

# MURRAY Matters

DECEMBER 2024

*Your Council news and updates*



murray river  
council



Moama



We're located right next door to the Moama Waste Management Facility, on Centre Rd, Moama so keep an eye out for the Return and Earn signage. Open Monday-Saturday, 8am to 4:30pm.



Visit  
our team  
today!



**The Moama Return and Earn** Depot is now fully operational, offering improved options to process bulk containers under the NSW Container Deposit Scheme.

The Return and Earn Depot processes bulk amounts of containers, cans and bottles, catering to larger users who can just tip their bags, bins, or boxes full of containers into the depot's machine.

The community identified that they were looking for more options to process bulk quantities of containers under the Return and Earn program, so we're

delighted that we have been able to address this via construction of the Depot facility, which has been specifically designed to ensure ease for all users including bin lifters for those who deposit their containers directly from a bin!

We know our community are enthusiastic recyclers, so we look forward to seeing you on site at the new facility.

Whether you have a bag or a whole truckload, we're ready to help you recycle and earn cash.



This project is funded via Council's Waste Reserves.

## Lodging a planning or building application this month?

December is always the busiest period for our planning and building team as everyone makes the mad rush to get things finished before Christmas!

But this also means that any new applications lodged via the Planning Portal leading up to Christmas may now not be processed until the new year.

We appreciate your understanding as we work through this busy period.

TOP NEWS *inside*

- Changes to Customer Service hours
- Carbon Capture project
- River Country Art Trail
- Community Strategic Plan updates
- Flood recovery works
- Live Work Invest
- Councillor contacts
- Electricity supply agreement



## Changes to customer service hours at Council

Please note the upcoming changes to face-to-face opening hours at our customer service locations.

These changes will come into effect permanently from **Monday 6 January 2025**.

### **Moama - Main Administration Office, Perricoota Rd**

Monday to Friday: 10am – 4pm

### **Barham - 15 Murray St Barham**

Monday: Closed

Tuesday to Friday: 10am – 4pm

### **Moulamein - Business Centre, Morago St**

Monday: Closed

Tuesday to Thursday: 9.30am – 1pm

Friday: Closed

### **Mathoura - Visitor and Business Center (and Library)**

Monday to Thursday: 10am – 4pm

Friday: Closed

### **Barham Library**

Tuesday: 11am – 4pm

Thursday: 10am – 2pm

Friday: 11am – 4pm

Saturday: 9am – 12pm

### **Moulamein Library**

Tuesday: 2pm – 5pm

Wednesday: 2pm – 5pm

Thursday: 2pm – 5pm

### **Call Centre:**

Our call centre is still available 24/7:

- 9am-4pm for general business calls.
- All other times for emergencies relating to water, roads and compliance.

### **Why are the hours changing?**

The action to reduce face-to-face opening hours at our customer service locations is aimed at becoming more efficient with our servicing over the longer term.

Whilst this action will not reduce hours of our employees, it will free up a set number of hours each week for current staff to undertake work on services that are either lacking attention or have been added to council's growing service list.

## Council Secures Long-Term Electricity Supply Agreement

Murray River Council has secured a long-term electricity supply contract through a Power Purchase Agreement (PPA) that will run until the end of 2030. As part of a buyer's group with 13 regional councils in NSW, we've locked in a competitive deal to power council's large energy-using sites and streetlights, ensuring reliable energy for years to come.

By purchasing as a group, we've locked in a competitive price until 2030, saving Council an estimated \$413,498 over the course of the agreement (compared to current electricity costs) and protecting our budget from market fluctuations.

As per the agreement, a significant portion of the electricity supply will be from renewable sources.

This agreement marks a significant milestone for our council. By securing a stable and predictable electricity price through to 2030, we are not only safeguarding our budget but also ensuring a reliable energy supply for our community.

## Flood recovery road works

Thanks to a lot of planning and hard work by our Transport Services Team, we have now completed 152 of 160 flood damage repairs (approved for funding) over the last 18 months. This has been delivered ahead of schedule and on budget and warmly welcomed by our community.

These works were all undertaken alongside the delivery of our planned capital works program which still needed to be delivered to meet external funding milestones. This means that over the past twelve months we have delivered the largest capital works transport program in our history!

Remaining flood damage works includes grading on sections of unsealed roads and repairs to two bridge abutments / approaches.



Works have been funded externally under the Reconstruction Authority's Disaster Recovery Funding Arrangements.



Aratula Road before and after repair.



## Carbon capture project



To prepare Council for the EPA mandate of landfill gas capture by 2030 and explore methods of offsetting other emissions – this year we initiated a landfill gas flaring trial at the Moama landfill.

Nine wells and associated infrastructure were installed at one completed cell at our landfill site to collect, measure, and flare the gas generated. This provided essential data for our officers to identify the best solutions for the site and to consider expanding the initiative to other areas of the landfill.

This project also supports investigations into additional income streams by gaining credits under the Australian Carbon Credit Unit (ACCU) Scheme. The scheme offers credit for emissions reductions through methane destruction at landfills.

