



ATTACHMENTS

UNDER SEPARATE COVER

Ordinary Council Meeting

Tuesday, 22 August 2023

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Councils are far more complex organisations than even those people who work in local government would believe. One of the most difficult things to achieve, when there are so many tasks and so many people working on them (spread over a wide area in MRC's case) is to ensure that there are no 'grey areas, oversights or overlaps'. Having the 'left hand know what the right hand is doing' is essential. It improves efficiency, reduces conflict, and ensures that we achieve more without wasting energy. It also reduces frustration for those doing the job and our customers alike.

Most of the public do not know what local government does, despite the fact they would all think they do. I cannot blame them, as it has taken me 39 years to get to the stage I think I know, and I work in local government as a Chief Executive Officer, so I am not surprised to regularly hear the following statement;

"There so many people in the office, I can remember when there was only the Shire Clerk and a couple of others, what do they do?" In Murray River Council's case, I also hear, "There were so many less staff prior to the amalgamation."

The simple answer is that local government's accountabilities have grown from roads, rates, and rubbish to this (long) list below. They are still growing. Most of the list covers legislated responsibilities, meaning, we have no choice. Others are things that if we did not manage, the cost escalation from risks incurred would far outweigh the perceived savings. It would come as a big surprise to most that there are very few 'nice to haves' in the list (things we do because we chose to, not because we have to).

The list of accountabilities local government is required to do is continually growing by stealth. State Governments take every opportunity to delegate as many responsibilities to local governments as possible; it's been named as 'cost shifting'. As an industry we have lobbied every year for decades for cost shifting to cease, to little avail. It has just happened again; local government has been handed the responsibility for Underground Petroleum Storage Systems (UPSS) which was the responsibility of the EPA. The ramifications of this are not known yet, however there is one fact that is known for sure, the State Government would not be shifting the responsibility of UPSS to local government if it were profitable!

As local government has no powers under the Constitution, we are likely to be the recipient of many other shifts of responsibility as well. Capped income, through rates pegging, severely limits local government to pass any extra costs on. Even if all costs were passed on there is a limit to which communities can afford to pay (in rates) or would be happy to pay anyway. Cost shifting and rates capping mean we must improve our effectiveness and efficiency at a rate at least equal to the task to remain viable and improve our prosperity.

It is a requirement of the Local Government Act (referred to in the industry as the Integrated Planning & Reporting Framework, or IP&R), that we report on how well we progress in delivering the 4 Year Delivery and 1 Year Operational Plan objectives twice per year. But as IP&R is linked to the Community Strategic Plan, which is very 'big picture', much of what we are actually required to do to keep Murray River Council running, is not captured. It is timely that we, as an organisation, document, and measure everything that we do. If you were to ask 'Mr. or Mrs. John and Joan Smith' they'd probably only be able to name ten percent of our accountabilities. Documenting what we are required to do is therefore essential.

I've said many times, "if you measure it, you can manage it, if you manage it, you can improve it. When you improve it, you can celebrate it!" Essentially the major drivers of this success will be how we manage people, money, and technological aspects of these 78 sub-programs, as follows:

 Strategic direction and planning Corporate relations & inter-governmental affairs Corporate planning and reporting Workforce planning Workforce culture Workforce performance Business Intelligence Corporate communications Legal services Procurement & Tendering Internal audit Business continuity and risk Disaster / emergency management Workplace Health & Safety Community services Tourism Arts and Culture Library's Community Grants Sponsorship Economic Development
21.Economic Development
22.Road safety & Traffic Committee 23.Community & Corporate Buildings
24.Community buildings hire
25.Community events
26.Community engagement
27.Media, branding, marketing, and communications

28.Social media & website 29.Customer services 30.Sport and recreation (passive & active) 31.Aquatic 32. Open Space Amenities 33.Feral pests 34.Tree management 35.Street and public domain lighting 36.Place (public domain) 37.Information and knowledge management 38.Underground Petroleum Storage Systems 39. Information technology and communications 40.Land and mapping information 41. Business systems / solutions technology 42. Financial planning and management 43.Human resources Management 44.Workers Compensation 45 Project Management Office 46.Depot, store, fleet, plant & equipment 47 Assets Management 48.Business support 49.Civic 50. Governance Land use planning 51.Urban design 52.Land use data management & mapping 53.Land use reporting 54.Heritage

