011/12



MONTHLY RURAL WATER USED 2012/13 COMPARED TO 2010/11 & 2011/12



1.2 NEW SERVICE CONNECTIONS, REPAIRS, METERS, LOCATIONS & COMPLAINTS FOR THE MONTH OF OCTOBER 2012

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	23	2	2	48	14	3				22	5	17
Brucedale				4								
Currawarna												
Euberta												1
Humula				2								
Ladysmith												
Oura										1		
San Isidore				1								
Tarcutta				1								
The Gap				5						1		
Bulgary												
Collingullie					1							
French Park				2								
Lockhart										1	2	
Mangoplah												
Milbrulong											1	
Pleasant Hills												
The Rock				1								
Uranquinty				1		1						
Yerong Creek					1							
Culcairn												
Henty	1									1	2	
Holbrook				3	1	1				1		
Morven				1								
Walbundrie												
Walla Walla				1								
Woomargama												
Boree Creek				1								
Morundah										1		
Oaklands												
Rand												
Urana											1	
TOTAL	24	2	2	71	17	5	0	0	0	28	11	18

1.3 WATER SYSTEM REPAIRS

WAGGA WAGGA									
Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected (no supply)	Water Lost Kl	
9	Yabtree St	Wagga Wagga	100 DICL	Accidental damage	No	1:00	8	3	
13	51 Balmoral Cr	Lake Albert	100 AC	Pipe Failure (not specified)	Yes	0:00	0	4	
14	18 Mcdonough Ave	Mt Austin	150 AC	Tree Roots	No	3:30	19	2	
14	10 Mcdonough Ave	Mt Austin	150 AC	Pipe Failure (not specified)	No	3:30	19	2	
19	Bomen Rd	Bomen	100 AC	T/ Band Broken/Leaking	Yes	0:00	0	4	
27	Hayes & Hampden	North Wagga	100 AC	Leaking collar	No	2:30	13	5	
TOTALS						10:30	59	20	
					Breaks needing shut off -		Breaks affecting customers -		
Total Breaks -		6			4			4	

RURAL									
Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected (no supply)	Water Lost Kl	
1	Gap Hall Rd	The Gap	100 WPVC	Pipe Failure (not specified)	Yes	0:00	0	8	
2	121 Eldershaw	The Gap	80 PVC	Leaking SS clamp	Yes	0:00	0	4	
5	Anna St	Urana	100 AC	Pipe Failure (not specified)	No	3:55	16	85	
10	River Rd	The Gap	80 PVC	Pipe Failure (not specified)	No	1:00	16	9	
TOTALS						4:55	32	106	
					Breaks needing shut off -		Breaks affecting customers -		
Total Breaks -		4			2			2	

1.4 WATER QUALITY COMPLAINTS

Water quality complaints received during October 2012 were:

Date	Location	Problem	Action Taken
3/10/2012	11 Frances Crt, Flowerdale	Dirty water	Mains+0.3NTU. Prob in HWS. Flushed-OK
5/10/2012	98 Thorne St, Wagga	Dirty water	Mains & service flushed
5/10/2012	4 Darlow St, Wagga	Dirty water	Flushed mains in Darlow & Murray Sts
8/10/2012	Governors Hill, Gumly	Milky water	Flushed mains in Darlow & Murray Sts
8/10/2012	129A Tarcutta St, Wagga	Dirty water	Flushed mains
8/10/2012	Tarcutta St, Wagga	Dirty water	Flushed mains
8/10/2012	31 Kaloona Dr, Bourkelands	Dirty water	Service flushed. Dirty HWS flushed
8/10/2012	14 Day St, Wagga	Dirty water	flushed mains
9/10/2012	6 Garru Pl, Glenfield	Dirty water	Flushed mains. Dirty HWS
10/10/2012	Watermark Apts, Cross St, Wagga	Dirty water	Flushed mains. Turb 31.5 to 0.8NTU. Flushed to first tap in property. Occupants asked to flush apt taps
15/10/2012	Yerong Ck	Strong chlorine	Reply by email
16/10/2012	4 Fairbairn Cres, Koorringal	Dirty water	Flushed mains. Dirty HWS
24/10/2012	Albury St Pharmacy, Holbrook	Fishy taste	Mains & service flushed
29/10/2012	Oaklands tankwater supply	Chemical taste	Taste checked anf OK. Problem may be with the tanker
31/10/2012	10 Eaton St, Ashmont	Strong taste & sore throats	Chlorine within ADWG. May be hayfever
31/10/2012	11 Andrews Ave, Koorringal	Dirty water	Flushed mains

1.5 MAINS CONSTRUCTIONS

1.5.1 MAINS EXTENSIONS AND NEW WORKS

New water mains laid during October 2012 include:

LOCATION	PROJECT	150 OPVC
Estella Barooma - Stage 2	New Subdivision	144.5
	TOTAL	144.5

1.5.2 REPLACEMENT OF EXISTING MAINS

Mains replaced during October 2012 include:

LOCATION	PROJECT	100	150	375	450
		DICL	OPVC	DICL	DICL
Bolton Park, Wagga Wagga	Mains upgrade	117.5		4	284
Dunns Road, Wagga Wagga	Lower main for WWCC		90		
	TOTAL	117.5	90	4	284

1.6 OTHER CONSTRUCTION

Other construction works during October 2012 include:

LOCATION OR PROJECT	WORK DONE
Henty	Hydrant & valve maintenance
Holbrook	Hydrant & valve maintenance
Milbrulong	Hydrant & valve maintenance

1.7 MAJOR REPAIRS / OVERHAULS

Major repairs/overhauls during October 2012 include:

LOCATION OR PROJECT	WORK DONE
Gardners Crossing WTP	Commission and start up
West Wagga No5 Bore	Recommission after burst pipe
Humula Bore	Replace helical meter with mag-flow meter
Waterworks	Overhaul lime dosing system
Waterworks sludge plant	Install Marshalls Ck discharge valve

1.8 WATER FILLING STATION ACTIVITY

Water Filling Station activity during October 2012 include:

LOCATION	NUMBER OF FILLS
Red Hill Road	44
Plumpton Road	48
Gregadoo Road	0
Forest Hill	4
Estella	84
Bomen	50
Lockhart	5
Holbrook	29
Henty	0
Yerong Creek	12
Pleasant Hills	8

1.9 STAFF TRAINING & SAFETY

The following training and/or safety activities were undertaken during October 2012:

Training or Programme	Number of Staff
Height Safety Training	3
Computer skills for over 50's	1
HSR Committee Training	3
Filtration Training	1

1.10 FLEET ACQUISITIONS

Fleet acquisitions made during October 2012 are:

Existing Vehicle					
Vehicle No	Description	Vehicle Type	Make & Model	Year	kms
T58	Environmental Officer	AWD wagon	Hyundai Santa Fe	2010	49,000

Replacement Vehicle				
Tenders Received	Accepted Tenderer	Vehicle Type	Make & Model	Price exc GST
6	Wagga Motors	AWD wagon	Hyundai Santa Fe	\$36,690

Disposal Details	
Method	Price
Auction - 14/10/2012	\$26,000



Greg Finlayson
DIRECTOR OF ENGINEERING

2. WORKS REPORT COVERING NOVEMBER 2012

RECOMMENDATION that this report be received and noted.