The benefits of this project are multifaceted:

- It ensures compliance with the EPA's 2030 mandate for landfill gas capture.
- It significantly reduces Murray River Council's greenhouse gas emissions.
- It provides the opportunity to generate additional income through Australian Carbon Credit Units.
- It offers critical data to determine the most effective long-term solutions for landfill gas management, with the infrastructure from the trial serving as a foundation for future developments.
- The dual-purpose wells installed during the trial will capture gas and manage leachate.
- It actively reduces environmental and health risks by effectively managing landfill gas.

This initiative not only aligns with regulatory requirements but also supports our council's commitment to environmental sustainability and fiscal responsibility.

This project is funded via Council's Waste Reserves.



## Moulamein Flood Study review and levee works

- Council, in conjunction with WMS Engineering consultants are progressing with a review of the Moulamein Flood Study.

The current Flood Study was developed in 2019, and despite the comprehensive data used in this previous Study, the town has since experienced its largest recorded flood levels in the 2022 flood event. So in response, we've been gathering and reviewing all available information and past reports, including local knowledge and the community's experiences to ensure mapping and plans capture all relevant data.

**Where are we up to?** WMS are continuing to develop the model and simulations to calibrate with the 2022 flood event.

- We've also undertaken inspections and surveys of the levees in Moulamein, to design subsequent mitigation options where applicable. This will support future upgrade works on the Moulamein Water Treatment Ring Levee, Riverine/Stormwater backflow prevention and upgrades to points of weakness in the levee system.

**What's next?** Council has engaged Dryside Engineering to complete the design of the Flood mitigations works. We will be conducting some geotechnical investigations throughout December.



These projects are supported by the NSW Government and Federal Government's Floodplain Management Program and the Disaster Ready Fund.

## Koraleigh raw water pipeline

In case you missed it, this year we celebrated the completion of the Koraleigh raw water pipeline.

The new pipeline supplies raw water to the urban households within Koraleigh, reduces reliance on treated water for non-potable purposes, such as garden use and also allows better access to water during emergencies, as hydrants have been relocated from back lanes to front access roads and pressure has been increased.

Prior to the installation of the raw water pipeline, all water was treated and distributed for both indoor and outdoor use.

The new raw water network is connected from the current irrigation pipeline and runs into its own system to supply the town network. This water can be used for gardens and outdoor use, not only optimising water distribution but also curtailing treatment costs.

The customers with access to the pipeline received a credit to their water accounts to help with connection to the new system. Council deemed this credit instrumental in supporting customer connection, as the overall project will save on supply and maintenance costs relating to our filtered water network in the longer term. From all accounts, the new supply has been a welcome addition!



This project was funded by Council's project budget.



**The start of something big....**

Following extensive community engagement and a rigorous selection process, we're excited to welcome renowned artists DULK, Twoone, Heesco, Gus Eagleton, and Stuart Green, each bringing unique visions to life across our communities.

Beginning last month, Spanish artist DULK launched the first installation, applying his vibrant, nature-inspired imagery to Mathoura's water tower. Soon after, Japanese-born artist Twoone will follow, beginning his mural on Moama's tower in early December.

Both installations are expected to wrap up by Christmas, adding a burst of colour as we head into the festive season.

Installations in Barham, Moulamein and Tooleybuc will commence in early 2025.

While the installation phase progresses, we ask community members to be mindful as these talented artists bring their visions to life.

Each mural and sculpture represent hours of dedicated work, creativity, and focus. While we encourage everyone to enjoy and observe the transformation, please respect the artists' space and allow them the concentration needed to complete these remarkable artworks.

Stay tuned for updates, including artist interviews, progress photos, and the reveal of each finished piece!

The River Country Art Trail project will feature a series of large-scale murals on water towers in Barham, Mathoura, Moulamein, and Moama, along with a large-scale sculpture in Tooleybuc. Together, these artworks will create an exciting outdoor gallery across the Murray River Council area.



This project is externally funded through Round 2 of the Regional Tourism Activation Fund.

## **We're moving to VendorPanel. Is your business ready?**

In an effort to streamline our procurement process, we are transitioning to a new platform, VendorPanel, for managing Request for Quotes and Tenders. **All future procurement of both materials and services will be through this platform.**

This means we will be using this platform to distribute all of Murray River Council's Requests for Quotes (RFQs) and Public Tenders to our suppliers. Additionally, we will streamline and manage the supplier selection process through this system too.

Find out how to register and what this means for your business via the public notice section on our website.

## **Find it online**

There's plenty of documents and reporting tools you can access via our website....

### **See how we're tracking**

You can view our Annual Report, State of the Region Report and End of Term Report. These all detail our progress over the past financial year and the previous term of council.

**Find it** in our Forms and Documents section: 'Yearly planning and reporting'.



### **New Residents Guide**

Whether people are looking to register their pet or locate the nearest school, our team have compiled all the essential information to help navigate and embrace life in our picturesque region... and it's just a couple of clicks away on our website.