55.Regulating premises 56.Assessment 57.Built form compliance. 58.Environmental regulation 59.Public health 60.Noxious plants 61.Roads & footpath enforcement 62.Illegal dumping 63.Domestic animal management 64. Transport (roads, bridges and airstrip) 65. Water supply, filtering and distribution 66.Sewer 67.Waste management and recycling 68.Storm water 69.Natural waterways 70 Property investments/divestments 71.Private works 72.Cemeteries 73.Quarries 74.Cycleways, paths, and footpaths 75.Crown lands (including Native Title) 76.Caravan Parks 77.Commercial Leases

This process is not as simple as allocating the 78 sub-programs to staff and then saying to them 'go forth and deliver'. Almost all the 78 sub-programs require long-term forward planning (strategy), they also require someone to 'own' the accountability (manager). They often require someone (usually a project manager) to augment, build or embellish whatever they need (deliver) in the first instance, and lastly, almost all will require ongoing day-to-day servicing (service). These are usually quite different personal attributes and skill sets; sometimes requiring a specialist. Even if they do not, they are often delivered in different times and quantities. For this reason, the accountabilities have been devolved into four generic types.

You will see abbreviations under the heading 'Officer', just to the right of the column titled '1 Year Operational Plan'. The prefix of the letters, S, B, P, or O refer to the following:

'S' accountability stands for *strategy*; where we need to be, what we need to achieve – the policy, direction, outcome and timing the organisation requires. The strategic accountability always rests with an executive staff member. (E.g., Chief Executive Officer or a Director.)

'B' accountability represents a 'business owner'; the person who oversees the running of the activity, usually a manager or specialist. The 'owner' of the accountability willusually have staff reporting to them. People that share parts of an accountability have 'tasks' as you shouldn't have two people accountable for the one thing! There can be the same 'task' completed by many staff, but they all cannot have the 'accountability'. Only one person has the accountability on each level. (E.g., Works Manager looks after the 'business' of civil asset maintenance and is 'accountable' but has staff with specific 'tasks' to assist, such as grader operators who maintain unsealed roads. Each of whom has the 'task' of grading. Multiple grader operators have the same 'tasks', the works manager holds the 'accountability'.)

'P' accountability represents the person who develops, designs, delivers a project; this person works out how to augment changes, or delivers something – either tangible or non-tangible. (E.g., Governance Coordinator reviewing the customer service protocols (non-tangible), Project Manager building a bridge (tangible).)

'O' accountability represents the 'service'; the person with a service accountability that completes the activity on an ongoing daily, weekly, or regular basis. (E.g., processing invoices in accounts payable, working in the Water Filtration Plant, gardening in town streets, grading roads.)

The 78 sub-programs broken up into 'strategy, business management, projects and operating services' equates to over 1200 individual accountabilities.

This further emphasises how important it is to align, measure, manage and subsequently improve the outcomes such that we can celebrate our effectiveness. Having access to amonthly reporting framework (this Monthly operational Report) will also greatly assist us to determine what resources we need to allocate, to whom, based on risk and council resolutions. This new monthly process will bring a higher level of transparency to our organisation. It will also mean we will become very familiar with what the community's expectations are, as represented in the 4 Year Delivery Plan and 1 Year Operational Plan, which will give us a much better chance to remain focused on our outcomes.

CONCLUSION

The only constant in life, is change. Every year our 'Operational Plan' will change. Every year more accountabilities will be thrust upon us by higher levels of government. Unless we adopt a 'continual management of change' system such as this, to run our organisation, that reviews how these accountabilities and capabilities are addressed and allocated, we will be constantly at risk. This 'system' will allow seamless and continual change.

Lastly, in adopting such a transparent and simple model we will be able to adjust our efforts using a *helicopter viewpoint* of the whole organisation, not just the various component parts. But most importantly, it will allow us to work better together. That will be an achievement in itself, and definitely worth celebrating!