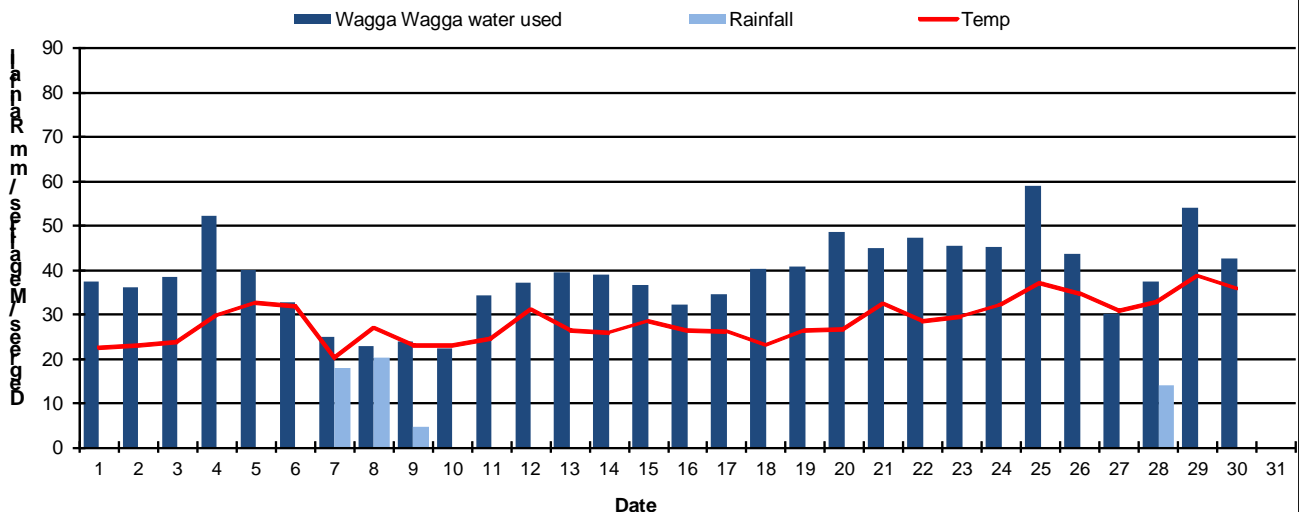
2.1. WATER SOURCED AND USED

November	2010	2011	2012
Rainfall	166.2	18.4	57.0
Wet Days	10	11	4
WATER SOURCED November 2012 (MI)			
North Wagga bores	136.11	184.32	220.67
West Wagga bores	288.92	431.95	425.09
East Wagga bores	166.27	217.59	258.47
Murrumbidgee River	168.28	128.63	366.32
SUB-TOTAL	759.58	962.49	1,270.55
Bulgary Bores	24.69	32.67	48.16
Urana Source	0.00	0.00	5.56
Ralvona Bores	14.55	16.47	23.28
Walla Walla Bores	0.00	0.00	4.12
Goldenfields Water Supply System	1.05	1.30	2.74
SUB-TOTAL	40.29	50.44	83.86
Woomargama	0.74	0.84	1.19
Humula	0.58	0.76	0.63
Tarcutta	3.13	2.80	3.83
Oura	3.31	3.35	4.07
Walbundrie/Rand	1.65	2.22	3.10
Morundah	0.83	0.78	1.29
Collingullie	3.31	4.18	5.76
SUB-TOTAL	13.55	14.93	19.87
TOTALS	813.42	1,027.86	1,374.28

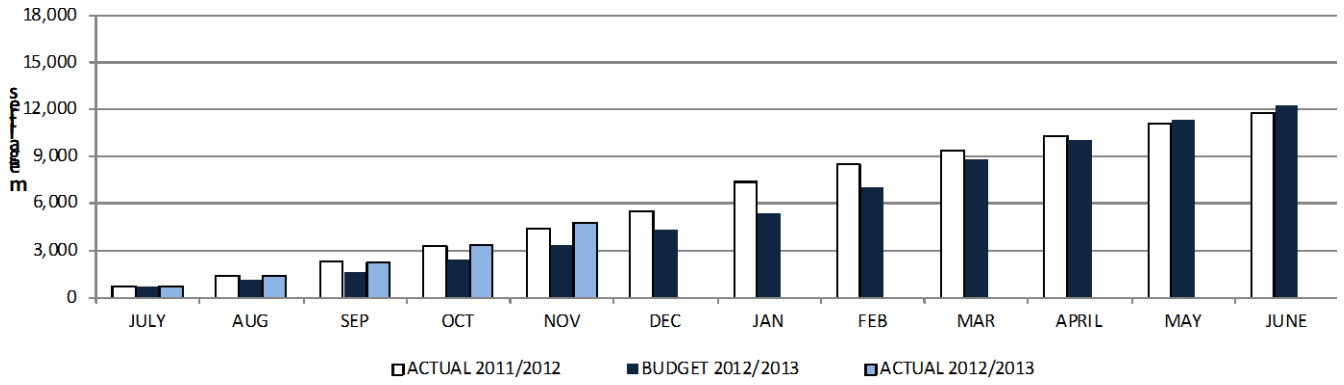
WATER USED November 2012 (MI)

	2010	2011	2012
East Bomen	15.49	17.67	21.77
Estella	47.13	45.21	78.89
North Wagga	51.73	73.44	88.46
Wagga Wagga – Low Level	139.93	159.94	188.54
Wagga Wagga – High Level	354.01	464.31	709.83
Wagga Wagga – Bellevue Level	34.76	56.02	82.74
SUB-TOTAL	643.05	816.59	1,170.23
Ladysmith System	5.06	4.32	6.10
Brucedale Scheme	18.18	16.28	23.28
Currawarna Scheme	5.88	10.69	13.40
Rural south from Wagga Wagga	90.22	97.25	123.38
Rural from Walla Walla Bore	0.00	0.00	4.12
Bulgary, Lockhart and Boree Creek	14.92	16.94	24.03
From Boree Crk to Urana and Oaklands	10.58	13.99	26.23
Holbrook	14.55	16.47	23.28
SUB-TOTAL	159.39	175.94	243.82
Woomargama	0.74	0.84	1.19
Humula	0.58	0.76	0.63
Tarcutta	3.13	2.80	3.83
Oura	3.31	3.35	4.07
Walbundrie/Rand	1.65	2.22	3.10
Morundah	0.83	0.78	1.29
Collingullie	3.31	4.18	5.76
SUB-TOTAL	13.55	14.93	19.87
TOTALS	815.99	1,007.46	1,433.92

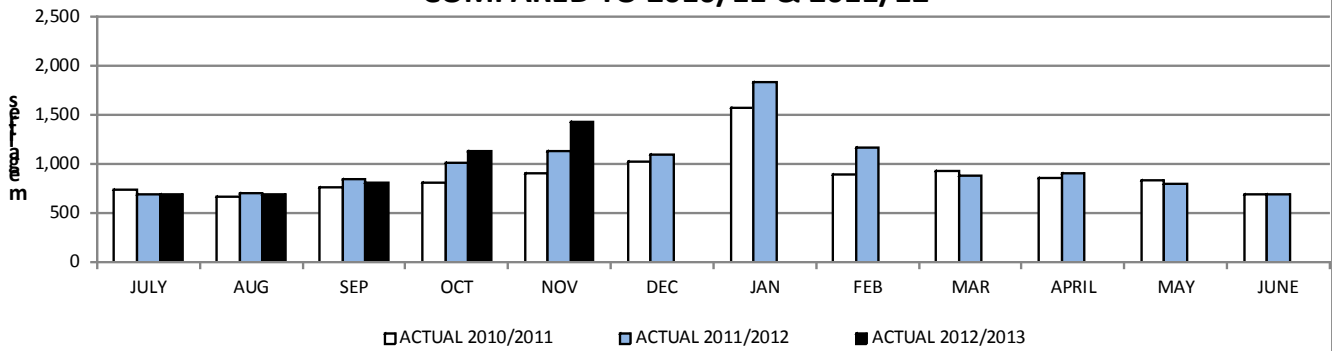
DAILY WATER USED, WAGGA WAGGA, November 2012



