



# Meeting of Riverina Water County Council

The meeting will be held in the Riverina Water, Pat Brassil AM Meeting Room, 91 Hammond Ave, Wagga at 10:00am on Thursday 12 December 2024

# Meeting Agenda

## Live Streaming of Council Meetings

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

## Acknowledgement of Country

## Livestreaming of Meeting

## Apologies

## Declaration of pecuniary and non-pecuniary interests

## Confirmation of Minutes

Minutes of Board Meeting 31 October 2024

## Correspondence

## Open Reports

R1	List of Investments .....	4
R2	Donations and Sponsorships 2024-25 progress report - December .....	15
R3	2024/25 Enriching Communities Program .....	18
R4	July-December 2024 rebate update .....	23
R5	End of Term Report 2024 .....	25
R6	Code of Conduct Statistical Report .....	47
R7	StateCover Mutual's General Managers Report (Riverina Water) 2023-2024 .....	48
R8	Lost Time Injury Statistics July 2024 - November 2024 .....	70
R9	Council Resolution Sheet.....	72
R10	Electricity Market Conditions and Contract Arrangements.....	75
R11	Works Report covering October 2024.....	77
R12	Works Report covering November 2024.....	87

## Questions and Statements

## Confidential Reports

CONF-1	Award Hours Harmonisation Matter .....	96
--------	--	----

CONF-2 Confidential Minutes of Audit, Risk and Improvement Committee  
held on 6 November 2024 ..... 97

# R1 List of Investments

Organisational Area Corporate Services



Author Natasha Harris, Manager Finance & Sourcing

Summary This report details the status of Riverina Water's investment portfolio for the months of October 2024 and November 2024.

RECOMMENDATION that the Board receive and note the report detailing external investments for the months of October 2024 and November 2024.

## Report

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

- › R1.1 October 2024 Investment Report [↓](#) 
- › R1.2 November 2024 Investment Report [↓](#) 

## Strategic Alignment

### Our Business

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

## Financial Implications

Not applicable.

## Workforce Implications

Not applicable.

## Risk Considerations

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


**Monthly Investment Report as at 31/10/2024**

Investment	Inception Date	Term (Days)	Maturity Date	S&P LT Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
<b>Term Deposits</b>								
Bank of Us	12/06/2024	365	12/06/2025	BBB+	5.27	3.278%	\$1,000,000.00	\$1,000,000.00
Bank of Us	18/06/2024	457	18/09/2025	BBB+	5.21	4.917%	\$1,500,000.00	\$1,500,000.00
Bank of Us	26/06/2024	530	8/12/2025	BBB+	5.27	3.278%	\$1,000,000.00	\$1,000,000.00
Bank of Us	26/06/2024	719	15/06/2026	BBB+	5.20	3.278%	\$1,000,000.00	\$1,000,000.00
BankVic	28/05/2024	370	2/06/2025	BBB+	5.29	3.278%	\$1,000,000.00	\$1,000,000.00
BankVic	26/06/2024	376	7/07/2025	BBB+	5.34	3.278%	\$1,000,000.00	\$1,000,000.00
BankVic	26/07/2024	444	13/10/2025	BBB+	5.30	3.278%	\$1,000,000.00	\$1,000,000.00
BankVic	26/07/2024	507	15/12/2025	BBB+	5.30	3.278%	\$1,000,000.00	\$1,000,000.00
ING	24/10/2023	447	13/01/2025	A	5.33	3.278%	\$1,000,000.00	\$1,000,000.00
ING	21/12/2023	417	10/02/2025	A	5.23	3.278%	\$1,000,000.00	\$1,000,000.00
ING	15/01/2024	434	24/03/2025	A	5.22	3.278%	\$1,000,000.00	\$1,000,000.00
ING	16/04/2024	366	17/04/2025	A	5.19	3.278%	\$1,000,000.00	\$1,000,000.00
ING	15/01/2024	463	22/04/2025	A	5.20	3.278%	\$1,000,000.00	\$1,000,000.00
ING	15/01/2024	490	19/05/2025	A	5.18	3.278%	\$1,000,000.00	\$1,000,000.00
ING	25/03/2024	476	14/07/2025	A	5.11	3.278%	\$1,000,000.00	\$1,000,000.00
ING	25/03/2024	504	11/08/2025	A	5.09	3.278%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	474	27/10/2025	A	5.35	3.278%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	579	9/02/2026	A	5.31	3.278%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	642	13/04/2026	A	5.29	3.278%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	761	10/08/2026	A	5.25	3.278%	\$1,000,000.00	\$1,000,000.00
MyState	21/05/2024	366	22/05/2025	A	5.25	3.278%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	31/08/2023	445	18/11/2024	AA-	5.17	3.278%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	30/10/2024	90	28/01/2025	AA-	5.00	4.917%	\$1,500,000.00	\$1,500,000.00
National Australia Bank	26/07/2024	367	28/07/2025	AA-	5.30	3.278%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	10/07/2024	397	11/08/2025	AA-	5.40	3.278%	\$1,000,000.00	\$1,000,000.00
Westpac	26/09/2023	447	16/12/2024	AA-	5.25	3.278%	\$1,000,000.00	\$1,000,000.00
Westpac	30/04/2024	366	1/05/2025	AA-	5.34	3.278%	\$1,000,000.00	\$1,000,000.00
Westpac	7/02/2024	495	16/06/2025	AA-	5.00	3.278%	\$1,000,000.00	\$1,000,000.00
<b>95.06%</b>							<b>\$29,000,000.00</b>	<b>\$29,000,000.00</b>

<b>Cash Deposit Account</b>					
National Australia Bank	AA-	2.65	4.942%	\$1,507,657.51	\$1,507,657.51
			<b>4.94%</b>	<b>\$1,507,657.51</b>	<b>\$1,507,657.51</b>
<b>TOTAL INVESTMENTS</b>			<b>100.00%</b>	<b>\$30,507,657.51</b>	<b>\$30,507,657.51</b>
Cash at Bank	AA-	0.00			\$388,621.79
<b>TOTAL FUNDS</b>					<b>\$30,896,279.30</b>

**CERTIFICATE**

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


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

Restricted Funds	Description	Value
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$2,139,796.31
	Plant Replacement	\$1,837,444.18
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$168,250.00
	Water Licences	\$669,385.20
		\$7,814,875.69
Unrestricted Funds		\$23,081,403.61
<b>TOTAL FUNDS</b>		<b>\$30,896,279.30</b>

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

**Report**

The investment portfolio decreased by \$677,444.42 for the month. The decrease was due to receipts from customers being lower than payments to suppliers and staff in October. This resulted in decreased funds in cash and investments.

**Portfolio Performance**

For the month of October, the portfolio (excluding cash) provided a return of +0.45% (actual) or +5.42% p.a. (annualised), outperforming the benchmark Ausbond Bank Bill Index return of +0.37% (actual) or +4.50% p.a. (annualised). The monthly performance has improved over the recent months reflective of the maturity of lower yielding term deposits that are being replaced by higher yielding term deposits, providing greater overall returns to the portfolio. The portfolio's performance is now ahead of benchmark again over all time periods out to 12 months. As maturities occur, Council is incrementally increasing the average duration of the investment portfolio to increase revenue, targeting high yielding deposits with tenors between 1 and 2 years. Interest received in the period totalled \$64,828.60, with \$651,380.32, received and accrued for the year to date.

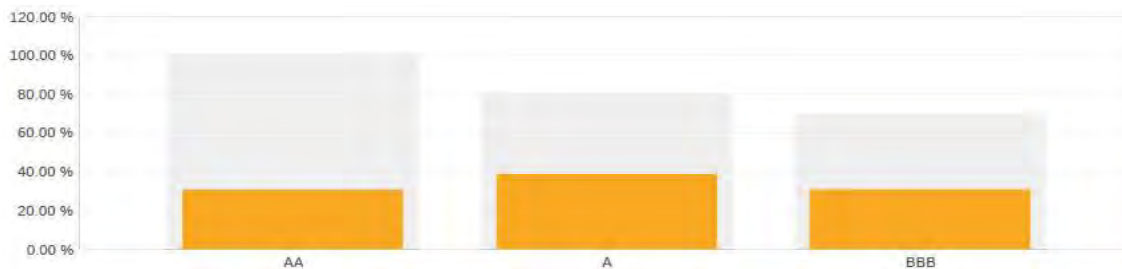
**Counterparty Compliance**

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



**Credit Quality Compliance**

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



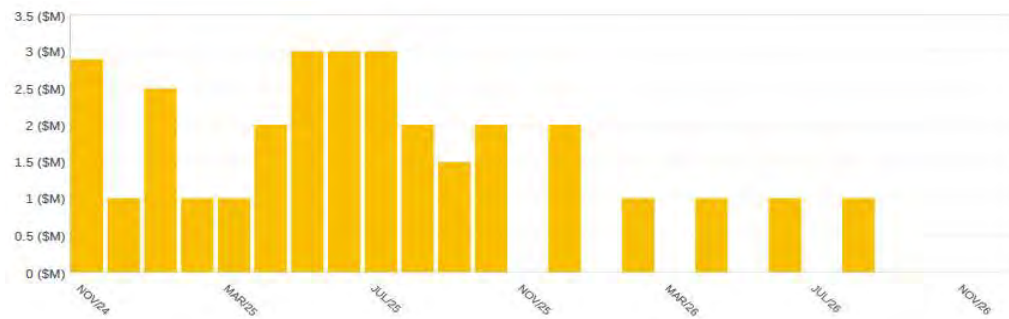
**Term to Maturity**

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



**Maturity Cashflow**

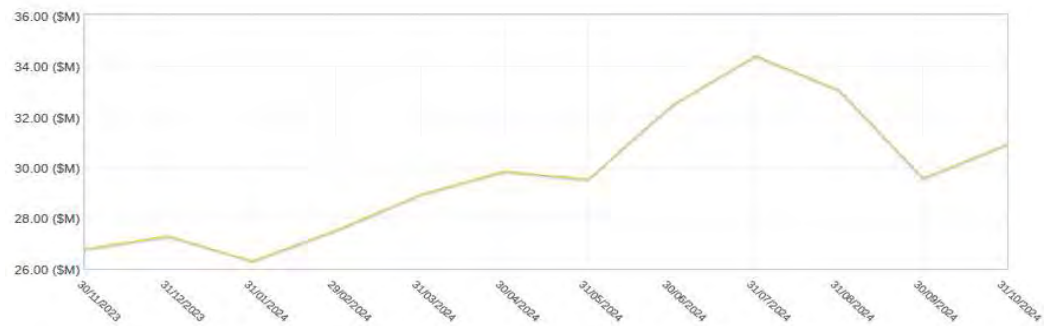
When investments will mature over time





### Historical Portfolio Balances

Indicative of the normal cash cycle of the Council



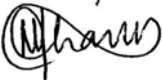
**Monthly Investment Report as at 30/11/2024**

Investment	Inception Date	Term (Days)	Maturity Date	S&P LT Rating	Interest Rate (%)	Percentage of Portfolio	Principal Value	Market Value
<b>Term Deposits</b>								
Bank of Us	12/06/2024	365	12/06/2025	BBB+	5.27	3.435%	\$1,000,000.00	\$1,000,000.00
Bank of Us	18/06/2024	457	18/09/2025	BBB+	5.21	5.153%	\$1,500,000.00	\$1,500,000.00
Bank of Us	26/06/2024	530	8/12/2025	BBB+	5.27	3.435%	\$1,000,000.00	\$1,000,000.00
Bank of Us	26/06/2024	719	15/06/2026	BBB+	5.20	3.435%	\$1,000,000.00	\$1,000,000.00
BankVic	28/05/2024	370	2/06/2025	BBB+	5.29	3.435%	\$1,000,000.00	\$1,000,000.00
BankVic	26/06/2024	376	7/07/2025	BBB+	5.34	3.435%	\$1,000,000.00	\$1,000,000.00
BankVic	26/07/2024	444	13/10/2025	BBB+	5.30	3.435%	\$1,000,000.00	\$1,000,000.00
BankVic	26/07/2024	507	15/12/2025	BBB+	5.30	3.435%	\$1,000,000.00	\$1,000,000.00
ING	24/10/2023	447	13/01/2025	A	5.33	3.435%	\$1,000,000.00	\$1,000,000.00
ING	21/12/2023	417	10/02/2025	A	5.23	3.435%	\$1,000,000.00	\$1,000,000.00
ING	15/01/2024	434	24/03/2025	A	5.22	3.435%	\$1,000,000.00	\$1,000,000.00
ING	16/04/2024	366	17/04/2025	A	5.19	3.435%	\$1,000,000.00	\$1,000,000.00
ING	15/01/2024	463	22/04/2025	A	5.20	3.435%	\$1,000,000.00	\$1,000,000.00
ING	15/01/2024	490	19/05/2025	A	5.18	3.435%	\$1,000,000.00	\$1,000,000.00
ING	25/03/2024	476	14/07/2025	A	5.11	3.435%	\$1,000,000.00	\$1,000,000.00
ING	25/03/2024	504	11/08/2025	A	5.09	3.435%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	474	27/10/2025	A	5.35	3.435%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	579	9/02/2026	A	5.31	3.435%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	642	13/04/2026	A	5.29	3.435%	\$1,000,000.00	\$1,000,000.00
ING	10/07/2024	761	10/08/2026	A	5.25	3.435%	\$1,000,000.00	\$1,000,000.00
MyState	21/05/2024	366	22/05/2025	A	5.25	3.435%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	30/10/2024	90	28/01/2025	AA-	5.00	5.153%	\$1,500,000.00	\$1,500,000.00
National Australia Bank	26/07/2024	367	28/07/2025	AA-	5.30	3.435%	\$1,000,000.00	\$1,000,000.00
National Australia Bank	10/07/2024	397	11/08/2025	AA-	5.40	3.435%	\$1,000,000.00	\$1,000,000.00
Westpac	26/09/2023	447	16/12/2024	AA-	5.25	3.435%	\$1,000,000.00	\$1,000,000.00
Westpac	30/04/2024	366	1/05/2025	AA-	5.34	3.435%	\$1,000,000.00	\$1,000,000.00
Westpac	7/02/2024	495	16/06/2025	AA-	5.00	3.435%	\$1,000,000.00	\$1,000,000.00
<b>96.19%</b>							<b>\$28,000,000.00</b>	<b>\$28,000,000.00</b>

<b>Cash Deposit Account</b>					
National Australia Bank	AA-	2.65	3.814%	\$1,110,192.94	\$1,110,192.94
			<b>3.81%</b>	<b>\$1,110,192.94</b>	<b>\$1,110,192.94</b>
<b>TOTAL INVESTMENTS</b>			<b>100.00%</b>	<b>\$29,110,192.94</b>	<b>\$29,110,192.94</b>
Cash at Bank	AA-	0.00			\$1,166,812.42
<b>TOTAL FUNDS</b>					<b>\$30,277,005.36</b>

**CERTIFICATE**

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



**N Harris**  
**MANAGER FINANCE & SOURCING**

**Application of Investment Funds**

Restricted Funds	Description	Value
Internally Restricted	Employee Leave Entitlements (50% of ELE)	\$2,139,796.31
	Plant Replacement	\$1,869,748.57
	Sales Fluctuation	\$3,000,000.00
	Water Treatment Plant	\$168,250.00
	Water Licences	\$669,385.20
		\$7,847,180.08
Unrestricted Funds		\$22,429,825.28
<b>TOTAL FUNDS</b>		<b>\$30,277,005.36</b>

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

**Report**

The investment portfolio decreased by \$619,273.94 for the month. The decrease was due to receipts from customers being lower than payments to suppliers and staff in November. This resulted in decreased funds in cash and investments.

**Portfolio Performance**

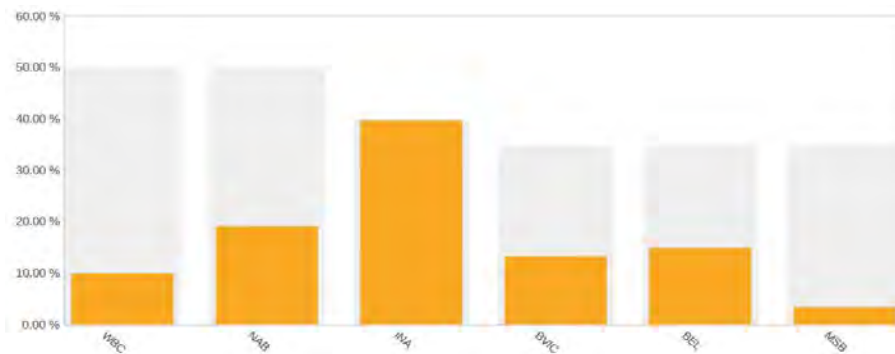
For the month of November, the portfolio (excluding cash) provided a return of +0.43% (actual) or +5.41% p.a. (annualised), outperforming the benchmark Ausbond Bank Bill Index return of +0.36% (actual) or +4.48% p.a. (annualised). The monthly performance has improved over the recent months reflective of the maturity of lower yielding term deposits that are being replaced by higher yielding term deposits, providing greater overall returns to the portfolio.

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

As maturities occur, Council is incrementally increasing the average duration of the investment portfolio to increase revenue, targeting high yielding deposits with tenors between 1 and 2 years. Interest received in the period totalled \$13,442.02, with \$724,671.38, received and accrued for the year to date.

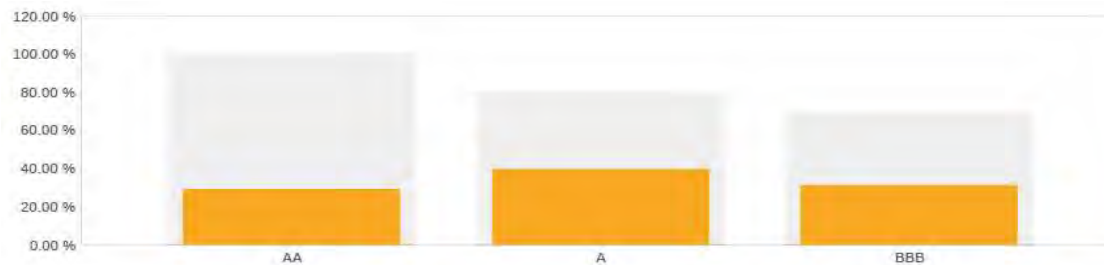
**Counterparty Compliance**

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



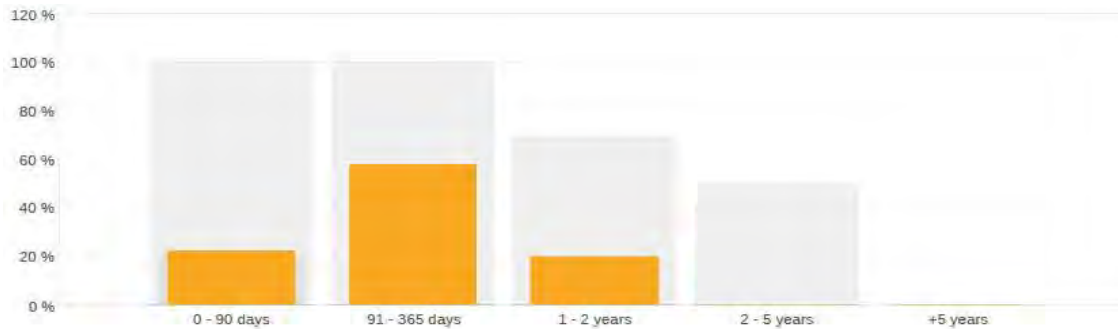
**Credit Quality Compliance**

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



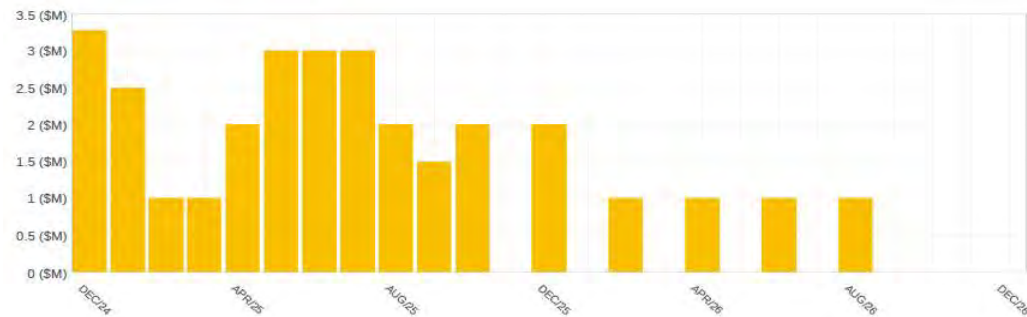
**Term to Maturity**

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



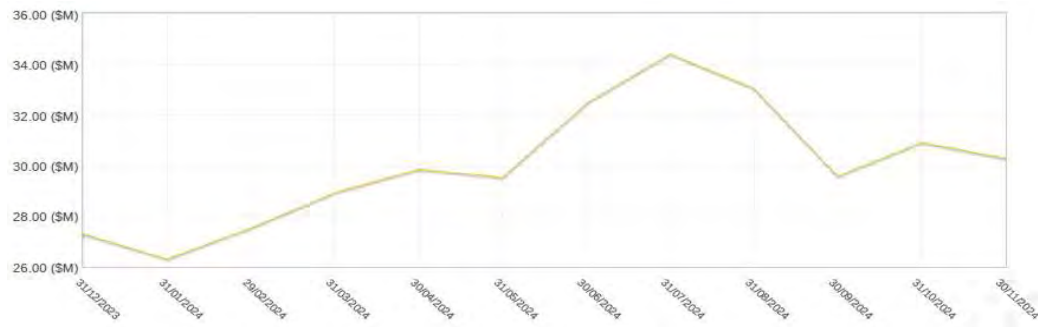
**Maturity Cashflow**

When investments will mature over time



**Historical Portfolio Balances**

Indicative of the normal cash cycle of the Council



## R2 Donations and Sponsorships 2024-25 progress report - December

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

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

RECOMMENDATION that the Board receive and note the report.

