

MURRAY Matters

JUNE 2023



Your council news & updates

We're on the road to improving your transaction experience!



Around 18 months ago, our Council started the process of moving to a new system to help us manage day-to-day business activities, such as accounting, customer liaison, procurement, project management...the list goes on!

So far, we've tackled some of our account and works management systems, which has seen some great efficiencies internally for us. Now we're up to the customer experience!

In the new financial year we're introducing some improvements to our back-office and front-of-house services, with many of our applications and processes moving to the new system.

At first, the most notable change will be for our ongoing customers like solicitors and waste contractors who will now make requests via our new 'Request Portal'. These companies will already have been contacted by us about upcoming changes.

For everyday residents and customers, you won't notice much of a change when dealing with us for now, but we do ask that you bear with our staff if they are processing your transaction in our new system!

As we get this under our belt, we'll then open up more online transaction options, like bill payments and other application requests.

We're excited about these upcoming improvements for our customers....in addition to the traditional customer service options too of course!

Update on customer call-back program

Our new customer call-back program is still ticking along...and we've had lots of useful feedback so far.

As part of the initiative, our customer service officers are touching base with some customers who have made an enquiry or request. This is a great opportunity for those customers to provide feedback to us and help us identify improvements or more effective ways of doing things.

Out of the random selection of customers we have called, approximately 85% said their requests were resolved on time.

The remaining included some cases that required infrastructure repair, and others citing that they wanted further follow-up from council. This is all useful and goes back to each department – so we appreciate your feedback!

If you visit us face to face, you can opt-in to be part of the call-back program. And if you call us, you'll be notified of the initiative.



TOP NEWS *inside*

- Message from the Mayor
- Moama Lights
- Perricoota Road
- Moama Soundshell Playground
- Lighting upgrades
- New rules for straying stock
- Post-flood road updates
- Youth Hub

MOAMA LIGHTS

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- Ice Skating • Food Trucks • Live Music
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moamalights.com.au
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From the Mayor's desk...

A specialised team of flood recovery grant assessors visited the area recently to assist residents, business owners and primary producers with flood recovery grant applications.

The grant assessors worked with locals - in person - taking them step-by-step through the process of applying for grants.

The first round of sessions in the area saw the grants team connect individuals, families, farmers and business owners with over \$3.5million combined of recovery funding.

This is funding many attendees did not know they were eligible for.

We were proud to also have staff on the ground helping people connect with the relevant departments and our team are still working with businesses on the ground to get access to the support they need.

If you are still unsure of where to look for flood recovery assistance, you can learn about the resources available via our website. The link is on our home page.

Or please touch base with our Economic Development Team, as we will continue to advocate for more grant sessions should further demand arise.

Chris Filkins

Join the conversation

Your Say Murray River is our online hub where you can share your thoughts, feelings and ideas on a range of Council projects.

By participating in our online forums, you can actively contribute and inform Council's decision-making. It's also a great space to learn about many of the exciting projects happening across your area!

Don't miss your chance to have your say.

Register now on our Your Say platform to stay in the loop and share your big ideas!

www.yoursay.murrayriver.nsw.gov.au



Our Infrastructure Team continues to put in the hard yards keeping up with flood restoration works. All while catching up on other projects that have been delayed over the past 6-9 months because of the floods!

We've now consolidated all the flood damage to the road network and associated infrastructure and are finalising the submissions to Transport for NSW for their review and approval.

Remember- to be able to obtain funding to undertake the flood repair works, we need to gain approval from Transport to actually commence the works!

But we're getting there, and the team have made a good dent so far, including ongoing or completed works on:

- Aratula Road
- Dungala Way
- Maude Road
- Noorong Road
- Old Barmah Road
- Picnic Point Road (pictured below)
- Riverside Caravan Park Access Road
- Tarragon Road
- Barham Road
- Barmah Road
- Millewa Road
- Officer Road
- Sandy Bridge Road
- Kyalite Road
- Swan Hill Road
- Balranald Road

This is on top of emergency works completed in the initial recovery response to open up access on critical road routes. Completed emergency works will continue to be maintained until approved reconstruction works can commence.



Rec Reserve lighting upgrades: Tooleybuc and Moulamein



A number of our local recreation reserves will be shining brighter thanks to some recent LED lighting updates.

Council was awarded funding last year under Round 4 of the NSW Government's Stronger Country Communities Fund to undertake recreation reserve lighting improvements across the footprint.

In this edition we're spotlighting the upgrades at Tooleybuc and Moulamein.

What we did:

The work involved upgrading the lighting from inefficient metal halide fittings to industry standard LED units to achieve 'Club Competition Lighting Levels' of 100 LUX.

As part of this, the team decommissioned and removed existing fittings, then constructed new footings and light towers as well as upgrading onsite switchboards to better manage lighting for training and competition uses!

The works were undertaken at Moulamein's oval and netball courts, and Tooleybuc's main oval.