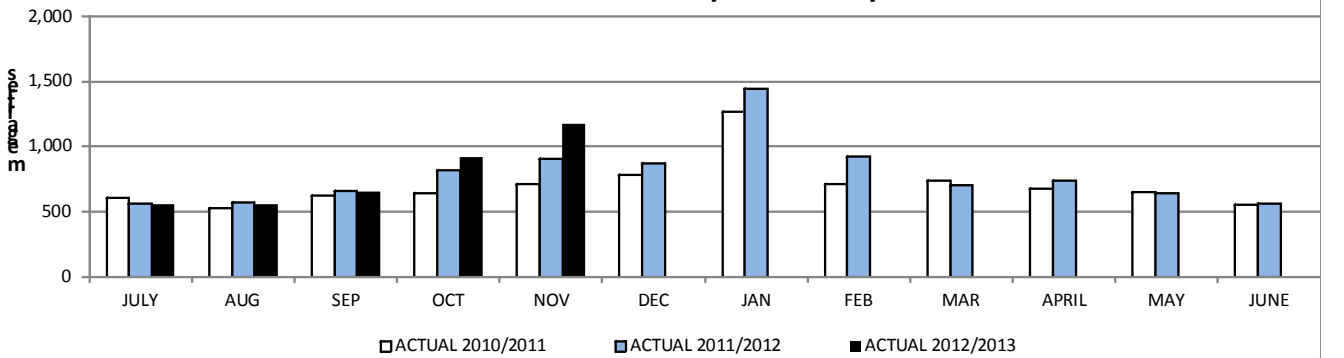
TOTAL CUMULATIVE WATER USED 2012/2013



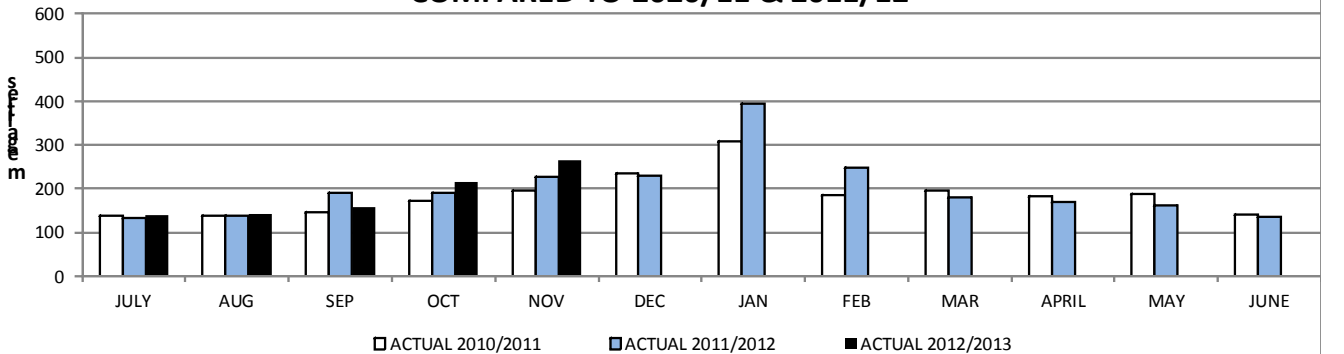
MONTHLY TOTAL WATER USED 2012/13 COMPARED TO 2010/11 & 2011/12



MONTHLY WAGGA WATER USED 2012/13 COMPARED TO 2010/11 & 2011/12



MONTHLY RURAL WATER USED 2012/13 COMPARED TO 2010/11 & 2011/12



**2.2. NEW SERVICE CONNECTIONS, REPAIRS, METERS, LOCATIONS & COMPLAINTS
FOR THE MONTH OF NOVEMBER 2012**

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	11	2	2	37	10	2	1			23	6	12
Brucedale				1		1						
Currawarna												
Euberta												
Humula			1			1						
Ladysmith												
Oura	1											
San Isidore												
Tarcutta												
The Gap				3								
Bulgary												
Collingullie				1								
French Park												
Lockhart				2						1	2	
Mangoplah												
Milbrulong												
Pleasant Hills												
The Rock				1	1	2						
Uranquinty												
Yerong Creek												
Culcairn												
Henty				1							1	
Holbrook		1		1							1	
Morven						1						
Walbundrie				1						1		
Walla Walla	1											
Woomargama										1		
Boree Creek												
Morundah												
Oaklands				1		1				1		
Rand												
Urana				1								
TOTAL	13	3	3	50	11	8	1	0	0	27	10	12