### Report

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

As part of the Donations and Sponsorships Policy, this is reported to the Board as required on a per-meeting basis. As of 2 December 2024, \$45,257 (exclusive of GST) was awarded to 16 recipients. There is \$67,705 remaining, not including any long-standing partnerships or expected applications.

For the Board's awareness, a request for a high school award donation was received. This was declined as there currently isn't a structure in place to support all schools within the supply area if a precedent was set. It will be taken into consideration in the review of the Customer and Community Engagement Strategy.

Recipient	Description	Type	LGA	Amount
Urana Campdraft	Annual event	Donation	Federation	\$1000
Henty Bowling Club	Invitation triples	Donation	Greater Hume	\$300
Previously reported				
Spirit of the Land Lockhart	2024 Festival	Donation	Lockhart	\$2,500
Ronald McDonald House	20 nights' accommodation for families of patients	Donation	Wagga	\$3,500
Riverina Football Trust	Afghan women's soccer team visit to Wagga	Sponsorship	Wagga	\$2,750
Country Hope	Charity golf day	Donation	Wagga	\$2,500
Wollundry Rotary	Gears and Beers Festival	Sponsorship	Wagga	\$2,500

Basketball NSW	NAIDOC Deadly 3x3 Basketball Gala Day	Donation	Wagga	\$2,727.27
Fishing for Kyan	Annual event	Donation	Wagga	\$1000
Southern Sports Academy	Indigenous Talent Program - Talent ID Day	Sponsorship	Wagga	\$3,000
Committee for Wagga	Business Breakfast	Sponsorship	Wagga	\$4,545.45
St Vincent de Paul	Winter sleepout appeal	Donation	Wagga	\$2,500
Riverina Conservatorium of Music	Christmas with the Con	Donation	Wagga	\$2,272.73
Specialist Medical Resources Foundation	Carols by Candlelight	Donation	Wagga	\$2,272.73
City of Wagga Wagga	Fusion festival – water bar	Sponsorship	Wagga	\$1,818.18
WaterAid membership	Silver 2024/25 membership	Sponsorship	Wagga	\$10,090.91
			Total	\$45,257

### Strategic Alignment

#### Our Community

Actively support and participate in our community

### Financial Implications

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

### Workforce Implications

Not applicable.



## Risk Considerations

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

## R3 2024/25 Enriching Communities Program

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary Assessments for the 2024/25 Enriching Communities program have been completed, with the panels' recommendations put forward to award grant funding

RECOMMENDATION that Council:

- a) Approve the successful applications for the 2023/24 Enriching Communities program as detailed in the report totalling \$88,000
- b) That the unexpended funding allocation for Federation Council be provided to an eligible project or projects, limited to Section 355 Committees, as detailed in the report
- c) Conduct a review of the grants program as detailed in the report

Report

The Enriching Communities program is Riverina Water's refreshed approach to community grants and is intended to raise the profile of Riverina Water in the communities we supply water to.

The program is in line with the "enrich" pillar of the Customer and Community Engagement Strategy 2023/24 to 2025/26, which has the overarching aim of "We enrich our community by providing meaningful support, providing opportunities to grow and demonstrating social responsibility".

Grant applicants were asked to meet at least one of the program's objectives:

- › Our Community: For community organisations to undertake projects that benefit the wider community.
- › Health & Wellbeing: Initiatives and programs that enhance and promote healthy lifestyles, wellbeing, inclusion and social connection.
- › Water Conservation & Education: Projects and initiatives that promote water wise behaviour and/or conserve water through efficiency improvements.
- › Arts & Culture: For projects that provide opportunities for the community to participate in a broad range of arts and cultural activities that enhance quality of life.
- › Sustainability & Environment: Support for community projects and initiatives that are beneficial for our natural environment.

The grants program has a funding pool that is 3% of the previous year's Operating Surplus (before capital); with a minimum annual pool of \$100,000.

The pool for this year's program was the minimum amount of \$100,000, with \$40,000 allocated to the Wagga Wagga City Council area and \$20,000 each to Lockhart Shire, Greater Hume, and Federation Councils.

Applicants can apply for grants up to \$20,000 for their local government area (LGA).

The assessment panel for each LGA includes:

- › Riverina Water CEO Andrew Crakanthorp
- › Riverina Water Chairperson Cr Tim Koschel
- › One Constituent Council staff member
- › One Constituent Council Board member

These representatives for each LGA were:

- › Greater Hume: General Manager Evelyn Arnold, Cr Brian Liston
- › Lockhart Shire: Tourism and Economic Development Officer Matt Holt, Cr Gail Driscoll
- › Wagga Wagga City: Manager Community Services Madeleine Scully, Cr Jenny McKinnon
- › Federation: General Manager Adrian Butler, Cr Pat Bourke

A total of 50 eligible applications were received following a one-week extension of the application deadline. More than \$420,000 of funding was requested, including about \$300,000 in requests from the Wagga Wagga City Council LGA.

The following applications have been recommended to the Board to receive funding following the assessment process.

Details of unsuccessful applications will be tabled at the meeting.

#### Greater Hume Council

A total of \$20,000 in funding was available. Five eligible applications were received, with three awarded funding.

Applicant	Project description	Funding approved
Holbrook Meals and Wheels	Purchase tables and chairs to facilitate the creation of a community space behind the current Meals on Wheels premises, to host cooking groups, social functions, exercise groups and intergenerational events.	\$11,987

Holbrook Cricket Club Incorporated	Storage shed to house equipment and bowling machine at the existing training facility.	\$5,333
Henty & District Lifestyle Centre Incorporated	Fitness equipment to conduct a chair yoga program	\$2,680

#### Lockhart Shire Council

A total of \$20,000 in funding was available. Nine eligible applications were received, with five awarded funding.

Applicant	Project description	Funding approved
Lions Club of Lockhart	To purchase large outdoor Christmas tree at the lagoon as part of an ongoing Christmas activation program in Lockhart.	\$2,728
The Rock Recreation Ground Management Committee	Irrigation equipment to reduce mineral load in bore water that is inhibiting growth on the main oval.	\$8,276
<b>Country Women's Association of NSW</b>	The CWA rooms have been eaten out by white ants. The floors require replacing in three rooms.	\$5,000
The Rock Meals on Wheels Association Inc	To organise a community garden project for its social support group.	\$1,470
Lockhart Recreation Ground Management Committee	Install a drinking fountain at the Lockhart Community Gym.	\$2,526

#### Wagga Wagga City Council

A total of \$40,000 in funding was available. Thirty-five eligible applications were received, with seven awarded funding.

Applicant	Project description	Funding approved
Toy Library Wagga Wagga	Install outdoor, code-entry toy lockers that will allow members to order their toys online and pickup at time convenient to them.	\$5,000
Pro Patria Centre	Renewal of downpipes, gutters, stormwater pipes and drains which will enable the	\$10,500

	recycling of stormwater into new ponds in the garden development.	
Oura Progress Association	Rejuvenate the currently under-utilised dirt tennis courts located in the grounds of the Oura Hall by installing an inground basketball hoop and in-ground netball hoop at either end of the southernmost court.	\$3,843
Mangoplah Cookardinia United Eastlakes Football Club	Irrigation system for the Oliver Mohr Junior Oval to facilitate club days and minimise water waste.	\$5,000
Mountain Bike Wagga Wagga	Installing up to 250 trail signs through the 50km Pomingalarna Reserve.	\$6,000
Erin Earth	Weatherproofing the Volunteer Hub with the installation of a permanent outdoor guided blind system to protect volunteers from the sun in summer and create a useable space in winter.	\$4,600
Galore Branch CWA of NSW	To tile the bathrooms, which are currently concrete floors that are difficult to clean.	\$5,057

#### Federation Council

A total of \$20,000 in funding was available. Unfortunately, only one eligible application was received.

Applicant	Project description	Funding approved
Rand Hall Committee	Install new stage curtains to replace existing ones which are no longer useable.	\$8,000

In consultation with Federation Council, it is recommended the unexpended \$12,000 be held until 30 June 2025. During this time, Federation Council is to nominate a project or projects to receive this funding. The project must be via one of the Council's eligible Section 355 Committees and must fit within the grant guidelines.

The nominated project/s will be reported to the Board for endorsement and the project will be held by the existing completion and acquittal dates within the current grant guidelines, both of which Federation Council should consider when nominating an initiative for funding.

### Review of the grants program

Following discussions during the assessment panel process, a workshop will be held with the Board to assess the program's format, benefits and outcomes; along with a wider discussion on Riverina Water's Customer and Community Engagement Strategy, which requires a review following the election.

#### Strategic Alignment

Our Community

Actively support and participate in our community

#### Financial Implications

The grants program is included in the budget for 2024/25.

#### Workforce Implications

Nil

#### Risk Considerations

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

## R4 July-December 2024 rebate update

Organisational Area Corporate Services

Author Josh Lang, Customer and Communications Team Leader

Summary An update of applications for leak rebates, debt management and financial hardship is provided to the Board every six months.

RECOMMENDATION that Council receive and note the report

### Report

At the June 2024 Board meeting, Council resolved to receive a six-monthly update on applications for undetected leak rebate and any write offs or adjustments related to financial hardship or debt management.

Previously an annual leak adjustment report was tabled.

Type	No. of accounts	Total value
Undetected leak rebate	35	\$26,252
Debt management	1*	\$5542.73

*\*Relates to CONF-2 at the October 31 Board Meeting, matter is still with the customer for finalisation before any write off will be made*

### Strategic Alignment

#### Our Business

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

### Financial Implications

Any rebates or write offs reflect foregone revenue.

### Workforce Implications

Not applicable.

## Risk Considerations

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



## R5 End of Term Report 2024

Organisational Area Corporate Services

Author Wendy Reichelt, Governance & Corporate Planning Officer

Summary Riverina Water is required to prepare an End of Term Report on progress of its Business Activity Strategic Plan (BASP), reflecting progress and achievements during the term of the previous Board. The Report has been prepared and is now presented to the recently elected Board.

RECOMMENDATION that Council note the End of Term Report 2024.

### Report

In accordance with the Office of Local Government Integrated Planning & Reporting Guidelines, an End of Term Report is to be presented to the second meeting of a newly elected council (board) for noting. The report is to cover the previous board term and will objectively track progress against the Business Activity Strategic Plan (BASP).

The report is to provide information that sets the scene for the new Board and may include achievements to date and highlight future work to be undertaken. The report should assist the new Board to undertake a review of the BASP, which is an essential component of the IP&R cycle.

This is the first time Riverina Water has prepared such a report. It has highlighted opportunities for improvement in the BASP which will be workshopped with the Board following the December Board meeting.

The End of Term Report is to be read in conjunction with the 2023/24 Riverina Water Annual Report (and previous Annual Reports). The End of Term report is forwarded to the NSW Office of Local Government following the December meeting of the Board.

The Report is commended to the Board and reflects well on the overall performance of Riverina Water during the term of the previous Board, a highlight of which was receiving the Sam Samra Award in February 2022 for the most improved Local Water Utility in NSW.

› R5.1 End of Term Report 2024 [↓](#) 

### Strategic Alignment

Our Business

Improve strategic planning and accountability

### Financial Implications

Financial implications are considered in the Long-Term Financial Plan, and budgets allocated through the annual budget process in preparation of the DPOP (Delivery Program and Operational Plan).

### Workforce Implications

Considered in Workforce Strategic Plan and operationalised through the DPOP.

### Risk Considerations

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



# Riverina Water End of Term Report 2024



# Table of contents

Welcome to the Riverina Water End of Term Report 2024.....	3
About the BASP.....	4
Developing the the BASP.....	5
Measuring our Progress.....	9
Our People.....	9
Our Business.....	12
Our Community.....	16
Our emerging risks and opportunities.....	19
Review of BASP with new Board.....	19



# Welcome to the Riverina Water End of Term Report 2024

The End of Term Report is a new addition for Riverina Water, prepared under NSW's Integrated Planning & Reporting (IP&R) Guidelines for Local Government. This report captures our progress over the last Board's term, giving a clear, objective view of how far we've come in reaching our goals outlined in the Business Activity Strategic Plan (BASP).

The report serves as a valuable resource for the incoming Board, highlighting achievements so far, outlining work ahead, and setting the stage for a review of our strategic plan. As an add-on to the 2023-2024 Annual Report, this document should be read alongside our six-monthly performance updates on the Delivery Program and Operational Plan, available on our website.

Our BASP spans a 10-year horizon, and while there's still much to do, we're off to a strong start. One highlight is the successful rollout of new finance, asset, and HR systems. Like all major transformation projects this one was very reliant on our internal resources for design, testing, training and roll out which impacted on our availability to deliver on a number of other planned

projects. However, the outcome has been incredibly positive for Riverina Water and we look forward to a more integrated approach to our planning and delivery in the years to come.

We're making strides in establishing our project management, risk management, work health and safety frameworks; and implementing strategies from our Workforce Strategic Plan. Our ongoing efforts to refine our asset management plans and the methodology in determining our priorities, delivering our priorities and measuring our progress. Integration in our planning and reporting continues and we endeavour to learn and improve every year.

As we move into the 2024-2028 term, we look forward to a strong partnership between the new Board and management to drive Riverina Water closer to our goals outlined in the updated "Leading into 2035 Business Activity Strategic Plan." This continued journey reflects our commitment to growth and success for our community.



**Councillor Tim Koschel**  
Chairperson



**Andrew Crakanthorp**  
Chief Executive Officer

# About the BASP

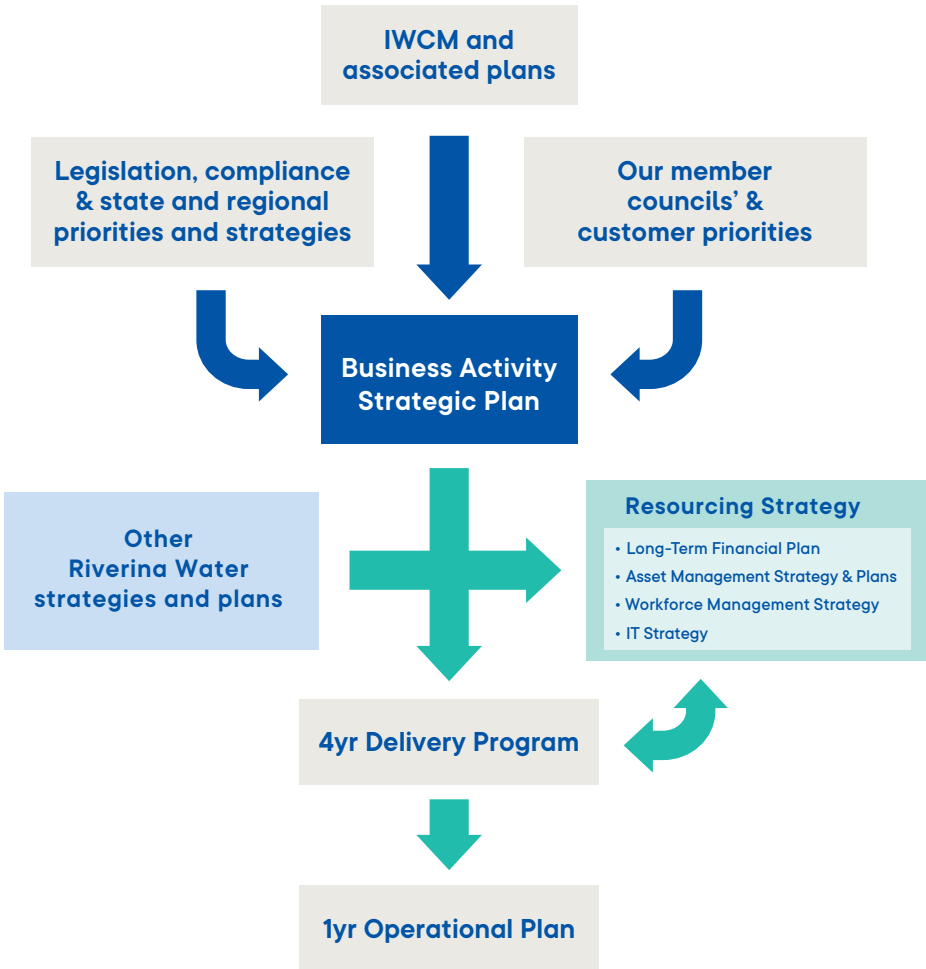
The Local Government Regulations 2021 (the Regulations) outline the following requirements for a business activity strategic plan for county councils.

219 (1) A business activity is a plan developed and endorsed by a county council that:

a. Identifies the main business activity priorities of the council covering a period of at least 10 years from when the plan is endorsed, and

b. Establishes strategic objectives together with strategies for achieving those objectives, and  
c. Has been developed having due regard to the community strategic plans of the county council's constituent councils and in consultation with those councils.

## The Riverina Water planning context



## Developing the BASP

Developing the Business Activity Strategic Plan (BASP) 2022–2032 was a significant milestone for Riverina Water.

The BASP sets out how Riverina Water will provide appropriate, affordable, cost-effective, and sustainable urban water services that meet community needs while protecting public health and the environment. It was developed in alignment with the Community Strategic Plans (CSPs) of our four constituent councils, as required under NSW regulations, ensuring regional priorities were addressed.

With the support of an experienced consultant, the draft plan was developed and endorsed by the Board in June 2022 following a public exhibition period.