**Find it** in our 'community' section.

Hard copies can also be picked up at our customer service centres and local real estate agents.

## **Live, Work, Invest in River Country!**



Our Economic Development Team recently launched a new lifestyle and investment website: 'Live, Work, Invest' in River Country.

Designed for those looking to relocate, start a business, or simply enjoy a fresh lifestyle in our beautiful region, the site is your one-stop resource for everything our vibrant community has to offer. Find information on employment, housing, investment opportunities, and local amenities.


Explore River Country's stunning landscapes, welcoming towns, and booming economic prospects.

Whether you're an entrepreneur, a job seeker, or someone ready to embrace a unique riverside lifestyle, the journey begins here.

Discover River Country's endless possibilities with the new Live Work Invest website!

**[investrivercountry.com.au](https://investrivercountry.com.au)**





## Christmas and New Years closure period....

### Customer Service and Libraries

Council's Customer Service Centres, Libraries and Depots will be closed for the Christmas/New Year period from 4pm Thursday 19 December 2024 and will reopen on Thursday 2 January 2025.

Following the Christmas period the customer service centres will open on Thursday 2 and Friday 3 January from 10am-4pm (Moama, Mathoura, Barham) and 9.45am-1pm in Moulamein.

New ongoing changes to customer services hours and opening days will then come into effect from Monday 6 January. More information about these changes is available in this edition.

### Kerbside Bin Collections

There will be no change to Kerbside bin collection during this period, even on public holidays, so please put your bins out on their normal days.

### Waste Facilities

All waste facilities will be **closed** Christmas Day, Boxing Day and New Year's Day.

All other operating days remain the same.

### After hours/ emergencies

For all emergencies relating to compliance, water and/or roads, the call centre number is available 24 hours-a-day: **1300 087 004**.

**MERRY**  
**Christmas**  
from  
Murray River Council



## We're updating the Community Strategic Plan

The Community Strategic Plan (CSP) is Murray River Council's 10-year roadmap that outlines the community's goals for the area and the key strategies needed to achieve them.

As a legislative requirement, the CSP provides a framework for setting local priorities and aligning them with the council's operations. It serves as Council's blueprint for both short-term projects and a longer-term program of works, encompassing community-requested initiatives as well as planned maintenance and renewal works across our Local Government Area.

### The updates.....

Councils are required to update or refresh the Community Strategic Plan after each election cycle to ensure it reflects the communities' vision for our area.

This means our community once again have the opportunity to tell us if we are on the right track!

Find out more about the Community Strategic Plan updates and how you can have your say at our Your Say website. [yoursay.murrayriver.nsw.gov.au](https://yoursay.murrayriver.nsw.gov.au)



## Here's some ways you can stay up-to-date with our news.....



### Social Media

**Facebook:** @murrayrivercouncil

Find news, updates, outages, vacancies or nice-to-knows here!



### Websites

[murrayriver.nsw.gov.au](http://murrayriver.nsw.gov.au)

[yoursay.murrayriver.nsw.gov.au](http://yoursay.murrayriver.nsw.gov.au)

Find information about services, news, projects and pretty much everything here!



### Customer Service Centres

Pop in and see our staff if you have any questions, or even just to say hi! You will also see public notice boards with relevant info on display.

### Local Newspapers



We run a half-page feature in local papers and some community newsletters every fortnight. Anything that is crucial (like closures) and any extra nice-to-knows will be printed here!

### Radio



We will run notices on the radio relating to closures, opportunities to have your say or other important updates that need a little bit of extra advertising. You'll find these on Edge FM, Mixx FM, 3SH and 2QN.

## Managing your water use just got easier! Discover MiWater.

Did you know you can monitor your water consumption anytime, anywhere, and all for free!

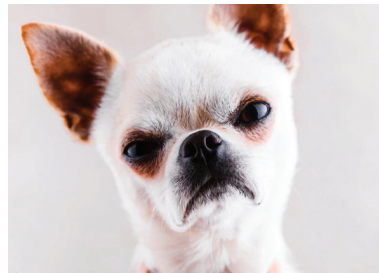
MiWater is an online customer portal where you can access all the information about water use at your property. Sign up to track your daily water usage and keep an eye on how much it's costing. You can also choose your own water consumption targets and set up alerts to warn you if these targets have been or are likely to be exceeded.

Customers can add any of their properties to their MiWater profile and give others, including tenants and real estate agents, access to view water usage information.

Interested? Find out more at [www.murrayriver.nsw.gov.au/miwater](http://www.murrayriver.nsw.gov.au/miwater)

# MiWater

## Keep your dog on a leash- it's the law!



We've noticed more dogs being walked off-leash in public areas.

Keeping your dog on a leash helps prevent incidents or attacks and ensures everyone's safety, including other pets and people.

Don't forget—it's also your responsibility to carry a bag and clean up after your dog. No one likes a squishy surprise on their shoes!



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