2.3. WATER SYSTEM REPAIRS

WAGGA WAGGA								
Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected (no supply)	Water Lost KI
4	26 & 31 Spring St	Wagga Wagga	100 AC	Pipe Failure (not specified)	No	4:30	28	3
7	174 Lake Albert Rd	Wagga Wagga	100 AC	Pipe Failure (not specified)	No	2:00	11	5
13	15 Kobi Pl	Glenfield	150 BPVC	Pipe Failure (not specified)	Yes	0:00	0	6
20	Tarcutta St	Wagga Wagga	100 AC	Tree Roots	No	2:30	3	4
TOTALS						9:00	42	18
					Breaks needing shut off -	3	Breaks affecting customers - 3	
Total Breaks -		4						

RURAL								
Date	Location	Town	Main Type	Cause	Live Repair	Outage Duration Time	Customers Affected (no supply)	Water Lost KI
5	cnr Urana & Yerong St	The Rock	100 AC	Pipe Failure - Ground Movement	Yes	0:00	0	0
8	Cnr Ferrier & Hayes Sts	Lockhart	100 AC	Pipe Failure (not specified)	Yes	0:00	0	0
11	Sydney St	Tarcutta	100 AC	Pipe Failure (not specified)	No	3:00	13	12
12	Gap Hall Rd	The Gap	100 WPVC	Pipe Failure (not specified)	Yes	0:00	0	5
17	Sydney St	Tarcutta	100 AC	Leaking Gibault	No	1:00	13	12
30	Mitchells Rd	Morven	150 AC	Leaking Gibault	Yes	0:00	0	2
TOTALS						4:00	26	31
					Breaks needing shut off -	2	Breaks affecting customers - 2	
Total Breaks -		6						

2.4. WATER QUALITY COMPLAINTS

Water quality complaints received during November 2012 were:

Date	Location	Problem	Action Taken
6/11/2012	19 Dobney Ave, Wagga	Dirty water	Flushed service
6/11/2012	313 Edward St, Wagga	Dirty water	Flushed mains
4/11/2012	Kincaid St, Wagga	Dirty water	Flushed mains
7/11/2012	2 Blake St, Wagga	Stale taste	Flushed service & mains
13/11/2012	48 Fitzmaurice St, Wagga	Dirty water	Flushed mains
15/11/2012	60 Baylis St, Wagga	Dirty water	Flushed service & mains
20/11/2012	72 Urana St, The Rock	Dirty water	Flushed service & mains
20/11/2012	17 Macquarie St, Mt Austin	Stale taste	Flushed house. Cl & turb within ADWG
26/11/2012	Croquet Club, Fitzhardinge St, Wagga	Dirty water	Flushed taps. Old gal pipework & low water use

2.5. MAINS CONSTRUCTIONS

2.5.1. MAINS EXTENSIONS AND NEW WORKS

New water mains laid during November 2012 include:

LOCATION	PROJECT	100	150
		OPVC	OPVC
Boorooma Stage 2	New Subdivision	169	121
	TOTAL	169	121

2.5.2. REPLACEMENT OF EXISTING MAINS

Mains replaced during November 2012 include:

LOCATION	PROJECT	32	100	450
		Poly	DICL	DICL
Higgins Ave	Mains Replacement		228	
Base Hospital Yathong St	Mains Replacement		91.5	
Bolton Park	Mains Replacement			126
Bolton Park Toilet Block	Service Replacement	120		
	TOTAL	120	319.5	126

2.6. OTHER CONSTRUCTION

Other construction works during November 2012 include:

LOCATION OR PROJECT	WORK DONE
Masters Development	Fire Service 150mm
Ausply Forrest Hill	Fire Service 150mm
Shaw Street Retirement Village	Fire Service 100mm

2.7. MAJOR REPAIRS / OVERHAULS

Major repairs/overhauls during November 2012 include:

LOCATION OR PROJECT	WORK DONE
West Wagga Silica	Overhaul dosing system
Bulgary Silica	Overhaul dosing system
Water Works Chlorination	Overhaul system
Bulgary Chlorination	Overhaul system
10 Mill Reservoir Chlorination	Overhaul system
Collingullie No2 Bore Pump	Replace electrical mains on motor

2.8. WATER FILLING STATION ACTIVITY

LOCATION	NUMBER OF FILLS
Red Hill Road	27
Plumpton Road	49
Gregadoo Road	2
Forest Hill	12
Estella	72
Bomen	50
Lockhart	15
Holbrook	13
Henty	0
Yerong Creek	1
Pleasant Hills	0

2.9. STAFF TRAINING & SAFETY

The following training and/or safety activities were undertaken during November 2012:

Training or Programme	Number of Staff
First Aid Training	1
Microsoft Office 2010 training	7
AutoCad 2013	7
AutoCad Civil 3D	5
HSR - Bridging Course	2

2.10. FLEET ACQUISITIONS

Fleet acquisitions made during November 2012 are:

Existing Vehicle					
Vehicle No	Description	Vehicle Type	Make & Model	Year	kms
T34	Stores	2wd Ute	Holden Commodore	2008	41,958
T21	Engineering	AWD Wagon	Toyota Prado GXL	2009	69,751
T45	Engineering	AWD Wagon	Toyota Prado GXL	2010	54,362
T10	Rurals	4WD Extra cab chassis	Ford Ranger	2010	130,597
T51	Rurals	4WD Extra cab chassis	Ford Ranger	2010	111,523
T42	Meters	AWD Wagon	Hyundai Santa Fe	2010	47,000

Replacement Vehicle				
Tenders Received	Accepted Tenderer	Vehicle Type	Make & Model	Price exc GST
5	Wagga Motors	2wd Ute	Holden Commodore	\$25,834
8	Thomas Bros Toyota	AWD Wagon	Toyota Prado GXL	\$48,975
8	Thomas Bros Toyota	AWD Wagon	Toyota Prado GXL	\$48,975
7	Hillis Ford	4WD Extra cab chassis	Ford Ranger	\$29,872
7	Hillis Ford	4WD Extra cab chassis	Ford Ranger	\$29,872
6	Wagga Motors	AWD Wagon	Hyundai Santa Fe	\$33,355

Disposal Details	
Method	Price exc GST
Auction 7/11/2012	\$15,091
Auction 7/11/2012	\$43,636
Auction 7/11/2012	\$43,455
Auction 7/11/2012	\$18,000
Auction 7/11/2012	\$19,091
Auction 21/11/2012	\$24,545
Auction 28/11/2012	\$16,909

2.11. COMMENTS ON CONSUMPTION

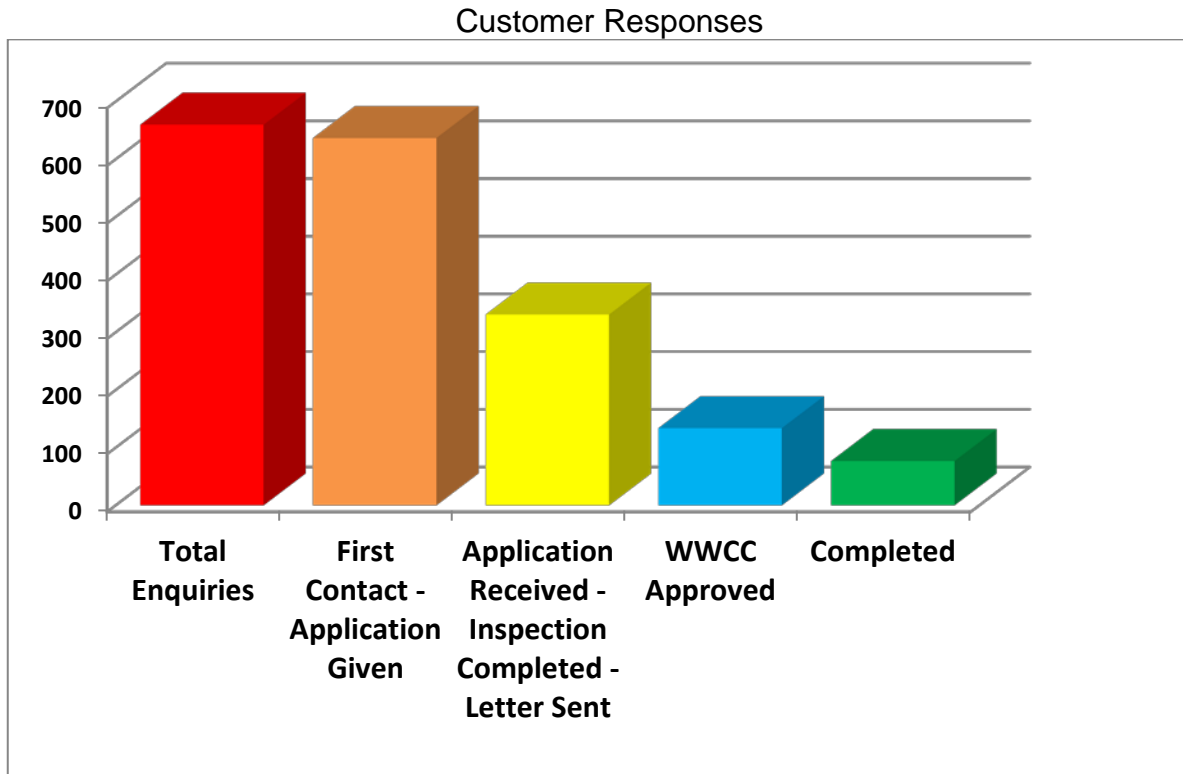
The water usage in November 2012 was significantly higher than in the same month the previous two years. This November was both hotter and drier. However usage of less than 60 ML in Wagga when the temperature was around 40 degrees C near the end of the month shows considerable constraint by customers.

2.12. DEMAND MANAGEMENT

The nature strip rebate project is progressing reasonably well. The graph below summarises where we are up to with response from the community. The current marketing promotions focus on the lag between initial enquiries, applications received and the number of nature strips completed.