### Community strategic priorities

Constituent Council	Actions we can help deliver	Inclusive & accessible services	Economic growth	Affordability	Infrastructure	Environmental sustainability	Communication & collaboration	Strong leadership
<b>Wagga Wagga City Council</b>	“Provide and maintain appropriate infrastructure and services that support current and future needs.”	✓	✓			✓	✓	✓
<b>Federation Council</b>	“Maintain and improve water supply services and systems to meet the needs of residents and industry.”	✓	✓	✓	✓	✓	✓	✓
<b>Greater Hume Council</b>	“Manage water resources and water quality responsibly.”	✓	✓		✓	✓	✓	✓
<b>Lockhart Shire Council</b>	“Explore opportunities to utilise renewable energy and water saving practices.”	✓	✓		✓	✓	✓	✓



The BASP established three key strategic pillars and objectives for Riverina Water. These are:

## Our people

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



## Our business

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



## Our community

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



Each pillar is supported by strategies to achieve these objectives over the BASP's 10-year horizon; and are complemented by three areas of focus to support and inform this.

They are: **customer-centricity**, **innovation**, and **sustainability**, with a fourth perspective, **civic leadership**, strengthening our commitment to the quadruple bottom line required under Integrated Planning and Reporting (IP&R) framework.

The strategies identified in the BASP are actioned through the 4-year Delivery Program and the one-year Operational Plan (our DPOP), which were reviewed and adopted by the Board in June 2022, June 2023 and again in June 2024. The progress of actions under strategies were then reported to the Board, along with budget reports, every six months.



The strategies contained within the BASP and alignment are:

		Customer centricity	Innovation	Sustainability	Civic Leadership
<b>Our people</b>	› Attract, retain and develop our people		•	•	
	› Foster diversity, inclusion, respect and gender equality at all levels of our organisation			•	•
	› Create an engaging, positive, collaborative and innovative workplace culture		•	•	
	› Build upon our strong history of safety and wellbeing		•		
	› Invest in and evolve our HR systems, processes and frameworks		•	•	
<b>Our business</b>	› Optimise our network and infrastructure	•	•	•	
	› Enhance and integrate our asset management system		•	•	
	› Seek opportunities to reach new customers in existing supply area	•	•	•	
	› Collect and utilise data in new ways to measure our success	•	•		
	› Adopt emerging technology that increases our efficiency		•	•	
	› Deliver improved service, greater value, agility and security with our digital assets and tools	•	•	•	
	› Improve strategic planning and accountability		•	•	
	› Take actions that ensure financial sustainability			•	
	› Improve our operations to future proof our business	•	•	•	
	› Collaborate and share our knowledge with other organisations		•		•

		Customer centricity	Innovation	Sustainability	Civic Leadership
Our community	› Actively support and participate in our community	•			•
	› Provide our community stakeholders with tailored opportunities to engage with us	•			•
	› Respectfully engage with our First Nations community and their heritage	•		•	•
	› Engage and understand the current needs of our customers	•			•
	› Provide exceptional customer service by tailoring and improving our systems, processes and service offers	•			
	› Understand and prepare to serve our customers of the future	•		•	•
	› Demonstrate our commitment to environmental sustainability		•	•	•
	› Help the community better manage its water usage through demand management initiatives	•		•	•
	› Share our knowledge and expertise to make a positive change in our global community	•	•	•	•

## Measuring our Progress

This End of Term report offers a summary of the progress we've made in delivering the objectives set out in our Business Activity Strategic Plan 2022-2032. The plan was adopted in June 2022 so this report covers the period 2022-2023 – 2023-2024 which is shorter than a normal local government term. This document also reports what is planned and being delivered for 2024-2025 through the Operational Plan.

Our indicators of success will be reviewed as part of the review of the BASP to ensure that what we measure is meaningful and shows progress to achievement of our overall strategic objectives.

## Our People

### Our Strategic Objective

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

BASP strategic objective		2022-2023 DPOP completion		2023-2024 DPOP completion		2024-2025 DPOP Committed actions
1.1	Attract, retain and develop our people	5	90%	5	65%	7
1.2	Foster diversity, inclusion, respect and gender equality at all levels of our organisation	3	60%	2	70%	2
1.3	Create an engaging, positive, collaborative and innovative workplace culture	4	75%	2	50%	4
1.4	Build upon our strong history of safety and wellbeing	4	100%	4	100%	5
1.5	Invest in and evolve our HR systems, processes and frameworks	2	100%	6	50%	4
<b>Total actions</b>		<b>18</b>		<b>19</b>		<b>22</b>

## How do we know if we are on track to achieve our objective?

We have the right combination of skills, knowledge and experience to achieve our goals

	2022-2023	2023-2024
Number of staff undertaking training & development	75	111
Percentage of training completed	67.56%	94.07%
	2022-2023	2023-2024
Apprentice and trainee positions	7	7
Cadet engineer positions	2	2

2022-2023 impacted by availability of training due to Covid. 2023-2024 saw the introduction of two phases of the Staff Annual review plan (SARP). The first for objective settings and skill reviews, the second for annual performance feedback and career development.

A key objective of the 2023-2024 - 2025-2026 Workforce Strategic Plan is resource planning with targeted outcomes:

\*to ensure Riverina Water proactively undergoes a resource assessment periodically and that resource coordination is undertaken in collaboration with the project management framework; and

\*increase collaboration in our workplace by integrating efficient resource planning into our business planning activities across departments.

## Staff turnover levels sit below industry benchmarks

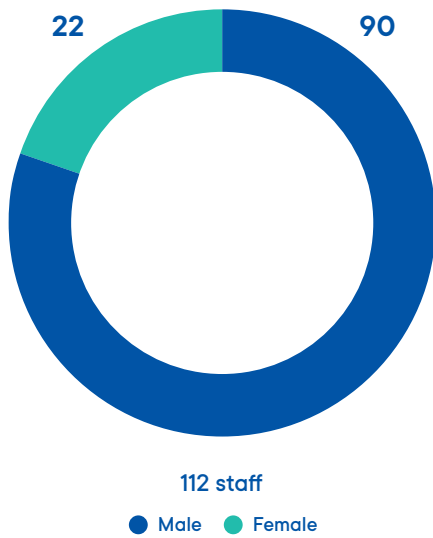
Riverina Water staff turnover	2021-2022	2022-2023	2023-2024
Staff turnover (includes resignations, retirements and contractor end)	13% (18% benchmark)	17.8% (19% benchmark)	16.5% (19% benchmark)

According to the Local Government NSW HR metrics report councils across NSW had an average of 18% turnover rate in the 2021-2022 financial year. 41% of Australian workers surveyed by McKinsey in 2022 were thinking about leaving their jobs in 3-6 months..

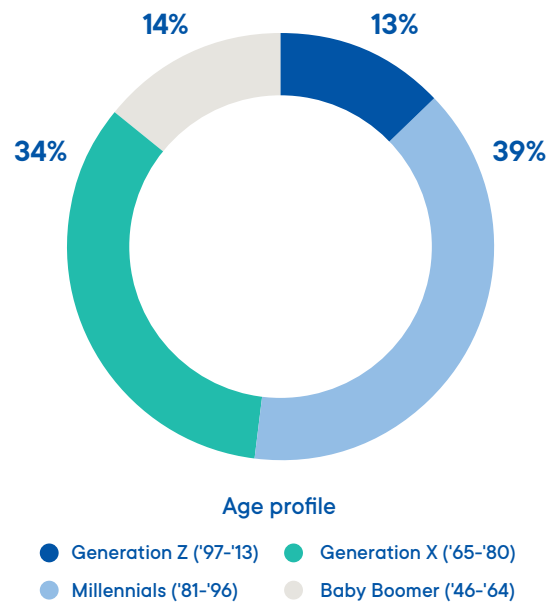
Our workforce reflects the diversity of our community

Riverina Water workforce analytics May 2023

Gender breakdown



Age profile



Riverina Water has moved to a new HR management system. The information to be gathered to enable more granular data for workforce analytics and reporting will be explored during 2025-2026. It is expected that this will enable us to better understand and represent diversity within our workforce analytics.

## Our Business

### Our Strategic Objective

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

BASP strategic objective	2022-2023 DPOP completion		2023-2024 DPOP completion		2024-2025 DPOP Committed actions
2.1 Optimise our network and infrastructure	13	92%	20	80%	21
2.2 Enhance and integrate our asset management system	6	74%	11	70%	3
2.3 Develop business value through digitisation with a focus on accessible and accurate information, integrated and secure services that promote agile operations	5	55%	10	45%	5
2.4 Adopt emerging technology that increases our efficiency	1	98%	5	40%	3
2.5 Improve strategic planning and accountability	2	100%	6	85%	9
2.6 Take actions that deliver responsible financial management and ensure long term sustainability	3	100%	4	75%	4
2.7 Improve our operations to future proof our business	5	50%	4	65%	3
2.8 Collaborate and share knowledge with other organisations	2	100%	3	100%	1
<b>Total actions</b>	<b>37</b>		<b>63</b>		<b>49</b>

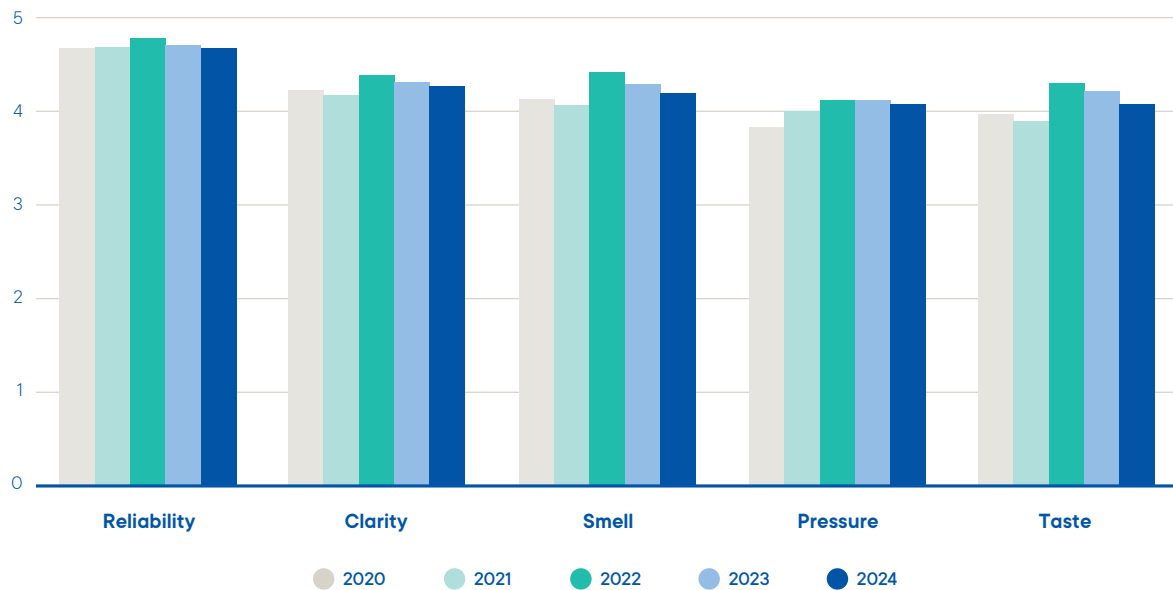
A note on the significant increase in actions for Our Business in 2023-2024: A decision was made during the development of the 2023-2024 DPOP that a number of capital projects would be called out rather than combined into a single strategy around delivery of the Capex program.

A note on the percentage completions for some strategic objectives: Despite the final outcome for the implementation of the new FLOW system, there were a number of actions identified in 2022-2023 and 2023-2024 related to FLOW that were not completed due to delays in the project which impacted percentage complete.

## How do we know if we are on track to achieve our objective?

We deliver agreed service levels with our assets efficiently

### Riverina Water customer satisfaction with water quality



The 2023-2024 customer satisfaction survey showed that satisfaction with water reliability remained very high with an average score of 4.8 out of 5. Overall trust in Riverina Water was rated at 4.30 as was reputation as a service provider and water affordability at 3.80.

### Our service connections increased on 2022 levels

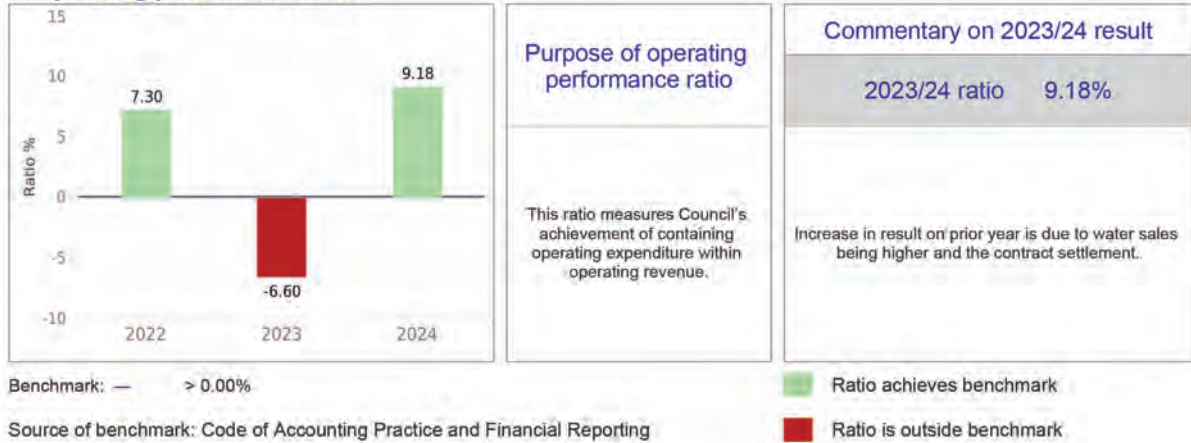
#### Riverina Water service connections 2022-2024

Service Connections		
2021-2022	2022-2023	2023-2024
32,712	33,779	34,621

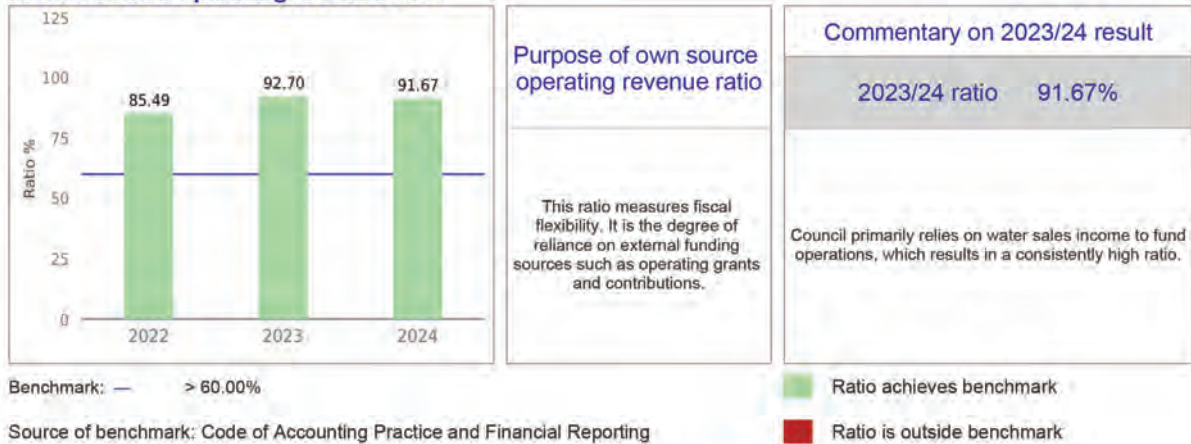
We are financially secure

G1-1 Statement of performance measures Riverina  
Water financial statements 30 June 2024

1. Operating performance ratio



2. Own source operating revenue ratio



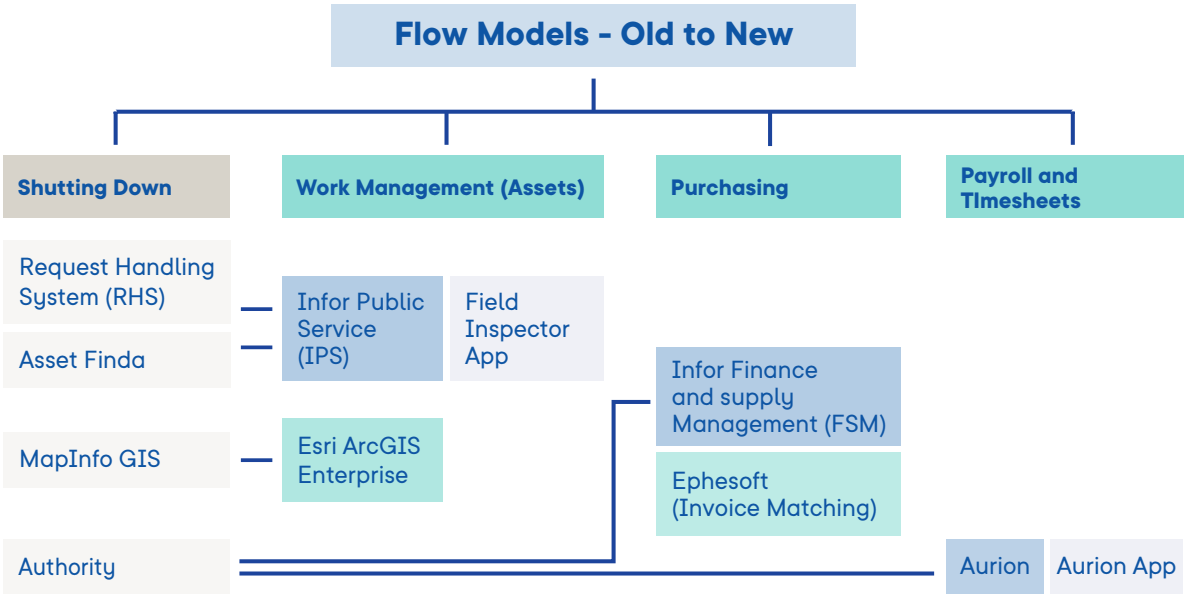


**We apply contemporary technology to operate efficiently**

The FLOW project was the most significant business improvement activity undertaken by Riverina Water in the past 2.5 years. Key specific objectives were to have a fit for purpose integrated enterprise resource planning system for now and the future; improved business efficiency through systems integration and workflow automation; and module access anywhere anytime for staff and customers.

The initial part of the project commenced in 2022 with the rollout of new customer billing and developer portal. A new finance, asset management, work management and payroll systems all launched on 1 July 2024. All staff required training in the new systems and a new online learning library was developed to assist.

Other HR modules are currently in test and will go live during 2025.