We hope these improvements help our local groups and go a long way to encourage increased usage of the areas through better lighting at night!



Our MiWater Public Portal allow residents with a smart water meter to monitor water consumption anytime, anywhere for free.

Interested? Find out more at www.murrayriver.nsw.gov.au/miwater

Barham Recreation Reserve Amenities Block

It might not be a glamorous project, but it sure is a useful one! The Barham Recreation Reserve now has a new toilet block at the main oval.

Positioned on the opposite side of the oval to the pavilion, this improves access to facilities for all spectators during football matches and is closer for use by the local pony club.

This project was made possible thanks to the Crown Reserves Improvement Fund.



Moama Playspace

We've commenced stage-one works on the new playground behind Moama's Skate Park.

This space will replace the current, outdated equipment behind the soundshell.

The space has been designed to be completed in three stages with the first stage to include an all-access luna carousel, swing set with seat swing and toddler swing, rocker, drinking fountain, accessible picnic table, shelter, art installations, native garden areas, bins, seating, concrete all access path, rubber ground cover near and around the play equipment and some log steppers.

Stage one works are expected to be completed over the coming month.

Stage 2 and 3 - ancillary works to further compliment the overall space - have been designed, but are subject to external funding.



Perricoota Road

Council recently secured \$1,398,477 of funding through the Fixing Local Roads Program to reshape and gravel resheet 14.3kms of the unsealed section of Perricoota Road.

The program of works around this project is now being finalised, with project completion scheduled for December 2024.

Last month we met with the local community to discuss the impending works before commencement. This gave us an opportunity to touch base with residents to provide a general update on the project and to ensure any additional concerns were captured.

There was some great information that came from the session; particularly from people providing comments on the large alignment plans we had printed out. Being able to see things on paper certainly helps at times!

We are reviewing this information to best determine our method moving forward, as we may not need to have a blanket approach for the full length of works. Instead addressing individual bends or stretches accordingly.

Our original timeline will remain, however the community session has provided information that has reinforced some efficiencies in delivering the project. So thank you to all who came along!

Watch this space.

New Economic Development and Tourism Strategy

Our Economic Development and Tourism Team is developing a new Economic Development and Tourism Strategy for our region.

The Strategy will identify opportunities and potential projects that will support continued economic growth, foster local employment opportunities and position Murray River Council as a leader in tourism.

We will also look to identify barriers to business growth and capture ideas around industry retention and attraction, production and manufacturing, agriculture, hospitality and events and a skilled workforce.

We recently asked businesses for input too to ensure we accurately captured the current business conditions and competitiveness of the region.

The final Strategy will include an action list that will drive Council's economic development and tourism activities over the coming years.

The draft will be available for viewing soon. Keep an eye on our Facebook page and website.

Straying Stock on Public Roads: What is your responsibility?



Stock straying on roads can be a real hazard to motorists, especially in vast rural areas like ours. So there are new rules now in effect for stock that stray on public roads or trespass onto private land.

If stock stray, owners should quickly collect their animals and take immediate steps to prevent them from becoming unattended again.

Most stock owners have good intentions and rectify their fencing or other issues if an animal happens to escape.

But for those who won't attend to the issue within a reasonable timeframe, the possibility of regulatory action is now in force.

Ongoing issues with stock straying could now see fines applied amounting to \$660 PER ANIMAL (as per NSW Government's Public Spaces Act 2021).

Along with public safety, stray stock can also create biosecurity risks by spreading weeds and other pests between properties.

If you need advice on straying stock, or come across any straying stock, please get in touch with our Compliance Team on 1300 087 004.

Don't burn your bins!

Temperatures are dropping and as wood heaters and outdoor fires become more frequent we're asking residents to be careful with their ashes.

We've already had a few instances of bins that didn't survive the ash!

Wood ash can stay hot for a long time and must be completely cold before being disposed of in kerbside bins.

If not completely cold, the ash will quickly and most certainly melt your bin! Do not empty the ash container into the bin until you're 100% sure the ashes are cold.



Get mobile...pop-in and see us!



Our Mobile Library and Service Centre is out on the road visiting Murray Downs, Wakool and Tooleybuc each fortnight.

Have you popped in to see us yet?

The Mobile Library calendar is available on our website with times and locations - but as a guide; you'll find it in Murray Downs on a Tuesday, Wakool on a Wednesday and Tooleybuc on a Thursday.

The next visiting fortnight commences Tuesday 20 June.

Why not pop in and see us!

Help us spread the word in your community!



Moulamein Youth Hub is on!

Our Youth Engagement Team are running the Y-Hub every Friday afternoon as a place for local youth to hang out, have fun and get social!

There's Light tea and snacks, PS4, games, pool table and cooking classes. There's even the occasional excursion!

12-17 year olds welcome!

We can also provide transport home within 20km of Moulamein.

Join us:

Every Friday at Moulamein Community Services Office.

3pm-7pm.

And it's FREE, as part of our Youth Engagement Program.



www.facebook.com/mrcyep



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