As at 1st December 2012 the financial offers were as follows:

- Customers offered rebates 331
- Rebate \$ offered \$428,199
- Rebates paid for jobs completed \$94,128



There have been 12 enquiries from outside of Wagga since the program was extended in July 2012. To date there are three nature strips completed, one in Henty, one in Uranquinty and one in Lockhart.

2.13. NEW FITTERS WORKSHOP

The new industrial workshop for fitting and electrical trade staff is practically complete with keys handed over in late November 2012.

The current remaining work is related to commissioning of electrical equipment including switch boards, overhead crane, hot water units, air-conditioning, air compressor, lighting, roller doors, security system and fire protection system. The power supply upgrade including a new transformer and cabling for the workshop is now installed. Commissioning is scheduled and due to be completed in December.

Features of the new workshop include air-conditioned clean rooms, mezzanine floor storage space, 5T overhead crane covering the workshop floor area, evaporative air-conditioning and natural gas radiant tube heaters in workshop area.

A working group is in the process of procuring storage units and some furniture that will be installed prior to the trade groups moving into the new workshop in January 2013.

Greg Finlayson
DIRECTOR OF ENGINEERING

3. STRATEGIC PLANNING

RECOMMENDATIONS that:

1. The Strategic Business Plan and Resourcing Strategy For Water Supply as attached to this report be adopted as a key guiding document for Council.
2. Council accept that the Division of Local Governments Integrated Planning and Reporting criteria have been met.
3. Council accept that the NSW Office of Water Best Practice have been met.

3.1 INTRODUCTION

Since 2009 Riverina Water have undertaken very comprehensive strategic planning work commencing with an Integrated Water Cycle Management (IWCM) Evaluation Study in conjunction with our four constituent councils. The aims of this body of work, valued in excess of \$700,000, were to provide guiding documents for Councils operations, to provide specific direction for capital works projects, to meet NSW Office of Water Best Practice and to satisfy the requirements of the Division of Local Governments Integrated Planning and Reporting (IPR).

The work has incorporated numerous tasks including gap and issue identification, growth predictions, end-use modelling and financial modelling. It has also included separate specialist work packages, including hydrogeological modelling of aquifers, hydraulic modelling of pipe networks and demand management modelling. All the work is based on numbers, and particularly from records and observations kept by Council. The work has identified that outcomes are only as good as inputs and many of our original numbers had errors and required review and adjustment.

Much of the work undertaken is critical to immediate decision making. The work is also undertaken to satisfy our NSW regulators. It is reasonable to say that the prescriptive nature of both Best Practice and IPR has made the development of useful plans about three times harder than it otherwise would have been. It has also been clearly identified that neither the Division of Local Government nor the NSW Office of Water align or integrate their requirements. Riverina Water have addressed this and one of the major outcomes is that our key document satisfies both regulators with the dual-titled Strategic Business Plan and Resourcing Strategy for Water Supply. This is the document being recommended as our key guiding document.

3.2 WORK PACKAGES UNDERTAKEN

The work that has been undertaken falls into three levels, all of which are strategic planning. Consultants have been used extensively and for the first two levels HydroScience Consulting have been engaged. The separable works can be generally set out as below:

- A. Issue Identification and Strategic Direction

1. IWCM Evaluation Study (completed by HydroScience 2010)
2. IWCM Detailed Strategy (completed by HydroScience 2011)

B. Strategic Planning Documents Prescribed by Regulators.

- Strategic Business Plan and Resourcing Strategy for Water Supply (completed by HydroScience 2012 and replaces 2003 SBP)
- Water Quality Management Plan (Gap analysis completed by HydroScience 2012, to complete 2013)
- Demand Management Plan (completed by HydroScience 2012)
- Drought Management Plan (completed by HydroScience 2012)
- Asset Management Plan (completed HydroScience 2012)
- Workforce Plan (completed HydroScience 2012)
- Developer Servicing Plan (to be completed March 2013 for 2013/14 Operational Plan and replaces the 2004 DSP)

C. Specialist Work Packages.

- Integrated Resource Planning (completed by UTS 2009 and incorporated in Demand Management Strategy)
- Hydrogeological Modelling of Wagga Aquifer (completed in 2011 by Professor Noel Merrick and incorporated in new Groundwater Water Sharing Plan and IWCM Detailed Strategy)
- Rural Trunk Main Strategy and Modelling (completed by Hunter Water Australia in 2011 and incorporated in IWCM Detailed Strategy)
- Wagga Wagga Network Model (engagement in 2009 produced unworkable model)
- Wagga Wagga Network Model- south of river. (completed in-house 2012 and complements Demand Management Strategy)
- Southern Rural Trunk Main Modelling (completed in-house 2012)
- Urana Source and Distribution Modelling (completed in-house 2012)
- Wagga WTP Feasibility Study (completed by Hunter Water Australia 2012)

3.3 POSITION OF RIVERINA WATER

Riverina Water has a very strong history regarding the delivery of water services effectively and efficiently. Some key features of Riverina Water are as listed below:

- Adopted HACCP water quality management system in 2006, some six years before such risk-based management systems required universally by NSW Health.
- A long history of very low cost water combined with no debt and very little state subsidy.
- Very high per capita water usage.
- A 40 year holiday for treated surface water due to abundant groundwater.
- Virtually no restrictions during the recent drought due to location and the regulator suspending the relatively useless water sharing plan.
- Institutional arrangements since the 1940's that have brought high quality water services to customers in remote villages of the constituent Councils.
- Strong in-house engineering and technical capabilities, including numerous trades.
- A structure based on delivering many services utilising council staff.
-

The issues and deficiencies which have been easy to identify and the subject of focus and improvement since 2009 include the following:

- Strategic and detailed planning.
- Capital works planning and execution.
- Staff structure.
- Recruiting engineers.
- Asset management.
- Demand management and pricing.

Although “not there yet”, there have been profound improvements made. The strategic planning documents described in this report must be the guiding documents for the future with timely reviews.

We continue to make substantial improvements based on the work over the past three years. The ongoing changes are:

- Completion of strategic plans as both guiding documents and acute plans.
- Tighter capital works budgets.
- Many changes to the staff structure.
- Introduction of innovative and profound demand management measures.
- Extraction limits placed on bore water and a new focus on treated surface water.
- Increased water charges.
- Substantial borrowing.
- Stronger links with customers, the community and Constituent Councils.
- Greater use of external resources.

3.4 STRATEGIC BUSINESS PLAN AND RESOURCING STRATEGY FOR WATER SUPPLY

The Strategic Business Plan and Resourcing Strategy For Water Supply (SBP) is attached to this report as an appendix. The SBP binds together the other strategic documents and also includes a 30 year capital works plan and 30 year financial model. The outstanding feature of capital works and finance over 30 years is the replacement of the Wagga Water Treatment Plant.

The SBP sets out the regulatory framework Riverina Water operates under and addresses all the obligations we have to perform. It should be pointed out that many of these obligations are not strictly required under the Acts and Regulations. All the Best Practice requirements are primarily a pre-requisite for subsidy and for paying dividends to Constituent Councils. However as the NSW annual reporting system measures against these Best Practice criteria, most Councils, including Riverina Water, have adopted to meet them.

The other strategic documents now completed are not attached to this report. For example the Demand Management Plan is a 128 page document. The key outcome is the priority listing of demand management measures based on cost-effectiveness and the estimated water saving. The priority list is included in the SBP in Appendix B. The details within all the strategic documents will be the subject of the workshop prior to the December 2012 Council meeting and will be raised in the future when Council is addressing specific items for adoption.

The new plans that specifically satisfy the Division of Local Governments Integrated Planning and Reporting criteria are The Resourcing Strategy, Asset Management Plan, Financial Plan and Workforce Plan. In addition to these are the annual Operational Plan and Annual Report. A Community Strategic Plan is not required from County Councils.

The new plans that specifically satisfy NSW Office of Water Best Practice are the Integrated Water Cycle Management Plan, Strategic Business Plan, Demand Management Plan and Drought Management Plan. Development Servicing Plans contributes to Best Practice pricing and it is proposed that a new DSP in 2013 replaces our 2004 DSP. In addition to meet Best practice are the annual Operational Plan regarding pricing and TBL Annual Reporting.

There are a variety of timeframes set down by regulators for the review and replacement of key planning documents. For the SBP it is 4 years for both Best Practice and IPR. The intention of the Division of Local Government was that Integrated Planning and Reporting documents, and particularly the Resourcing Strategy, coincide with the life of the Council. However the timing for Group 1 and 2 Councils didn't facilitate this. Fortunately our timing, under Group 3, coincides with the term of our new Council. The planning horizon required for Best Practice Financial Planning is 30 years. To satisfy IPR a 10 year Financial Plan is required. The 30 year Financial Plan in the SBP serves both purposes.



Greg Finlayson
DIRECTOR OF ENGINEERING

4. OLYMPIC HIGHWAY PIPE TENDER W 159

RECOMMENDED that Council consider the report 'Tenders for 'Olympic Highway Pipe Tender W 159' whilst the meeting is closed to the public, as it relates to Commercial Information, the disclosure of which would be likely to prejudice the commercial position of the persons who supplied it, as prescribed by Section 10A(2)(c) of the Local Government Act 1993.

5. WAGGA WAGGA WATER TREATMENT PLANT – PROCUREMENT PLAN

RECOMMENDED that Council consider the report 'Wagga Wagga Water Treatment Plant – Procurement Plan' whilst the meeting is closed to the public, as it relates to Commercial Information, the disclosure of which would be likely to prejudice the commercial position of the persons who supplied it, as prescribed by Section 10A(2)(c) of the Local Government Act 1993.



Greg Finlayson
DIRECTOR OF ENGINEERING



QUESTIONS & STATEMENTS

CLOSURE OF MEETING TO THE PUBLIC (CONFIDENTIAL REPORTS)