**Note:** Apps are just the ability to view and interact with the main application via a mobile device like a phone or iPad

# Our Community

## Our Strategic Objective

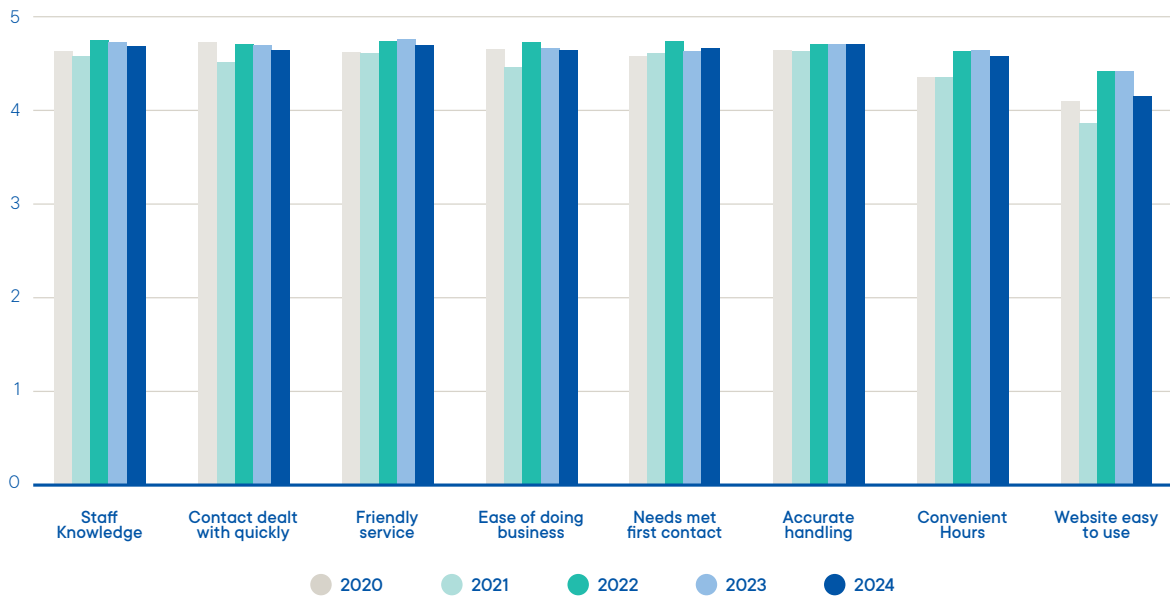
We enable our community and customers to thrive by providing exceptional service and demonstrating social responsibility

BASP strategic objective		2022-2023 DPOP completion		2023-2024 DPOP completion		2024-2025 DPOP Committed actions
3.1	Actively support and participate in our community	8	100%	9	80%	9
3.2	Create stronger connections with our diverse community to help deliver positive impact	2	100%	2	25%	2
3.3	Continue to develop positive relationships with our First Nations community	3	62%	1	95%	1
3.4	Provide exceptional customer service by tailoring and improving our systems, processes and service offers	6	85%	5	80%	4
3.5	Understand and prepare to serve our customers of the future	2	100%	1	85%	2
3.6	Share our knowledge and expertise to make a positive change in our global community	2	100%	1	100%	1
<b>Total actions</b>		<b>23</b>		<b>19</b>		<b>19</b>

## How do we know we are on track to achieve our objective?

We receive excellent feedback and awards for our customer service

### Riverina Water Customer satisfaction survey



## Our communities lives are enriched by Riverina Water

### Riverina Water Community Grants Program

Council area	2023-2024	# of recipients	2022-2023	2021-2022	# of recipients
Federation	\$20,000	3	Program under review – completion of projects from 2021-2022	\$84,846.15	5
Greater Hume	\$20,000	3		\$100,000	8
Lockhart	\$20,000	3		\$80,500	6
Wagga City	\$40,000	5		\$200,000	27
<b>Total</b>	<b>\$100,000</b>	<b>14</b>		<b>\$465,346.15</b>	<b>46</b>

Riverina Water’s Enriching Communities Program was awarded in December 2023 to 14 organisations with projects to take place over the 2024 calendar year.

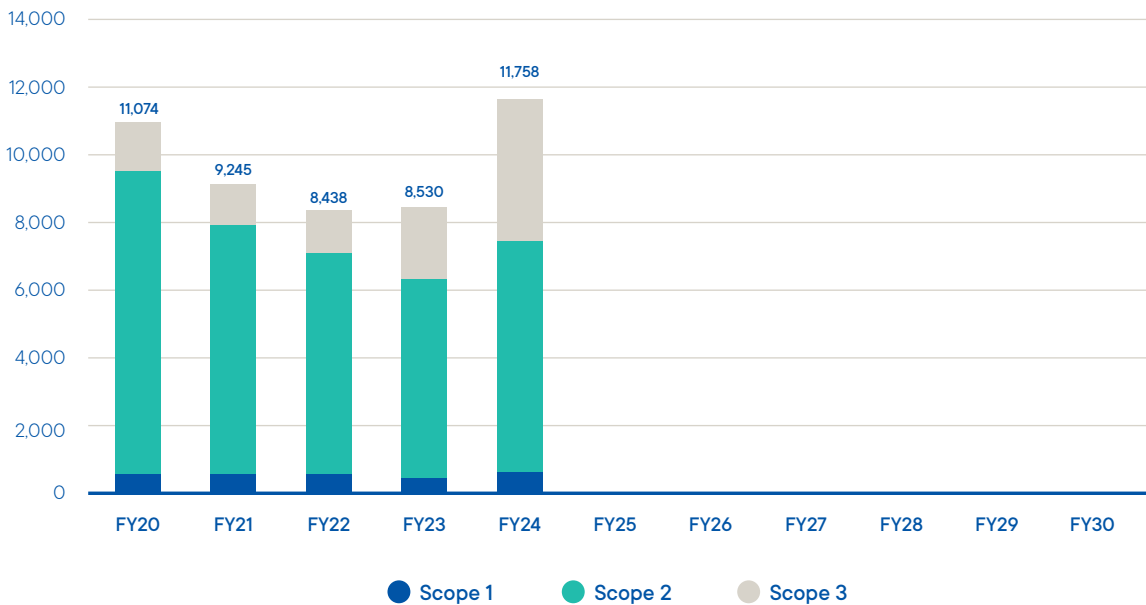
The application period is now closed for the 2024-2025 Program which is yet to be awarded.

**Riverina Water Donations and sponsorships**

2022-2023	2023-2024
\$77,470	\$64,945

**We are moving to operate with net-zero emissions**

**GHG emissions by year**



**Scope 1** refers to direct emissions from sourced located within Riverina Water designated boundary (e.g. diesel fuel used in Riverina Water vehicles).

**Scope 2** refers to the use of grid-supplied electricity imported into the boundary area.

**Scope 3** refers to activities taking place within the boundary (e.g. use of chemical, some inputs to electricity).

During 2023-2024 scope 3 emissions are shown with a significant increase, but this was to do with how chemical usage was being measured previously. As Riverina Water produced more water in 2023-2024 our grid-supplied electricity usage increased.

The solar plant development is an initiative under the Delivery Program **2.4.1 Implement our Net Zero policy** and will go a long way to reducing Riverina Water’s greenhouse gas emissions. From an electrical usage standpoint it should reduce the corresponding emissions by at least half. The Net Zero policy and roadmap are to be reviewed during 2025. Riverina Water currently has one electric vehicle in its fleet and has installed a vehicle charging station at the Hammond Avenue headquarters.

## Our emerging risks and opportunities

**Changes to Drinking Water health-based targets, most notably PFAS.** This could provide ongoing challenges both in terms of water sources and management of water quality.

**Security of water supply and increased focus on demand management planning.** This includes the Special Activation Precinct (SAP) and managing risks around supply of water and licence entitlements.

**Management of our assets and ageing infrastructure.** Need to revise our asset management plans to ensure financial sustainability whilst meeting both customer expectations and regulatory assurance framework requirements. This will rely on improved communication mechanisms with our constituent councils to ensure Riverina Water is planning for the future needs of our service area.

**Creating service levels for all our services.** This provides Riverina Water further opportunities to engage with our customers and community.

**Ongoing technological change and staff capability.** Identified as a key issue in the Workforce Strategic Plan. Planned skills uplift in this area already commenced with the training of all staff in the new finance, procurement and HR systems.

**Better use of data for analysis, planning and reporting.** Now that Riverina Water has more robust and integrated systems it is expected that this will result in the ability to mine data previously not available to better inform planning and reporting.

**Increasing use and regulation of artificial intelligence (AI), including automation and how this will impact on our operations.**

**Climate change and Increasing requirements on disclosure and sustainability reporting.**

**Realisation of the solar project and the targets set in the Net Zero roadmap.**

**Loss of trust in governments – institutional crisis of confidence.** Opportunity to strengthen community relationships and to be able to assure customers that their drinking water is safe to drink and delivered at the lowest sustainable cost.

**Third party litigation financing models.** This opens the possibility of increased litigations as people will no longer have to individually have the resources to fund litigations as they will have other avenues for financing action.

**Changing face of work – social connections and impact on wellbeing of staff.** As the way people work changes, the way they connect and feel part of the team and valued poses cultural and wellbeing challenges for leaders and the organisation.

## Review of BASP with new Board

As per the IP&R Guidelines the new Board has an opportunity to review the Business Activity Strategic Plan. Management has undertaken a review and is proposing a new pillar of Sustainability to round out commitments for Riverina Water aligned to the quadruple bottom line. This review will be workshopped with the Board in December 2024 to allow time for development of the new four-year Delivery Program and 2025-2026 Operational Plan. These will be placed on public exhibition during May 2025.



## R6 Code of Conduct Statistical Report

Organisational Area Corporate Services

Author Wendy Reichelt, Governance & Corporate Planning Officer

Summary This report regarding the Code of Conduct 2023-24 statistical report is provided to the Board for information as required under the Code of Conduct.

RECOMMENDATION that Council note that the Riverina Water Code of Conduct statistical report from 1 September 20223 to 31 August 2024 has been lodged with the Office of Local Government with zero notifications or determinations for that period.

### Report

The NSW Office of Local Government requires the annual lodgement of a Code of Conduct statistical report. Riverina Water has lodged its report for the 2023-2024 year as required.

The Board are advised that the report showed zero complaints, determinations or matters raised under the Code of Conduct during the period 1 September 2023 to 31 August 2024.

### Strategic Alignment

Our Business

Improve strategic planning and accountability

### Financial Implications

Not applicable

### Workforce Implications

Not applicable

### Risk Considerations

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

# R7 StateCover Mutual's General Managers Report (Riverina Water) 2023-2024

Organisational Area	Chief Executive Officer
Author	Gabrielle Calverley, WHS Coordinator
Summary	This report provides an analysis of the Workers Compensation & Safety Performance 2023/2024 Report prepared for Council General Managers by StateCover Mutual

---

RECOMMENDATION that the Board receive and note the report.

## Report

The StateCover Riverina Water Chief Executives Report for 2023/2024 contains details on Riverina Water's overall safety performance and the management of workplace risk. The report also provides performance rates for the broader mutual scheme, which indicates how Riverina Water is tracking against other organisations. A copy of the report is attached.

*Premium Rate:* The premium rate decreased to 1.69% in 2023/24 having been 1.97% for 2022/23. This is a pleasing result and reflects the effective work of Riverina Water's management of claims and return to work efforts.

*Average Cost of Claims:* There was a significant increase in Riverina Water's costs of claims to \$24,328 (2023 \$10,196). The increase was due to two of the injuries requiring surgery and significant periods of time off work to recover.

*Claim Frequency Rate (per 100 employees):* Decreased significantly from 8.47 in 2022/23 to 5.17 in 2023/24. A pleasing result.

*Claim Frequency Rate (per \$1m in wages):* Also decreased significantly from 0.78 in 2022/23 to 0.45 in 2023/24.

*Injury Types/Cause of Injury:* Due to the nature of the tasks performed at Riverina Water, once again the main injury types were body stressing and falls, trips and slips. There were six claims in 2023/24 – a decrease from ten claims in 2022/23.

*Injury Reporting Timeframe:* Reporting injuries to StateCover within 48 hours of Riverina Water becoming aware of the injury is a legislative requirement. Unfortunately, there was a decline in this metric from 100% to 83% for 2023/24. WHS staff are aware of this decline and are proactively managing the expectation to staff of early reporting.

› R7.1 Riverina Water County Council General Managers Report 2023-2024 [↓](#) 



### Strategic Alignment

#### Our People

Build upon our strong history of safety and wellbeing

### Financial Implications

Not applicable.

### Workforce Implications

Not applicable.

### Risk Considerations

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

# 2023-2024 GM REPORT

## RIVERINA WATER COUNTY COUNCIL





# Contents

---

## Safety

## Claims

- Cause of Injury
- Type of Injury
- Claim Frequency
- Injury Reporting
- Return to Work
- Costs

## Premium

## Our Partnership

## Stay in Touch





# Safety







## Self-Audit and Safety & Wellbeing Incentive Process Review

The StateCover Safety Services team, in consultation with our Safety Innovation Member Consultation Group, is completing an end-to-end Self-Audit and Safety & Wellbeing Incentive Process Review. As a result the self-audit will be optional this year. This will enable members to focus on priority action completion from the 2023 self-audit.

Improvements to the Safety & Wellbeing Incentive processes will be announced later in the year. The self-audit will remain an important benchmarking tool to understand WHS maturity and identify priority investment areas to improve safety and wellbeing in the workplace.



# Claims



# Cause of Injury

Understanding the type and proportion of injuries occurring will assist you to target your WHS efforts.

Typically, sprains and strains represent the highest proportion of claims for most councils.

Psychological injuries are the fastest growing cohort of claims across the Mutual.

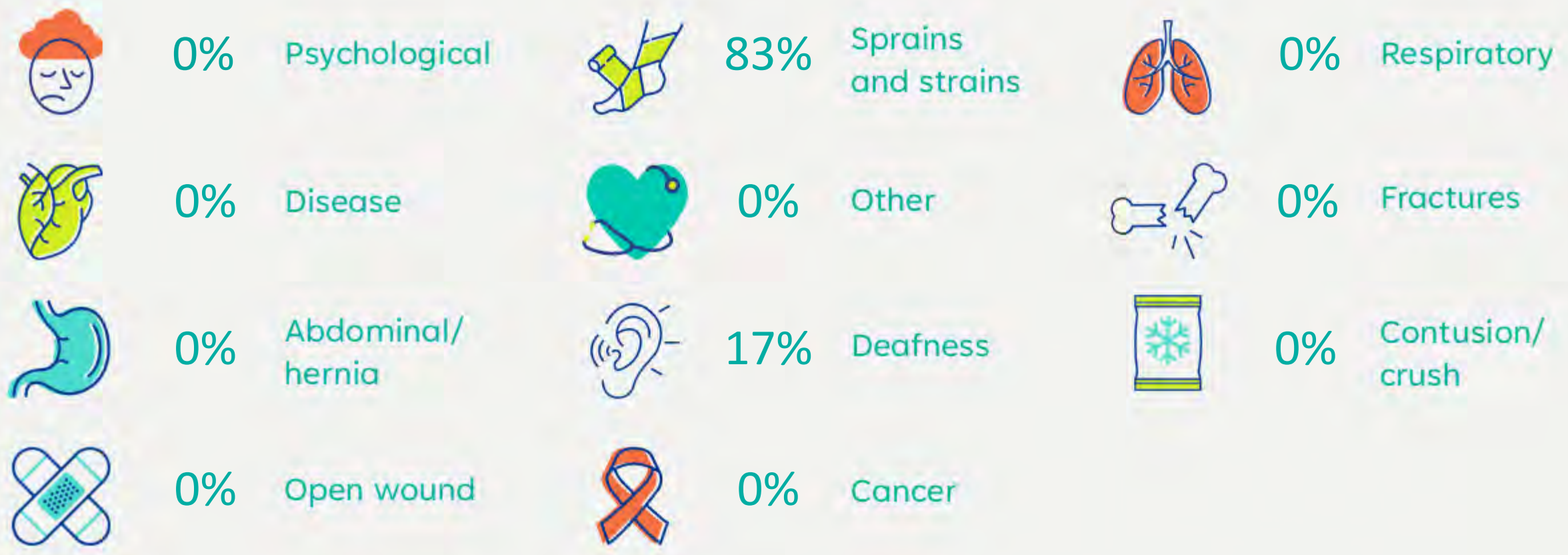


- Body stressing
- Hit by moving objects
- Sound and pressure
- Vehicle incidents and other causes
- Mental stress
- Hitting objects
- Falls, trips and slips
- Chemicals and other substances
- Biological factors
- Heat, electricity and environmental factors



# Type of Injury

Physical injuries resulted in 6 claims during 2023/2024 which accounts for 100% of your total claims

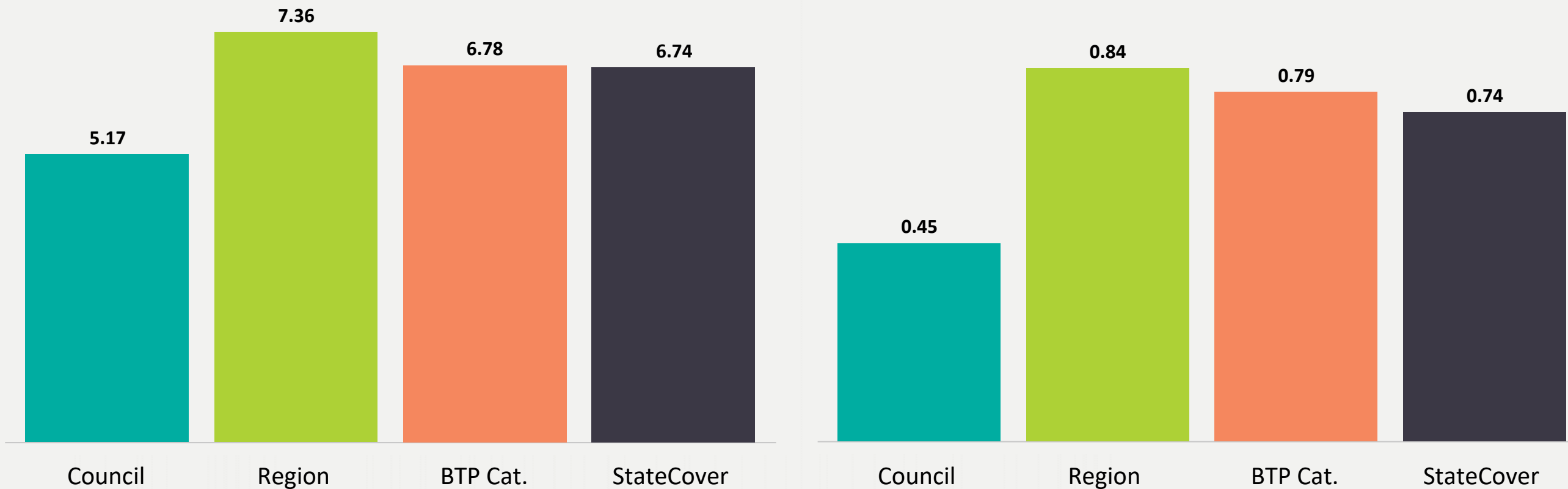




# Claim Frequency Comparison

Monitoring claim frequency using employee numbers\*

Monitoring claim frequency using Council wages\*



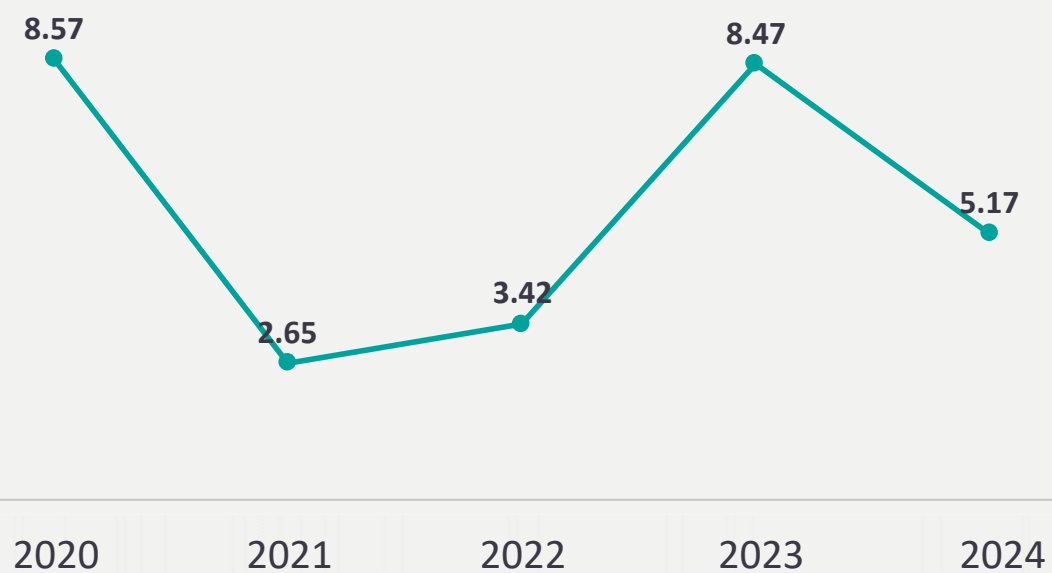
\*Claim frequency is calculated as the number of claims lodged relating to injuries in 2023/2024 per 100 employees and per \$1 million of Council wages as declared to StateCover. It is a measure of Council's WHS performance and should be considered in conjunction with injury severity and claim cost.



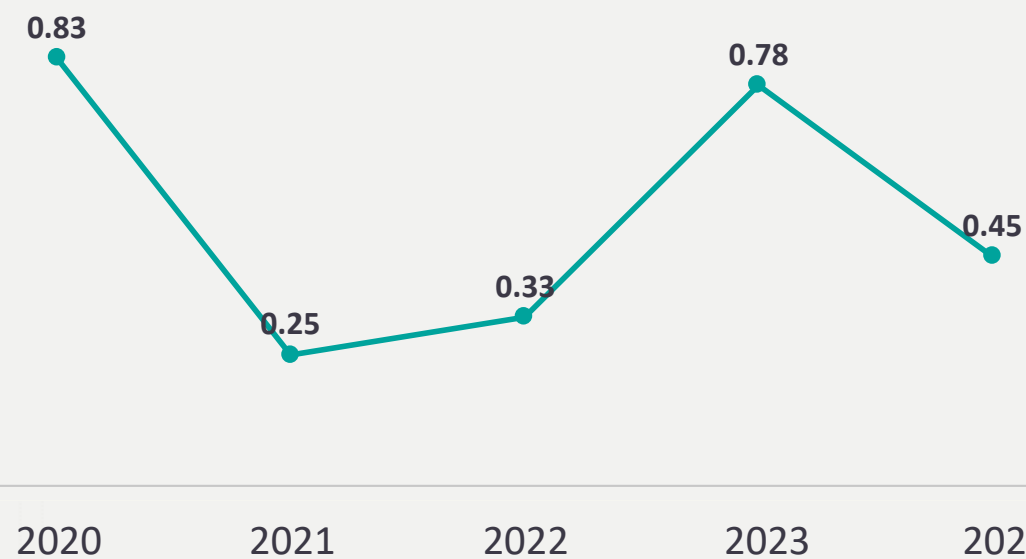
# Claim Frequency Trend

Effect of WHS efforts over time: 2020-2024

Monitoring claim frequency using employee numbers\*



Monitoring claim frequency using Council wages\*



\*Claim frequency is calculated as the number of claims lodged relating to injuries in 2023/2024 per 100 employees and per \$1 million of Council wages as declared to StateCover.

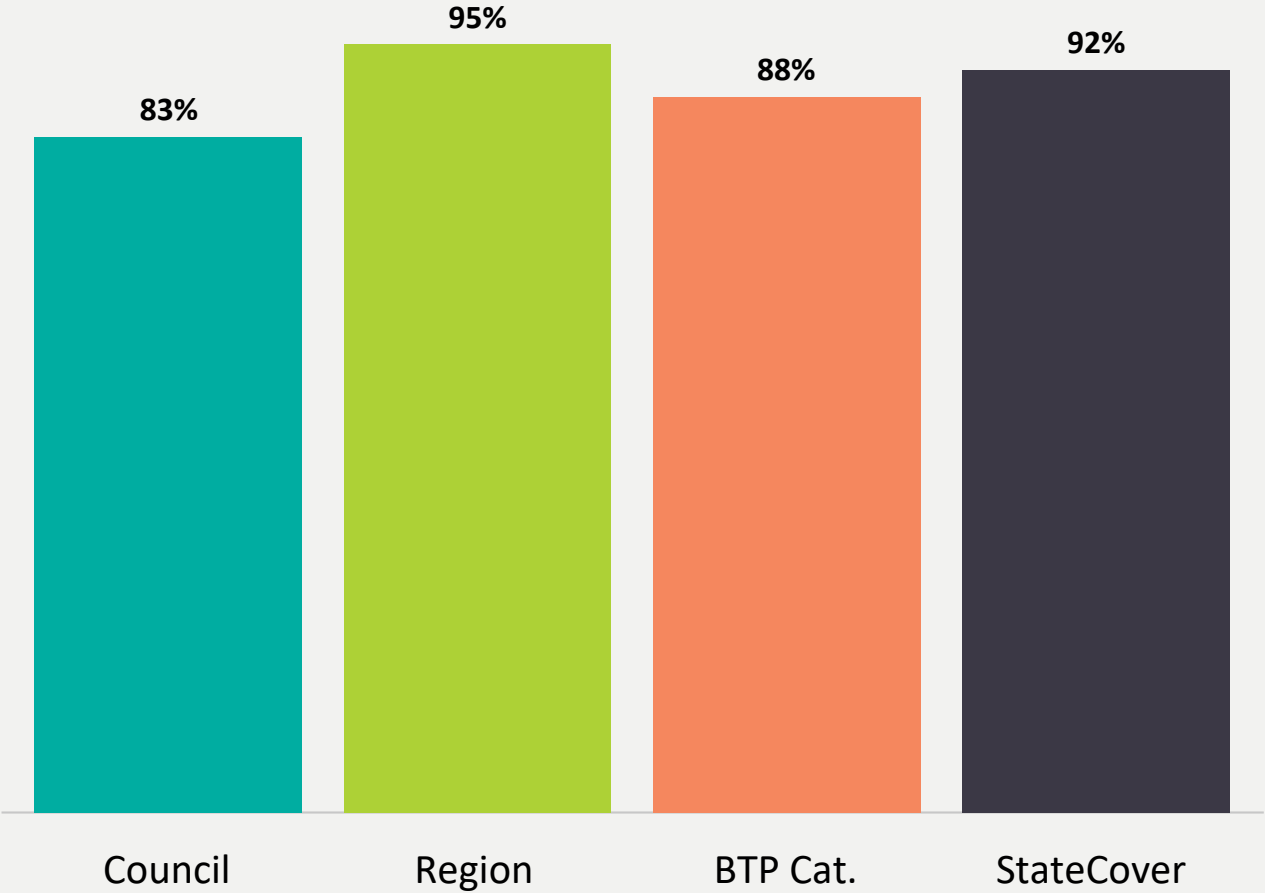


# Injury Reporting

Percentage of claims reported to StateCover within 48 hours

Reporting injuries to StateCover within 48 hours of Council becoming aware of the injury is a legislative requirement.

Prompt reporting allows for early intervention and assists with swift recovery and return to work.



# Return to Work Performance

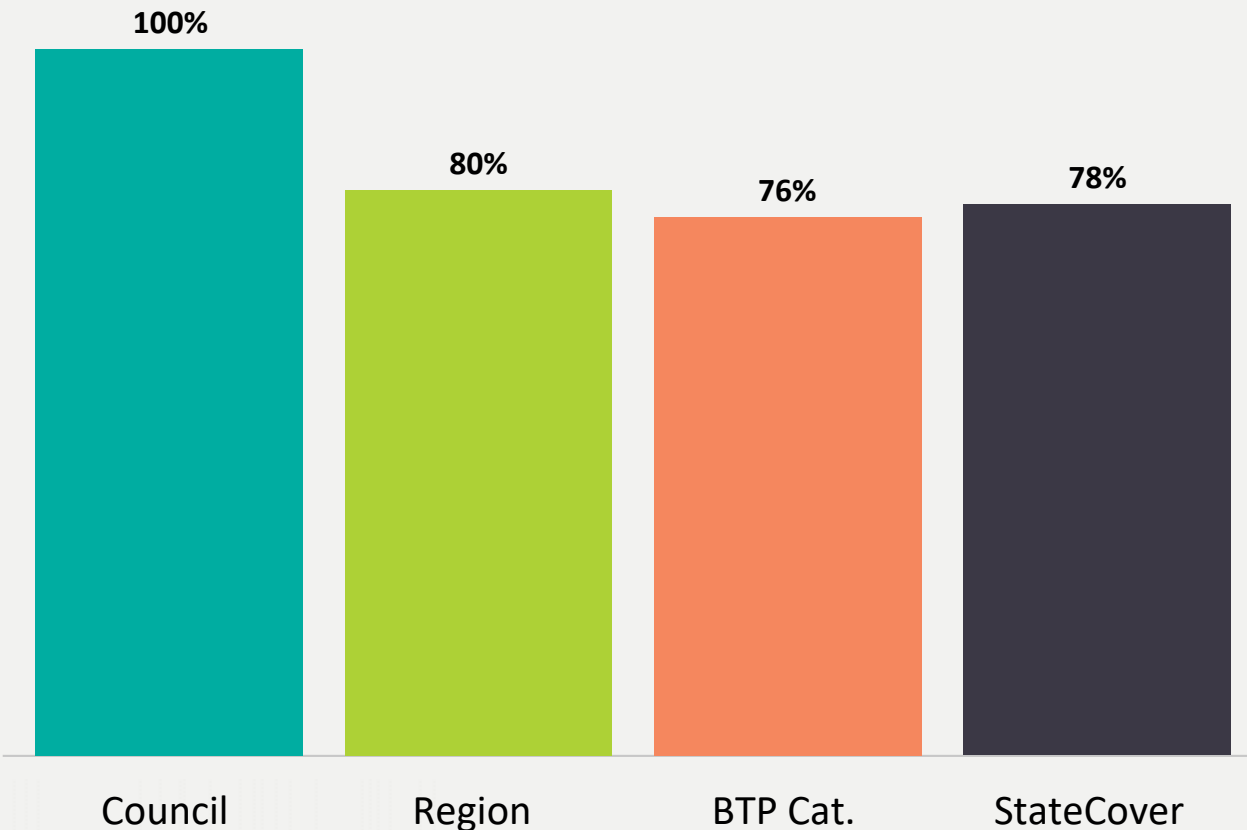
Your Council's average four-week RTW performance in 2023/2024

Number of claims: 6

Number of time lost claims: 0

The return to work (RTW) rate measures the proportion of injured workers who have experienced time loss due to their injury, and have resumed work in any capacity within four weeks from the date the claim was entered into StateCover's system.

The measure is used to demonstrate the overall injury management effectiveness. StateCover adopts a collaborative approach to RTW and understands the mutual benefits that early intervention and returning to work have on a worker's recover and wellbeing, as well as on Council's efficacy.



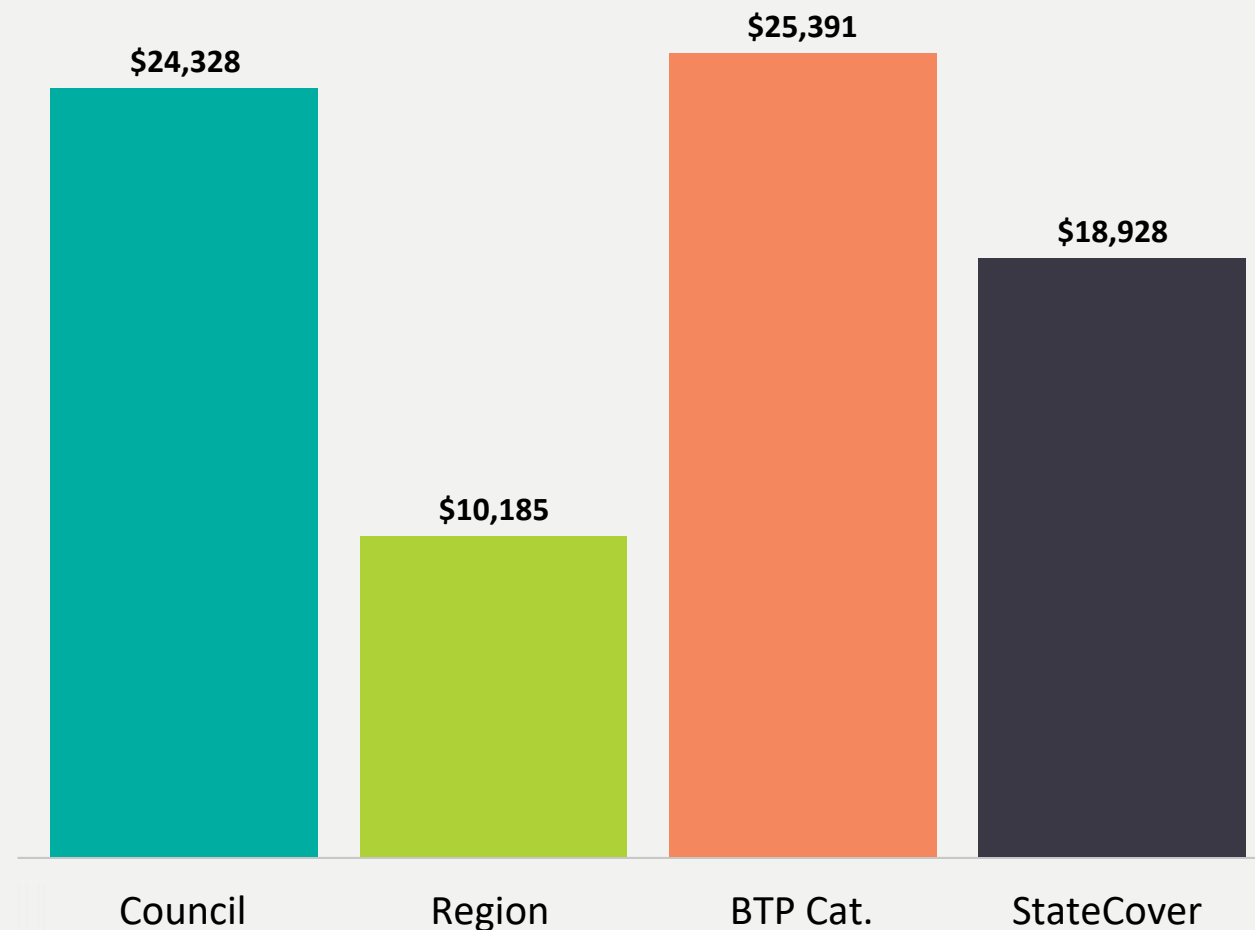
# Average Claims Cost

## Comparison of your average incurred claims costs in 2023/2024

Claims costs may increase over time as further entitlements are paid, e.g. whole person impairment lump sums or workplace injury damages.

The amount paid on a claim will either directly or indirectly impact Council's premium.

The most effective way to minimise either type of impact is to return the injured worker to work in suitable employment.







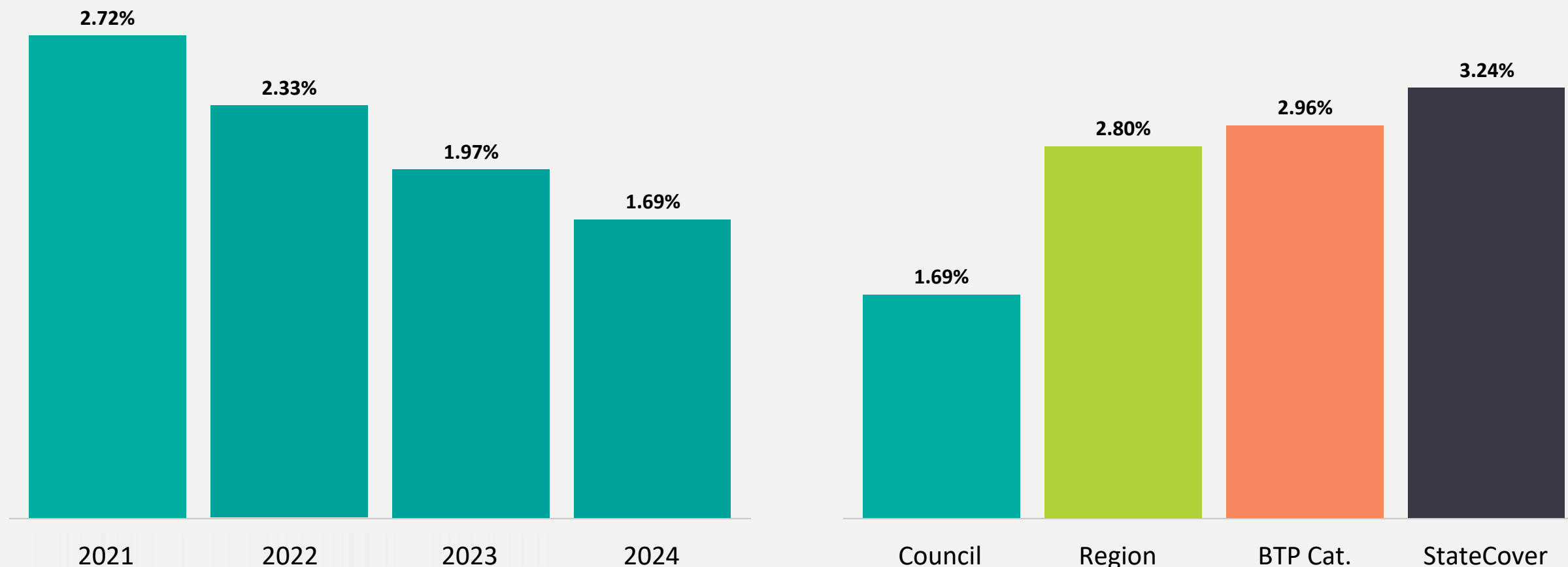
# Premium





# Your Premium

Your premium rate is a blended measure of the risk profile of the Local Government industry, the broader scheme and Council's WHS and return to work performance



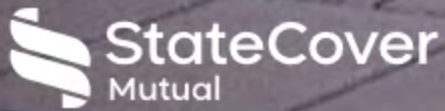
Councils can influence their premium through providing a safe workplace and, when a worker is injured, proactively assisting them to recover at work. Council's premium is "experience-rated," with the past three years of specific claim costs impacting the premium payable – the better the experience, the lower the premium.







# Our Partnership





# Working Together to Keep Your People Safe, Well and Working

As your needs evolve, our team of local government workforce risk solutions experts are here to support you and your team

## Wellbeing and Return to Work Services

StateCover offer a self-paced, step-by-step guide, supported by our experts to help Members create a meaningful, measurable, and integrated wellbeing program that makes the best use of Members' existing resources and aligns with their business objectives and strategic plans.

Our Return to Work team delivers essential training programs, keep our Members informed of best practice and regulatory requirements, and provides tailored support to Member personnel to assist them in returning your people to work safely and sustainably.

StateCover continues to work with industry leading experts in delivering high quality, impactful preventative health services to our Members, from skin checks through to audiometric screening. The StateCover Wellbeing and Return to Work team can assist you at whatever stage you are at with your Return to Work and Wellbeing journey.

# Working Together to Keep Your People Safe, Well and Working

## Targeted Safety Services

We're developing targeted safety offerings to be more effective in partnering with you to reduce injuries.

Our new offerings focus on addressing injury and claims trends, including musculoskeletal disorders and psychological injuries.

The following programs and service are under development and will be available in 2025:

- Psychosocial Hazard Management Program
- Hazardous Manual Tasks Program
- WHS Planning and Review Service
- WHS Mentoring Program.





 StateCover  
Mutual





## Ben O'Halloran

MEMBER SERVICES MANAGER

Direct phone: (02) 8235 2806

Mobile: 0459 327 190

[ben.ohalloran@statecover.net.au](mailto:ben.ohalloran@statecover.net.au)



This document/material is issued by StateCover Mutual Limited ABN 36 090 394 755 at Level 3, 28 Margaret Street, Sydney NSW 2000, Australia, and is prepared for the sole use of Riverina Water County Council, a Member of StateCover, for the purpose of providing some insights to the Member in respect of the stated matters. This document is not intended to serve as advice of any kind. Before relying on this document/material each Member should seek their own independent advice, including legal, insurance and safety advice, specific to their circumstances. Distribution, use of, or reference to this document, or any part thereof, is not permitted without our prior written consent. The document/material should be considered in its entirety. StateCover do not warrant the accuracy or completeness of the material included in this report. To the full extent permitted by law, StateCover denies any liability in relation to same.

## R8 Lost Time Injury Statistics July 2024 - November 2024

Organisational Area Chief Executive Officer

Author Gabrielle Calverley, WHS Coordinator

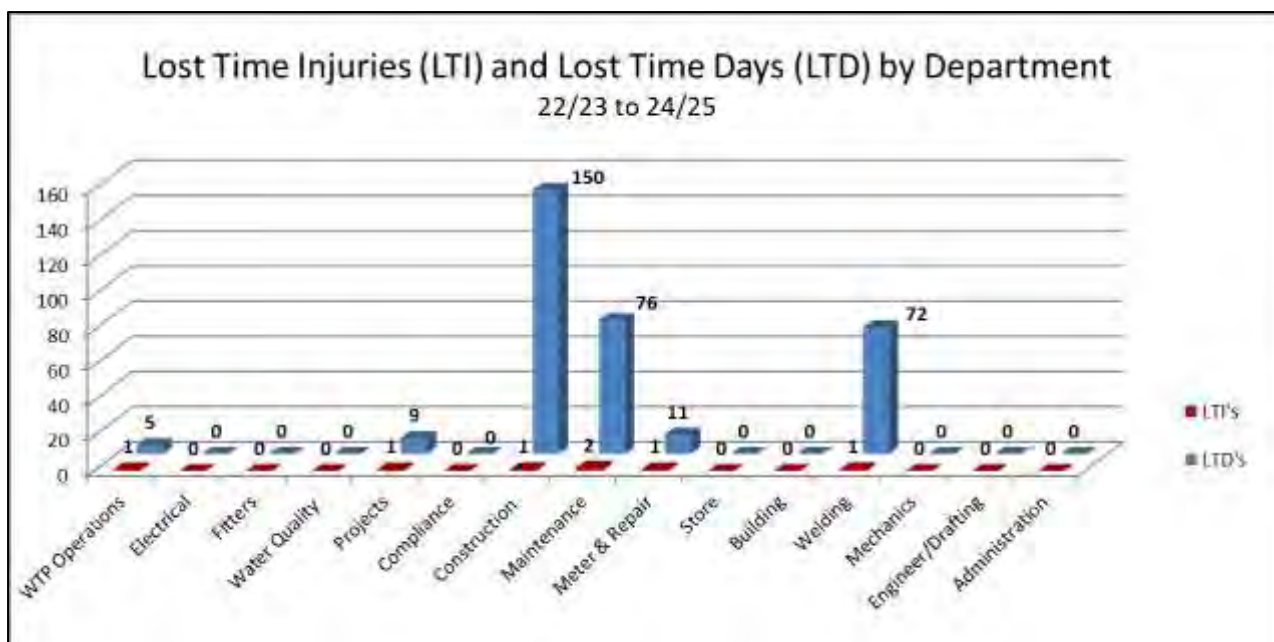
Summary This report presents information on Lost Time Injury statistics for the July 2024 to November 2024 period of the 2024/2025 financial year.

RECOMMENDATION that the Board receive and note the statistics report for Lost Time Injuries (LTIs) for the period July 2024 to November 2024.

### Report

WHS Statistics	22/23	23/24	24/25
Workers Compensation Claims lodged	10	7	2
Premium Impacting Workers Compensation Claims	5	2	0
Workers Compensation Claims currently open	2	3	2
<b>Lost Time Days (LTD's)</b>	256	67	0

Open Claims – Premium Impacting		
Date of Injury	Claim Status	Lost Time Injury (Days off work)
6/05/2024	OPEN	9
13/11/2023	OPEN	58
25/05/2023	OPEN	72
16/10/2022	OPEN	150
Total		289



Strategic Alignment

Our People

Build upon our strong history of safety and wellbeing

Financial Implications

Council works in partnership with its insurer StateCover Mutual to minimise costs associated with each claim so as to minimise the annual premium paid for the workers compensation insurance.

Workforce Implications

Nil

Risk Considerations

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

## R9 Council Resolution Sheet

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary The report provides an update on the status of previous resolutions of the Board.

RECOMMENDATION that the report detailing the status of the active resolutions of Riverina Water be received.

### Report

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

› R9.1 Council Resolution Sheet [↓](#) 

### Strategic Alignment

Our Business

Improve strategic planning and accountability

### Financial Implications

Nil

### Workforce Implications

Nil

### Risk Considerations

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



## OUTSTANDING ACTIONS REPORT

Printed: Friday, 29 November  
2024 8:35:51 AM

Meeting	Date	Officer	Title	Target
Board Meeting 26/10/2022	26/10/2022	Vidler, Greg	The Rock Reservoir Land Acquisition	9/11/2022
<b>Resolution</b>				
<b>22/183</b>	<b>RESOLVED:</b>			
	On the Motion of Councillors D Meyer OAM and T Quinn			
	<b>That Council:</b>			
	(a) proceed with the compulsory acquisition of the land described as 4376 Olympic Highway, The Rock, NSW (part Lot 1 in Deposited Plan 596611), in accordance with the requirements of the Land Acquisition (Just Terms Compensation) Act 1991; and			
	(b) make an application to the Minister and the Governor for approval to acquire 4376 Olympic Highway, The Rock, NSW (part Lot 1 in Deposited Plan 596611), for the purpose of the construction of the Rock Reservoir and associated access in accordance with Section 186(1) of the Local Government Act 1993			
	(c) upon acquisition, classify the land as operational land in accordance with the Local Government Act.			
	(d) Delegate authority to the CEO to sign all documents relating to the compulsory acquisition and pay requisite compensation for the land.			
				<b>CARRIED</b>
<b>Notes For Action</b>				
<b>07 Dec 2022 9:50am Vincent, Melissa</b>				
The acquisition process continues as planned.				
<b>14 Feb 2023 11:20am Vincent, Melissa</b>				
The acquisition process continues again more slowly than expected. Council's solicitor has carriage of the process				
<b>08 Jun 2023 3:18pm Vincent, Melissa</b>				
The RMS rejected the proposed access which has put the project behind schedule. Revised plans have been completed and it is expected that Riverina Water will gain title to the required land by March 2024.				
<b>19 Jun 2024 4:10pm Vincent, Melissa</b>				
A workshop to update the Board on this matter was held on 27 June 2024.				
<b>29 Nov 2024 8:33am Vincent, Melissa</b>				
Riverina Water have engaged NSW Public Works to finalise the land acquisition by June 2025				

Meeting	Date	Officer	Title	Target
Board Meeting 22/02/2024	22/02/2024	Crakanthorp, Andrew	Riverina Water Award Hours Harmonisation Matter	7/03/2024
<b>Resolution</b>				
<b>24/022</b>	<b>RESOLVED:</b>			
	On the Motion of Councillors G Driscoll and G Davies			
	<b>That the Board receive and note the report and authorise the CEO to continue to progress the matter with the aim of presenting a report to the August meeting of the Board.</b>			
				<b>CARRIED</b>
<b>Notes For Action</b>				
<b>11 Apr 2024 11:10am Vincent, Melissa</b>				
The preliminary report from the consultants will be provided on Monday 15 April, allowing the Working Group to consider ahead of a report to the Board in August 2024.				
<b>19 Jun 2024 4:12pm Vincent, Melissa</b>				
A workshop on this matter is scheduled for 27 June 2024				
<b>25 Jul 2024 11:00am Vincent, Melissa</b>				
An update report will be provided to October board meeting				
<b>29 Nov 2024 8:34am Vincent, Melissa</b>				
A report is included in this Business Paper for the consideration of the Board				

Meeting	Date	Officer	Title	Target
Board Meeting 31/10/2024	31/10/2024	Crakanthorp, Andrew	OLG Discussion Paper on Councillor conduct and meeting practices	14/11/2024
<b>Resolution</b>				
<b>24/118</b>	<b>RESOLVED:</b>			
	On the Motion of Councillors L Parker and G Davies			
	<b>RECOMMENDATION:</b> that the Board note the Discussion Paper prepared by the NSW Office of Local Government regarding a proposed new framework for councillor conduct and meeting practices and delegate authority to the Chairperson and CEO to prepare and submit the submission.			

**OUTSTANDING ACTIONS REPORT**

Printed: Friday, 29 November 2024 8:35:51 AM

Meeting	Date	Officer	Title	Target
				<b>CARRIED</b>
<b>Notes For Action</b> <b>29 Nov 2024 8:34am Vincent, Melissa</b> The submission was prepared and reviewed by Chairperson Koschel and Deputy Chairperson Driscoll and sent to OLG. A copy has been uploaded to the Board Member Portal on your laptops				

# R10 Electricity Market Conditions and Contract Arrangements

Organisational Area Engineering

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

Summary There are two current electricity retail contracts relating to Riverina Water's 25 large sites and 53 smaller sites. The large site contract comprising approximately 82% of total annual electricity costs of \$2.4M to \$3.2M (depending on seasonal demands), and a small site contract and is the smaller component of electricity costs. Both electricity contracts expire on 31 December 2024 and high uncertainty exists regarding future electricity contractual arrangements due to the volatility of electricity retail costs.

---

RECOMMENDATION that Council:

- a) Pursuant to s55(3)(i) of the Local Government Act 1993, the Board considers that a satisfactory result would not be achieved by inviting tenders before entering into a contract for the purchase of energy, due to extenuating circumstances, being:
  - i. current energy market volatility and significant risk in entering into a fixed agreement
  - ii. multiple options for purchasing energy, such as wholesale purchasing
  - iii. flexibility in purchasing processes is required for speed of acting on low price demands within the National Energy Market (NEM)
- b) Provide the CEO or their delegate the delegation to negotiate the purchase of energy and enter into any such Agreements necessary to continue the efficient operations of the Riverina Water supply network

Report

The energy market has seen a dramatic increase in costs over the last year, climbing from some of the lowest prices in recent years to the highest prices on record. The most dramatic change has occurred since February this year, due to a number of compounding factors, not limited to the war between Russia and the Ukraine, closure of domestic power stations and the impact on networks from renewable energy projects. Other factors include:

- Gas prices
- Coal Prices
- Changes to the generation mix (solar, wind, hydro, black and brown coal)

- Weather events (i.e. hotter weather resulting in higher demands)

Riverina Water is a large consumer of electricity as its water supply source works, treatment and pumping systems are very energy dependent, typically using between 9.1 to 12.3GWh annually. The current contract for large and small electricity sites expires on 31<sup>st</sup> December 2024.

Council's electricity consultant (Electricity Management Solutions, EMS) and Council's Procurement Coordinator are arranging competitive pricing from electricity retailers, with consideration of Riverina Water's impending solar project and its expected commissioning in Quarter 3, 2026 (subject to unforeseen planning approval delays).

A 2-year contract term is therefore recommended to complement the solar project time frame and allow Riverina Water to take advantage of already established pricing that is lower than what is available now on a new contracted with the formation of the current contract. Towards the end of this period, a higher degree of certainty regarding Council's electricity requirements in conjunction with solar use would be attained.

EMS and Council's Procurement Coordinator will coordinate competitive electricity contract offers from electricity retailers for consideration within 3 days following this Board meeting.

Typically, due to market volatility, there is also a very short timeframe of 2-3 days for acceptance of these contract offers.

Therefore, it is recommended that:

- The CEO be provided the delegation to negotiate the purchase of electricity and enter into any such agreement(s) required to facilitate council's efficient operation, and
- The Board consider an exemption of tendering pursuant to s55(3)(i) of the Local Government Act 1993, where the Board considers that a satisfactory result would not be achieved by inviting tenders for the purchase of energy.

A similar delegation was put in place in two years ago when the current energy contracts were negotiated, which worked effectively.

Financial Implications

The operational cost of electricity is accommodated in the adopted budget.

Risk Considerations

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

# R11 Works Report covering October 2024

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

Summary This report provides an overview of water usage, connections, maintenance and water quality matters for the month of October 2024.

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

## Report

This report provides an overview of water usage, connections, maintenance and water quality matters from the 1<sup>st</sup> to the 31<sup>st</sup> October 2024.

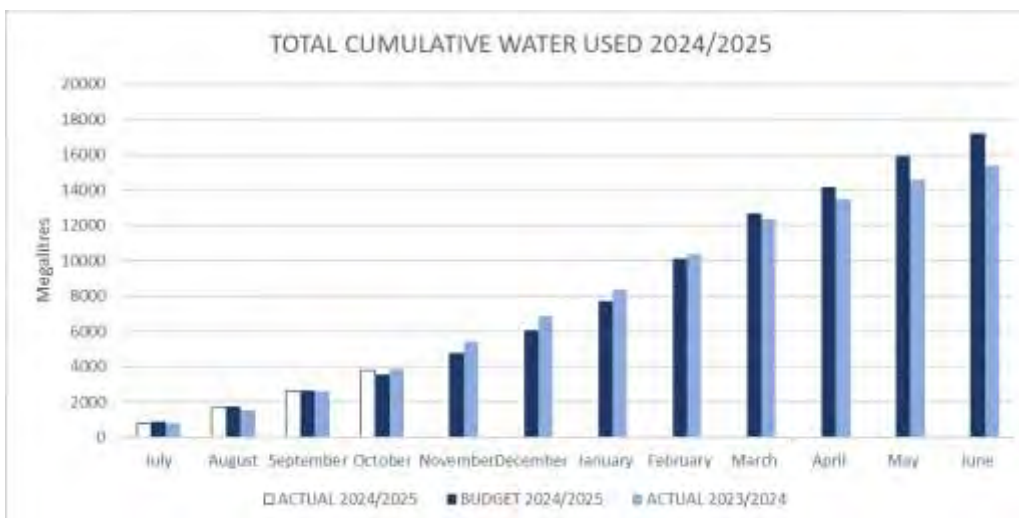
### Water Sourced and Used

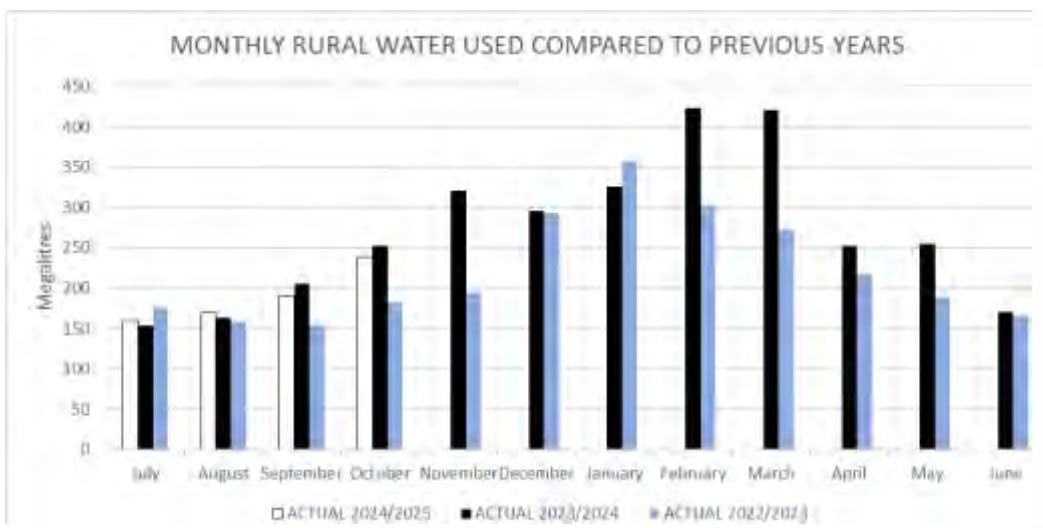
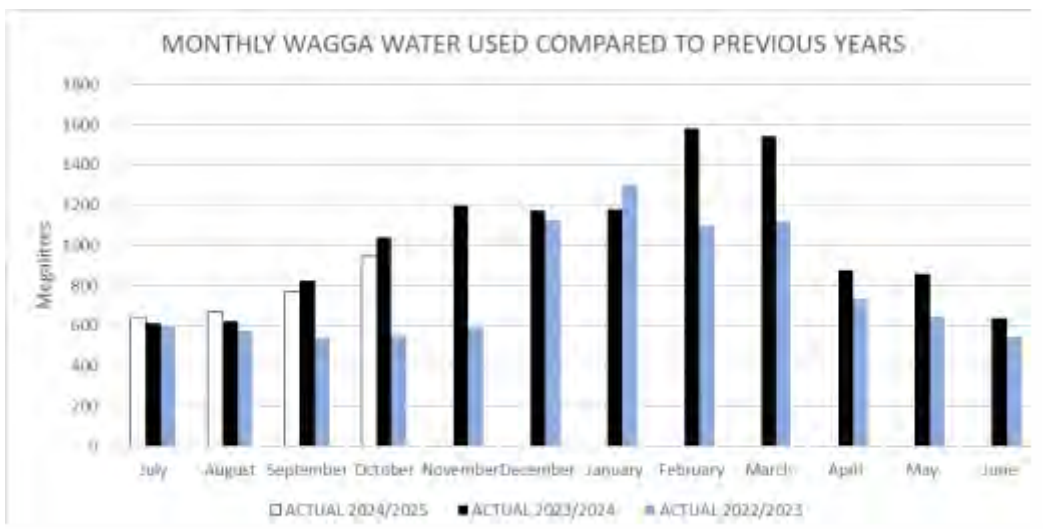
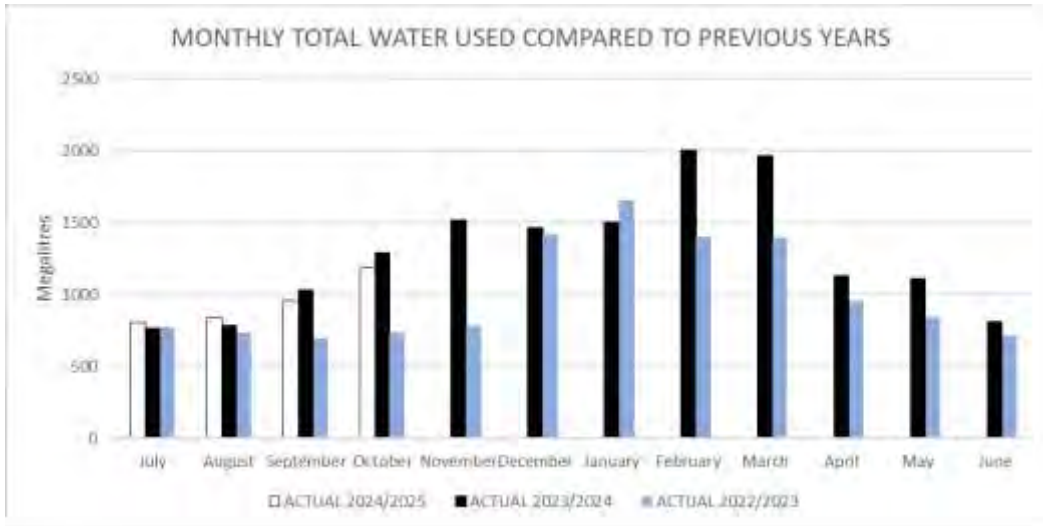
WATER SOURCED - Megalitres [ML]		October		
		2022	2023	2024
Rainfall [mm]		145.8	33.0	24.0
Wet Days		20	7	4
<b>Surface Water Sources</b>				
<b>Murrumbidgee Regulated River Water</b>	<b>Sub-Total</b>	<b>278.9</b>	<b>252.3</b>	<b>331.0</b>
Wagga Wagga - Murrumbidgee River		278.4	251.4	330.2
Morundah - Yanco Creek		0.47	0.92	0.79
Urana - Colombo Creek		0.0	0.0	0.0
<b>Groundwater Sources</b>				
	<b>Sub-Total</b>	<b>476.7</b>	<b>1,074.7</b>	<b>909.6</b>
<b>Wagga Wagga Alluvial Groundwater</b>				
East Wagga Wagga		172.9	336.7	430.0
West Wagga Wagga		101.2	364.1	117.6
North Wagga Wagga		152.7	282.0	252.6
Oura		2.1	3.8	3.8
<b>Mid Murrumbidgee Zone 3 Alluvial Groundwater</b>				
Collingullie		3.0	8.0	6.8
Bulgary		11.7	41.8	51.0
<b>Billabong Creek Alluvial Groundwater</b>				
Walla Walla (near Culcairn)		0.0	0.0	8.8
Ralvona		24.6	26.5	27.4
Walbundrie		2.8	2.3	3.6

<b>Gundagai Alluvial Groundwater (Tarcutta)</b>	4.0	4.2	3.6
<b>Lachlan Fold Belt MDB Groundwater</b>			
Woomargama	0.9	1.1	1.0
Humula	0.2	0.4	0.7
<b>Goldenfields Water (bulk supply)</b>	0.60	3.97	2.76
<b>Surface and Groundwater - TOTAL</b>	<b>755.6</b>	<b>1,327.0</b>	<b>1,240.6</b>

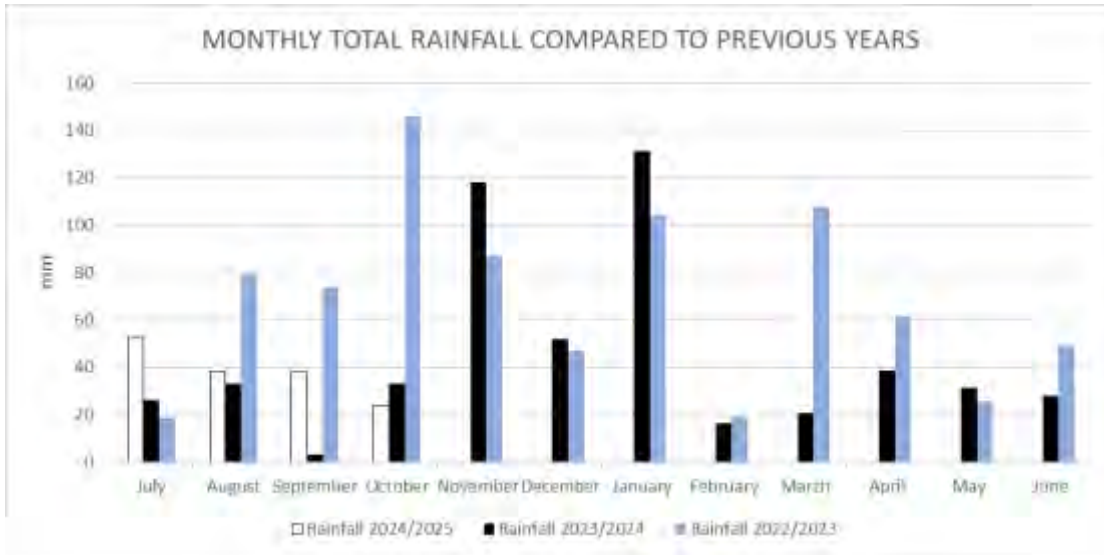
WATER SUPPLIED - Megalitres [ML]			October		
			2022	2023	2024
Greater Wagga Wagga	<b>Wagga Wagga System</b>	<b>Sub-Total</b>	<b>431.6</b>	<b>800.4</b>	<b>735.9</b>
	Wagga Low Level		96.8	159.4	91.0
	Wagga High Level		286.6	542.4	530.3
	Bellevue/Glenoak Level		39.6	91.7	75.7
	Ladysmith		8.6	6.9	6.2
	Gregadoo				32.7
	<b>North Wagga System</b>	<b>Sub-Total</b>	<b>156.3</b>	<b>290.8</b>	<b>254.0</b>
	North Wagga/Bomen		46.8	65.3	81.7
	East Bomen		20.7	22.6	26.1
	Estella		60.9	159.5	111.0
	Rural - Brucedale		18.4	25.2	20.3
	Rural - The Gap/Tooyal				9.8
	Rural - Currawarna/Cottee		9.4	18.2	5.2
<b>GREATER WAGGA WAGGA - TOTAL</b>			<b>587.8</b>	<b>1,091.2</b>	<b>989.9</b>
Rural	<b>Southern Trunk System</b>	<b>Sub-Total</b>	<b>95.6</b>	<b>119.1</b>	<b>117.0</b>
	(Southern Trunk- Rural Connections)				44.6
	San Isadore				6.6
	Kapooka				11.9
	Uranquinty				11.3
	The Rock				8.1
	Mangoplah				1.9
	Yerong Creek				1.9
	Pleasant Hills				9.0
	Milbrulong				0.3
	Henty				11.7
	Morven				3.6
	Walla Walla				6.3
	Transferred to Western Trunk				0.0
	<b>Western Trunk System</b>	<b>Sub-Total</b>	<b>12.9</b>	<b>43.1</b>	<b>51.0</b>
	(Western Trunk - Rural Connections)				30.2
	Lockhart				11.0
Boree Creek				1.6	
Urana				4.2	
Oaklands				3.9	
Transferred from Southern Trunk				0.0	

<b>Independent Villages</b>	<b>Sub-Total</b>	<b>37.1</b>	<b>40.1</b>	<b>40.6</b>
Collingullie		2.9	7.6	6.4
Humula		0.2	0.4	0.7
Morundah		0.4	0.8	0.7
Oura		2.1	3.8	4.2
Woomargama		0.9	1.1	1.0
Tarcutta		3.3	3.9	3.3
Holbrook		24.5	20.2	20.7
Walbundrie-Rand		2.8	2.3	3.6
	<b>RURAL - TOTAL</b>	<b>145.6</b>	<b>202.3</b>	<b>208.6</b>
	<b>GREATER WAGGA WAGGA &amp; RURAL - TOTAL</b>	<b>733.4</b>	<b>1,293.5</b>	<b>1,198.4</b>









## Repairs, Meters, Locations and Complaints

Suburb	WATERHAMMER	LOCATE	METERMODIFY	WATERODOUR	HYDMAINT	METERCOCKFAIL	PRESSURE	WATERDIRTY	WATERLEAK	METERLEAK	Grand Total
Suburb Not Recorded								1	14	1	16
ASHMONT				3	1			9	6	5	24
BOMEN							1				1
BOOROOMA										1	1
BOURKELANDS						1	1			2	4
BRUCEDALE							2		3		5
COLLINGULLIE									1	1	2
EAST WAGGA WAGGA				2					1	3	6
ESTELLA								1			1
FOREST HILL			1					4		2	7
GLENFIELD PARK					1		1	4	4	9	19
GOBBAGOMBALIN									1		1
HENTY						2	2		1	1	6
HENTY TO HOLBROOK							1				1
HOLBROOK						1					1
KOORINGAL						4	2	1	3	9	19
LADYSMITH									1	1	2
LAKE ALBERT		1	1		1	1	1	5	5	12	27
LLOYD						1			2	4	7
LOCKHART										1	1
MORVEN									1		1
MOUNT AUSTIN							3	1	2	7	13
NORTH WAGGA WAGGA			1			1	1		1	1	5
SAN ISIDORE								1		1	2
SPRINGVALE					1		1		4	3	9
TARCUTTA									2		2
TATTON									2	2	4
TOLLAND	1	1				1	2		2	3	10
TURVEY PARK						3		2	2	5	12
URANQUINTY								3	1		4
WAGGA TO THE ROCK										1	1
WAGGA WAGGA			1		2	3	4	7	9	13	39
WALLA WALLA							4			2	6
HENTY TO CULCAIRN		1					1				2
MOORONG		1					2	1			4
RAND			1							1	2
THE ROCK						2	1	1	1		5
BOREE CREEK TO URANA									4		4
MORUNDAH							1				1
OURA									2		2
WALBUNDRIE TO RAND										1	1
BIDGEEMIA									1		1
<b>Grand Total</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>20</b>	<b>31</b>	<b>41</b>	<b>76</b>	<b>92</b>	<b>281</b>

### New Connections

Count of #	Resp.				Grand Total	
Activity	Suburb	CONSGANGS	NEWSERVICE	RURALGANG	WORKS	Grand Total
MTRINST	BOOROOMA			1		1
	FOREST HILL			1		1
	GOBBAGOMBALIN			3		3
	GUMLY GUMLY			1		1
	LLOYD			1		1
	LOCKHART				3	3
	THE ROCK				2	2
	WAGGA WAGGA	1	6		4	11
<b>Grand Total</b>		<b>1</b>	<b>13</b>	<b>5</b>	<b>4</b>	<b>23</b>

### Water System Repairs

Activity	Days (Date)	Suburb	Problem	AssetType	Count of #
MAINRPR	01-Oct	COLLINGULLIE		Water Main	1
			ROUNDSPLIT	Water Main	1
	04-Oct	BRUCEDALE	EXCESSWEAR	Water Main	1
	07-Oct	FOREST HILL	EXCESSWEAR	Water Main	1
		THE GAP	ROUNDSPLIT	Water Main	1
		URANA	ROUNDSPLIT	Water Main	1
	08-Oct	EAST WAGGA WAGGA	GROUNDMOVE	Water Main	1
		WAGGA WAGGA	JOINTLEAK	Water Main	1
	09-Oct	LADYSMITH	EXCESSWEAR	Water Main	1
		LOCKHART	ROUNDSPLIT	Water Main	1
	14-Oct	BRUCEDALE	GROUNDMOVE	Water Main	1
		WAGGA WAGGA	TREERROOTS	Water Main	1
	15-Oct	GLENFIELD PARK	LONGSPLIT	Water Main	1
		THE GAP	LONGSPLIT	Water Main	1
	16-Oct	URANGELINE EAST	JOINTLEAK	Water Main	1
		WAGGA WAGGA	EXCESSWEAR	Water Main	1
	17-Oct	COLLINGULLIE	JOINTLEAK	Water Main	1
	18-Oct	HENTY	LONGSPLIT	Water Main	1
	21-Oct	MOUNT AUSTIN	JOINTLEAK	Water Main	1
	22-Oct	TURVEY PARK	TREERROOTS	Water Main	1
	26-Oct	URANQUINTY	JOINTLEAK	Water Main	1
	28-Oct	RALVONA	NOFAULT	Water Main	1
	30-Oct	PLEASANT HILLS	JOINTLEAK	Water Main	1
<b>Grand Total</b>					<b>23</b>

## Water Quality Complaints

Types	Days (Call Date)	Suburb	Action Taken	Count of SR#
WATERODOUR	02-Oct	ASHMONT	Results for tests carried out 10/10/24 at 22 Truscott Drive Ashmont are as follows:  All water appeared and smelt normal. No visible contamination could be seen in any samples taken today. Samples immediately placed in cold esky, now stored in lab fridge	1
		ASHMONT	Tested water at the meter tap. Meets ADWG. Appearance/odour/taste OK, pH 7.21, turbidity 0.69 NTU, free chlorine 1.08 mg/L, total chlorine 1.32 mg/L.Fiona spoke with Hope at Remax, advised checking internal	1
	ASHMONT	(blank)	1	
	09-Oct	EAST WAGGA WAGGA	Water tested at outside tap, rear of property, meter tap inaccessible (far rear of property) - meets ADWG. Appearance, odour, taste all OK. Turbidity 0.17 NTU. pH 7.14, Free Cl2 0.75 mg/L, Total Cl2 0.96 mg/L. Advised	1
WATERDIRTY	01-Oct	ASHMONT	Flushed Watermain	1
		ASHMONT	(blank)	1
		THE ROCK	(blank)	1
	10-Oct	WAGGA WAGGA	Pipe is old gal both sides of meter Owner is going to renew his side in copper then let us know and we will do	1
		GLENFIELD PARK	Flushed service	1
	14-Oct	LAKE ALBERT	Old gal lines on customer side	1
		SAN ISIDORE	(blank)	1
	16-Oct	KOORINGAL	Flushed main until water cleared	1
	21-Oct	WAGGA WAGGA	Dirty water from hot water service	1
	23-Oct	LAKE ALBERT	Completed 22/10/24 9:20-9:50pm	1
	24-Oct	LAKE ALBERT	Flushed water meter	1
	26-Oct	FOREST HILL	Flushed hydrant till water came clean	1
	28-Oct	ESTELLA	Flushed meter	1
		FOREST HILL	Flushed meter	1
		FOREST HILL	Flushed service	1
		LAKE ALBERT	Owner called and advised water has run clear	1
		MOUNT AUSTIN	New meter washers	1
		WAGGA WAGGA	Flushed main	1
		WAGGA WAGGA	Flushed water meter	1
		WAGGA WAGGA	Flushed Watermain	1
	29-Oct	ASHMONT	Flushed water meter	1
		ASHMONT	(blank)	1
		ASHMONT	Flushed wage meter	1
		FOREST HILL	Flushed meter	1
		GLENFIELD PARK	Flushed water service	1
		URANQUINTY	Flush main at 2x hydrant points	1
		URANQUINTY	Dirty water flushed main and service	1
		WAGGA WAGGA	Flushed service	1
30-Oct	ASHMONT	Flushed at meter	1	
	GLENFIELD PARK	Flushed at meter	1	
	LAKE ALBERT	Flushed meter. Replaced meter broken filter (seperate WO)	1	
	MOORONG	Flushed service	1	
	TURVEY PARK	Flushed at meter & cleaned filter screen. Spoke with owner	1	
31-Oct	ASHMONT	Flushed meter	1	
	ASHMONT	flushed water service	1	
<b>Grand Total</b>				<b>39</b>

### Water Mains Laid – New and Replacement

Summary	WO#	Asset Type	Width	Type	Sum of Meters
Boree to Morundah Pipeline	1819	Water Main	150	OVPC	2491
Cummins Rd San Isadore	1899	Water Main	100	DICL	354
Lloyd West Trunk	1839	Water Main	300	DICL	342
<b>Grand Total</b>					<b>3187</b>

### Major Repairs / Overhauls

Facility	Work done
Wagga Wagga WTP	Raw Water Pump installation and commissioning
East Bomen Pump Station	Motor removed and repairs
West Wagga WTP	High level high lift pump refurbishment
West Wagga WTP	Shires pump No 2 refurbishment
Bellevue Pump Station	Pump overhaul
Columbo Creek Pump	Flow meter replacement

### Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	52
Estella Farrer Road	156
Forest Hill Elizabeth Avenue	19
Glenfield Red Hill Road	166
Henty Olympic Way	1
Holbrook Millswood Road	69
Lake Albert Plumpton Road	157
Lockhart Napier Road	116
Pleasant Hills Manson Street	18
Ralvona	5
The Rock	187
Urana Federation Way	77
Walla Walla Short St	34
Yerong Creek Finlayson Street	65

Fleet Disposals

Vehicle No	Description	Vehicle Type	Make & Model	Year	KMs	Method	Price (ex GST)
Nil							

Fleet Acquisitions

Vehicle No	Tenders received	Accepted Tenderer	Vehicle type	Make/Model	Price ex GST
Nil					

Strategic Alignment

Our Business

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

Financial Implications

Nil

Workforce Implications

N/A

Risk Considerations

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

# R12 Works Report covering November 2024

Organisational Area Engineering

Author Troy van Berkel, Director Engineering

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

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

## Report

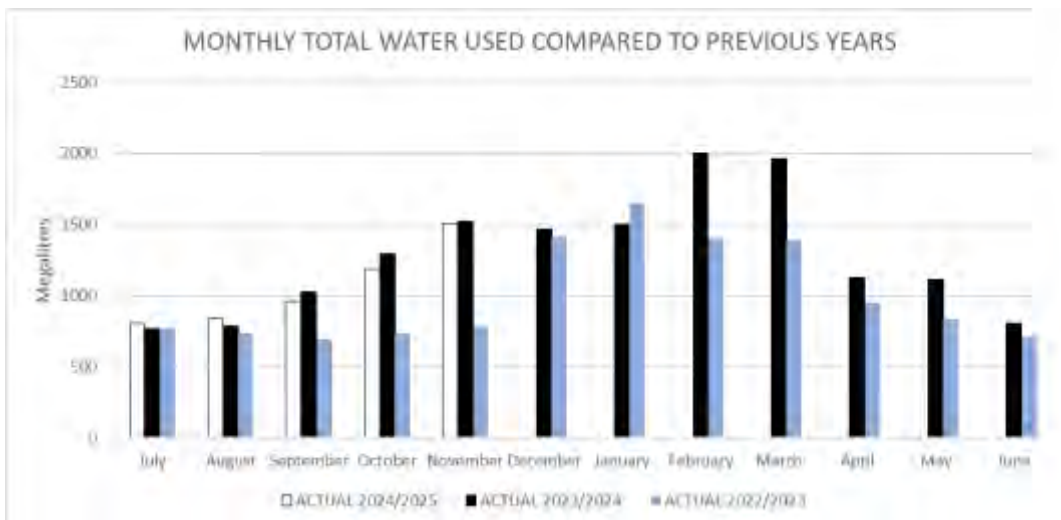
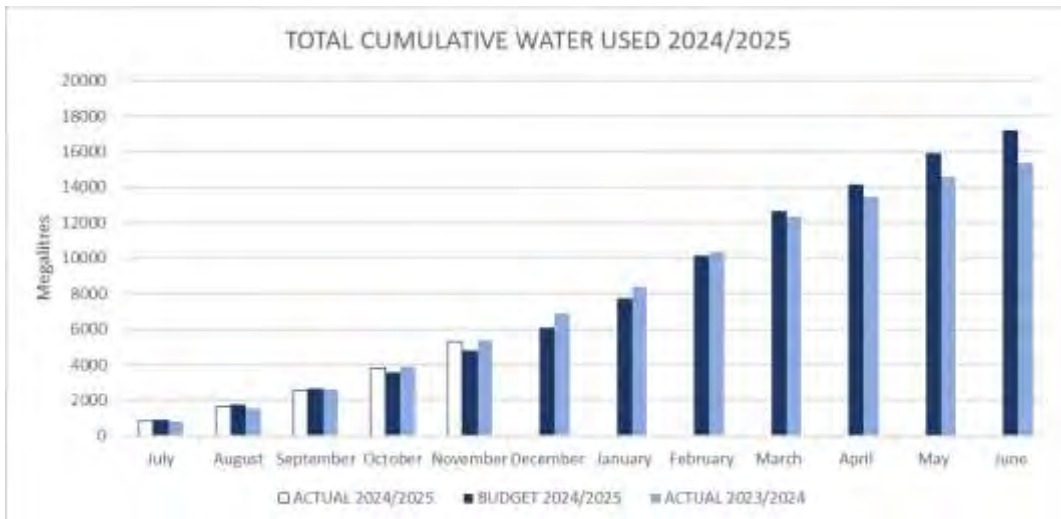
This report provides an overview of water usage, connections, maintenance and water quality matters from the 1<sup>st</sup> to the 30<sup>th</sup> November 2024.

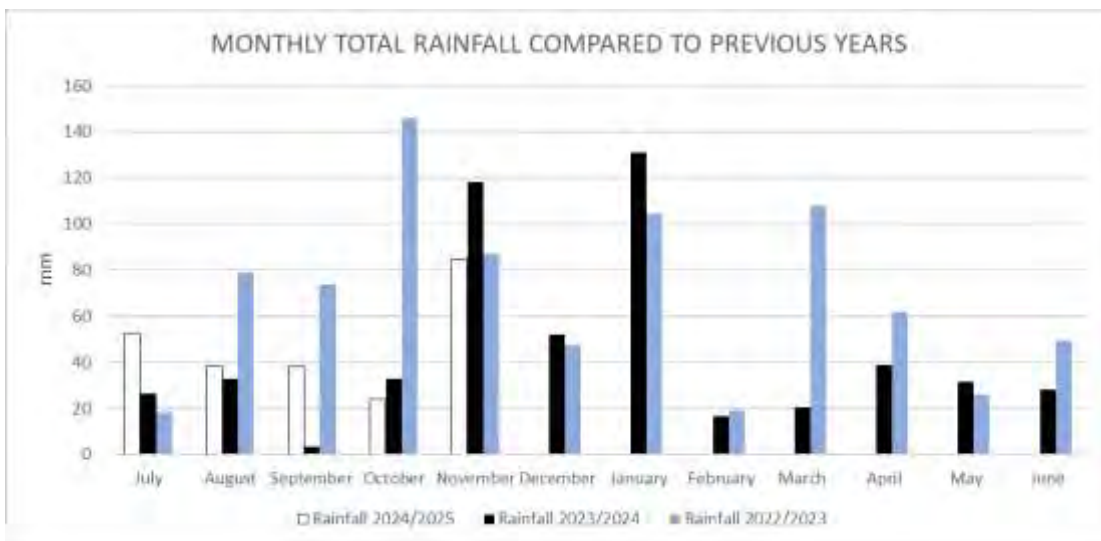
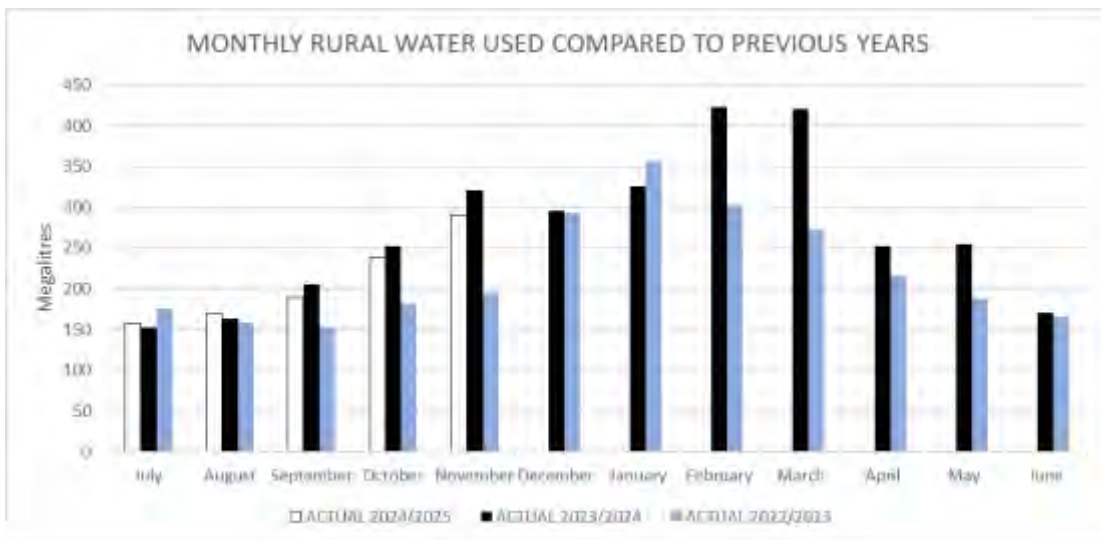
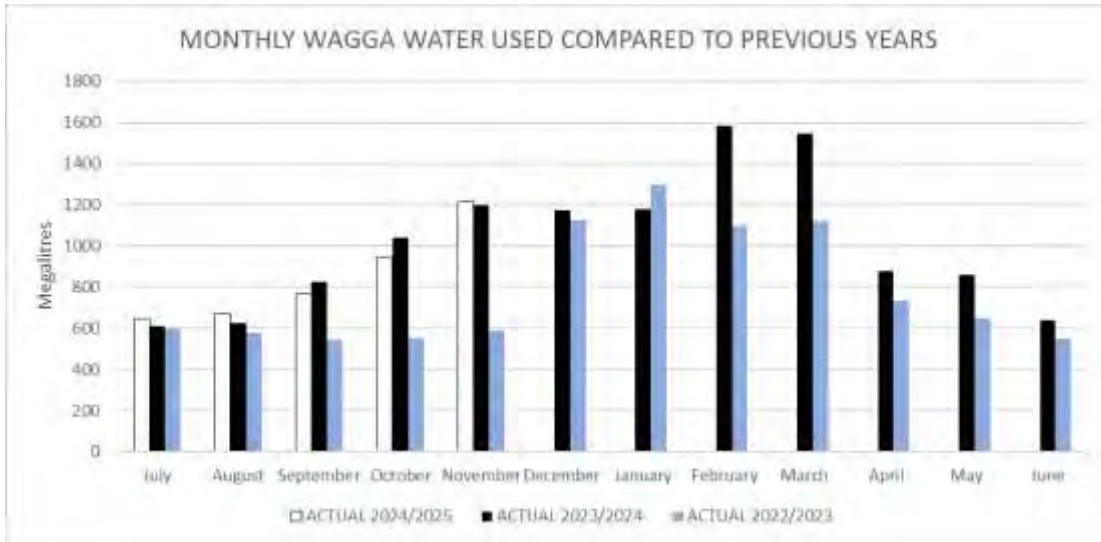
## Water Sourced and Used

WATER SOURCED - Megalitres [ML]		November			
		2022	2023	2024	
	Rainfall [mm]	87.0	118.2	84.6	
	Wet Days	9	10	8	
<b>Surface Water Sources</b>					
<b>Murrumbidgee Regulated River Water</b>		<b>Sub-Total</b>	<b>350.8</b>	<b>600.4</b>	<b>851.7</b>
	Wagga Wagga - Murrumbidgee River	348.0	599.2	839.7	
	Morundah - Yanco Creek	0.41	1.20	1.15	
	Urana - Colombo Creek	2.5	0.0	10.9	
<b>Groundwater Sources</b>		<b>Sub-Total</b>	<b>462.6</b>	<b>936.2</b>	<b>739.5</b>
<b>Wagga Wagga Alluvial Groundwater</b>					
	East Wagga Wagga	144.0	200.6	180.2	
	West Wagga Wagga	105.2	304.7	140.0	
	North Wagga Wagga	159.8	302.9	294.2	
	Oura	1.8	4.5	5.1	
<b>Mid Murrumbidgee Zone 3 Alluvial Groundwater</b>					
	Collingullie	4.6	9.3	8.9	
	Bulgary	7.8	52.5	60.0	
<b>Billabong Creek Alluvial Groundwater</b>					
	Walla Walla (near Culcairn)	0.0	24.5	15.4	
	Ralvona	26.2	22.4	21.9	
	Walbundrie	2.8	4.5	3.3	
<b>Gundagai Alluvial Groundwater (Tarcutta)</b>					
		6.3	4.6	4.9	
<b>Lachlan Fold Belt MDB Groundwater</b>					
	Woomargama	0.8	1.0	1.3	
	Humula	0.5	0.5	0.6	
<b>Goldenfields Water (bulk supply)</b>					
		2.71	4.28	3.85	
<b>Surface and Groundwater - TOTAL</b>		<b>813.4</b>	<b>1,536.6</b>	<b>1,591.2</b>	



WATER SUPPLIED - Megalitres [ML]		November			
		2022	2023	2024	
Greater Wagga Wagga	<b>Wagga Wagga System</b>	<b>Sub-Total</b>	<b>465.8</b>	<b>929.3</b>	<b>980.7</b>
	Wagga Low Level		100.3	170.8	125.6
	Wagga High Level		308.9	646.2	694.5
	Bellevue/Glenoak Level		39.5	105.1	104.6
	Ladysmith		17.1	7.2	8.3
	Gregadoo				47.6
	<b>North Wagga System</b>	<b>Sub-Total</b>	<b>165.2</b>	<b>323.6</b>	<b>286.6</b>
	North Wagga/Bomen		59.0	103.1	82.0
	East Bomen		20.1	24.7	24.3
	Estella		60.9	148.2	136.3
	Rural - Brucedale		15.1	28.4	21.5
	Rural - The Gap/Tooyal				13.5
	Rural - Currawarna/Cottee		10.2	19.2	9.0
	<b>GREATER WAGGA WAGGA - TOTAL</b>			<b>631.0</b>	<b>1,252.9</b>
Rural	<b>Southern Trunk System</b>	<b>Sub-Total</b>	<b>101.9</b>	<b>158.1</b>	<b>142.7</b>
	(Southern Trunk - Rural Connections)				53.2
	San Isadore				10.2
	Kapooka				15.1
	Uranquinty				15.6
	The Rock				9.5
	Mangoplah				2.3
	Yerong Creek				2.4
	Pleasant Hills				9.1
	Milbrulong				0.3
	Henty				13.0
	Morven				4.9
	Walla Walla				7.3
	Transferred to Western Trunk				0.0
	<b>Western Trunk System</b>	<b>Sub-Total</b>	<b>10.5</b>	<b>60.7</b>	<b>60.0</b>
	(Western Trunk - Rural Connections)				29.6
	Lockhart				16.1
	Boree Creek				2.4
	Urana				6.0
	Oaklands				6.0
	Transferred from Southern Trunk				0.0
	<b>Independent Villages</b>	<b>Sub-Total</b>	<b>40.2</b>	<b>47.1</b>	<b>46.8</b>
	Collingullie		4.5	8.5	8.3
	Humula		0.5	0.5	0.6
	Morundah		0.4	1.2	1.1
	Oura		1.8	4.5	5.6
	Woomargama		0.8	1.0	1.3
Tarcutta		3.3	4.5	4.7	
Holbrook		26.1	22.4	21.9	
Walbundrie-Rand		2.8	4.5	3.3	
<b>RURAL - TOTAL</b>			<b>152.6</b>	<b>265.9</b>	<b>249.5</b>
<b>GREATER WAGGA WAGGA &amp; RURAL - TOTAL</b>			<b>783.5</b>	<b>1,518.8</b>	<b>1,516.8</b>





## Repairs, Meters, Locations and Complaints

Suburb	WATERHAMMER	WATERODOUR	METERMODIFY	HYDMAINT	WATERTASTE	WATERDIRTY	PRESSURE	METERCOCKFAIL	WATERLEAK	METERLEAK	Grand Total
Suburb Not Recorded				1				1	12	3	17
ASHMONT					2	5		5	7	4	23
BOMEN									1	2	3
BOOROOMA								1		1	2
BOURKELANDS				1						1	2
BRUCEDALE									1		1
COLLINGULLIE										1	1
EAST WAGGA WAGGA									1	2	3
ESTELLA	1									4	5
FOREST HILL									1	4	5
GLENFIELD PARK		1			2	3	1	2	2	11	22
GOBBAGOMBALIN										1	1
HENTY										3	3
HOLBROOK				1	2	2			6		11
KOORINGAL		1					2	3	4	5	15
LAKE ALBERT								2	3	7	12
LLOYD									2	1	3
MOUNT AUSTIN							2	1	2	5	10
NORTH WAGGA WAGGA				1					1	1	3
SAN ISIDORE							1				1
SPRINGVALE									1		1
TARCUTTA									1	1	2
TATTON							1			2	3
TOLLAND							1	1	5	3	10
TURVEY PARK			1				1	1	4	1	8
URANQUINTY							1				1
WAGGA WAGGA			2			3	5	1	9	15	35
WOOMARGAMA										1	1
LOCKHART TO THE ROCK							1				1
RAND							1			2	3
THE ROCK							1	1			2
OURA							1		1	1	3
LOCKHART TO BOREE CREEK							1		2		3
HUMULA										2	2
URANA										2	2
URANGELINE									1		1
MILBRULONG								1			1
<b>Grand Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>13</b>	<b>20</b>	<b>20</b>	<b>67</b>	<b>86</b>	<b>222</b>

New Connections

Count of #	Resp.					
Activity	Suburb	MAINT	NEWSERVICE	RURALGANG	WORKS	Grand Total
MTRINST	BOOROOMA		1			1
	EAST WAGGA WAGGA		3		5	8
	FOREST HILL		4			4
	GOBBAGOMBALIN		6			6
	HENTY				1	1
	KOORINGAL		4			4
	LAKE ALBERT		1			1
	LLOYD	1	2			3
	SPRINGVALE		1			1
	THE ROCK				2	2
<b>Grand Total</b>		<b>1</b>	<b>22</b>	<b>3</b>	<b>5</b>	<b>31</b>

Water System Repairs

Activity	Days (Date)	Suburb	Problem	AssetType	Count of #
MAINRPR	01-Nov	KOORINGAL	GROUNDMOVE	Water Main	1
		TURVEY PARK	LONGSPLIT	Water Main	1
	02-Nov	MOUNT AUSTIN	LONGSPLIT	Water Main	1
		TURVEY PARK	LONGSPLIT	Water Main	1
	06-Nov	TURVEY PARK	GROUNDMOVE	Water Main	1
		WAGGA WAGGA	GROUNDMOVE	Water Main	1
	07-Nov	MOUNT AUSTIN	GROUNDMOVE	Water Main	1
	11-Nov	HOLBROOK	JOINTLEAK	Water Main	1
	12-Nov	ASHMONT	GROUNDMOVE	Water Main	1
	13-Nov	COLLINGULLIE	JOINTLEAK	Water Main	1
		FOREST HILL	EXCESSWEAR	Water Main	1
	14-Nov	HOLBROOK	GROUNDMOVE	Water Main	1
		SAN ISIDORE	GROUNDMOVE	Water Main	1
	15-Nov	GLENFIELD PARK	EXCESSWEAR	Water Main	1
		HOLBROOK		Water Main	1
		TURVEY PARK	EXCESSWEAR	Water Valve	1
	18-Nov	LAKE ALBERT	GROUNDMOVE	Water Main	1
		URANGELINE	JOINTLEAK	Water Main	1
	19-Nov	BULGARY	JOINTLEAK	Water Main	1
		COLLINGULLIE	JOINTLEAK	Water Main	1
			ROUNDSPLIT	Water Main	1
	20-Nov	HOLBROOK	LONGSPLIT	Water Main	1
	21-Nov	BRUCEDALE	JOINTLEAK	Water Main	1
			LONGSPLIT	Water Main	1
	22-Nov	BRUCEDALE	JOINTLEAK	Water Main	1
	25-Nov	TOLLAND	LONGSPLIT	Water Main	1
	26-Nov	BIDGEEMIA	ROUNDSPLIT	Water Main	1
		LLOYD	EXCESSWEAR	Water Main	1
		URANGELINE	JOINTLEAK	Water Main	1
	27-Nov	WAGGA WAGGA	ROUNDSPLIT	Water Main	1
	28-Nov	BIDGEEMIA	ROUNDSPLIT	Water Main	1
	29-Nov	LOCKHART	JOINTLEAK	Water Main	1
		WAGGA WAGGA	LONGSPLIT	Water Main	1
		WALLA WALLA	JOINTLEAK	Water Main	1
<b>Grand Total</b>					<b>34</b>

## Water Quality Complaints

Types	Days (Call Date)	Suburb	Action Taken	Count of SR#
WATERODOUR	07-Nov	KOORINGAL	Tested water at the meter tap - meets ADWG. Appearance, odour - OK. Temp 20.4°C, 0.18 NTU, 1.56mg/L free Cl2, 1.91mg/L total Cl2, 7.24 pH. Spoke to Cassandra and suggested cleaning her tap strainers, she had cleaned her drains but not the strainers so she will try this.	1
	13-Nov	GLENFIELD PARK	Flushed meter & back tap	1
WATERTASTE	19-Nov	HOLBROOK	Tested at the Meter pH 8.14, Turb 1.56NTU, Free Cl 1.06mg/L, 1.14mg/L, Calcium Hardness 50mg/l, Total Hardness 90 mg/L, all within ADWG.	1
	25-Nov	GLENFIELD PARK	Tested water at the meter, 1.24 mg/L free chlorine and 0.52 NTU. Spoke to customer, she said it tastes dirty but not unbearable, just a bit different. Neighbour a few doors down had the same issue. May need a flush? Emailing Maintenance/Corey Levy 28/11/24	1
	28-Nov	ASHMONT	Tested at Meter, Free Chlorine 1.36mg/L Total Chlorine 1.45mg/L, Turbidity 0.19NTU, pH 7.68, Tasted Fine, Smelt fine. All within ADWG.	1
WATERDIRTY	04-Nov	ASHMONT	Flushed water main	1
		GLENFIELD PARK	Flushed service until clean	1
	06-Nov	WAGGA WAGGA	Flushed service until clear	1
	11-Nov	GLENFIELD PARK	Flushed until clear	1
	12-Nov	ASHMONT	Flushed service	1
		ASHMONT	Flushed Watermain	1
		ASHMONT	(blank)	1
		ASHMONT	Flushed watermeter	1
		GLENFIELD PARK	Flushed watermeter	1
		13-Nov	WAGGA WAGGA	Flushed back taps until clear. Gal piping on customers side likely cause.
	14-Nov	WAGGA WAGGA	Flushed service	1
	18-Nov	HOLBROOK	Flushed main	1
	19-Nov	HOLBROOK	Flushed water main	1
<b>Grand Total</b>				<b>18</b>

## Water Mains Laid – New and Replacement

Summary	WO#	Asset Type	Width	Type	Sum of Meters
Boree to Morundah Pipeline	1819	Water Main	150	OVPC	3582
Dunns Rd trunk sub division	1843	Water Main	100	OVPC	948
			150	OVPC	204
			200	DICL	918
Lloyd West Trunk	1839	Water Main	300	DICL	544
Lake Albert Manor	1835	Water Main	100	DICL	12
49 Vincent Rd	1820	Water Main	100	OVPC	192
West Wagga bores 1 & 2 to treatment plant	3225	Water Main	375	DICL	9
			450	DICL	39
23 Best St Uranquinty	1844	Water Main	100	OVPC	36
Lane To Bore from Sturt Highway to Colli	3245	Water Main	100	OVPC	18
<b>Grand Total</b>					<b>6502</b>



Major Repairs / Overhauls

Facility	Work done
Electrical/Fitting workshop	Air compressor motor replacement
Wagga Wagga WTP	Lamilla wear plates replaced
Tarcutta WTP	Manganese pump repaired
Wagga Wagga WTP	Wagga High Lifts pump and motor greasing (800hrs)
West Wagga WTP	Fluoride pump overhaul
West Wagga WTP	Analyser repairs
Urana WTP	Treatment Plant pre start summer check

Water Filling Station Activity

Location	Number of fills
Bomen Hereford Street	117
Estella Farrer Road	105
Forest Hill Elizabeth Avenue	34
Glenfield Red Hill Road	157
Henty Olympic Way	7
Holbrook Millswood Road	103
Lake Albert Plumpton Road	141
Lockhart Napier Road	130
Pleasant Hills Manson Street	13
Ralvona	8
The Rock	102
Urana Federation Way	46
Walla Walla Short St	18
Yerong Creek Finlayson Street	76

Fleet Disposals

Vehicle No	Description	Vehicle Type	Make & Model	Year	KMs	Method	Price (ex GST)
Nil							

Fleet Acquisitions

Vehicle No	Tenders received	Accepted Tenderer	Vehicle type	Make/Model	Price ex GST
Nil					

Strategic Alignment

Our Business

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

Financial Implications

Nil

Workforce Implications

N/A

Risk Considerations

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

# CONF-1 Award Hours Harmonisation Matter

Organisational Area Chief Executive Officer

Author Andrew Crakanthorp, Chief Executive Officer

Summary During the negotiation of the 2022 Riverina Water Award the matter of the disparity in working hours for staff was identified as an issue. At that time the CEO agreed to initiate a project to look at harmonising working hours for all Riverina Water staff and this report provides an update on the status of that matter.

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

(a) personnel matters concerning particular individuals (other than councillors)

---

# CONF-2 Confidential Minutes of Audit, Risk and Improvement Committee held on 6 November 2024

Organisational Area Chief Executive Officer

Author Melissa Vincent, Executive Assistant

Summary This report presents the minutes from the Audit, Risk and Improvement Committee meeting held on 6 November 2024.

This report is CONFIDENTIAL in accordance with Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public.