Terry Dodds, PSM Chief Executive Officer

Civic Office

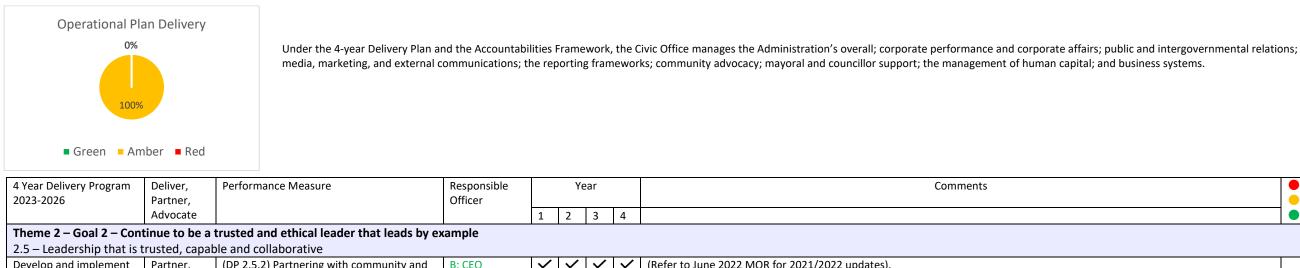
CEO – Terry Dodds	Manager People – Rod Schubert	Manager Community Engagement – Zoe Croft	Manager Organisational Development – VACANT
Acts as the primary link between Councillors and the organisation and is responsible for aiding Councillors in leveloping policy and strategy. Provides leadership to staff in ichieving Council objectives. Oversees the financial nanagement of the Council. Communicates and promotes Council's policies to the community it serves. Business Processes: Maintain the Business Integration and teporting System and manage production stemming from the 4 fear Delivery Plan, and 1 Year Operational Plan requirements and other subsets. Drganisation Culture: Lead a positive change in organisational ulture. Conomic Development: Strategise with Council regards inancial Sustainability: Provide advice to council regards inancial sustainability that aligns with the IP&R Framework. Economic Development: Strategise with Council on how to bring industries of the future, and subsequently improve the lemographic spread, to our communities. Lifestyle Improvements: Maintain or improve the overall umenity of our towns, villages, and facilities (within budgetary ionstraints). Sovernance: Manage the overall governance of council as per he LG Act; business systems, policies, audits, and external parties. Project Management: Oversee project management disciplines and provide advice to council on risk. Accountability Framework: Continually develop and monitor the ramework, its integration, and reporting. Linancial Sustainability: develop both operational and strategic policies and provide advice to the council regards the avenues o improve our pre-set financial performance ratios (OLG). Metwork: Maintain currency of MRC's network with other organisations; NSW Country Mayors Association, Riverina & Aurray Joint Organisation, Campaspe and Murray River Councils Cross Border Committee, Local Government NSW, cross Border Committee, Local Government.	 The overall focus of Human Resources is not a thing we do in the business. It is the thing that runs our business. HR - High Level focus areas Recruitment and selection of all staff. Retention of valuable employees. Training, development, and education to promote individual success and increase the contribution to MRC of all employees. Succession Planning A safe and healthful working environment. Inspiration and encouragement for a high level of employee engagement through recognition, effective communication, and constant feedback. Resources for administering compensation, benefits, policies, and procedures. All aspects of performance management HR data and metrics 	The team will become a one-stop-shop for all things related to the engagement and education of our community. They will also focus on communicating with the community. Provide an internal Community engagement service to all portfolios of Council (assist in the development and implementation of engagement plans) Development and delivery of community education programs across all portfolios, to schools and community groups Ongoing development and management of Council's Your Say platform (Community Engagement platform)	This is a dedicated role that supports the MRC team by working ON the Business rather than IN the business. The Manager Organisational Development impacts the Organisational Climate by influencing the culture and busine disciplines. Specifically, the role will implement tools and initiatives to support the 8 business drivers of Purpose Alignment Clarity Trust (Empowerment) Manage Improve Celebrate. The role will build relationships across all areas of the MRC, working closely with Manager of Business Intelligence, Manager People, and all other leaders. Examples: Delivery of the Accountability Framework and on-going support Monthly Operational Report Voice Project, Surveys and Working Parties Navigator Implementation

Civic Office

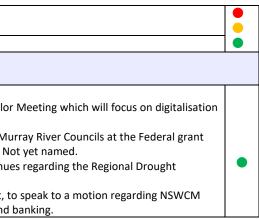
Accou	ntabilities	Accou	ntabilities	Accou	Accountabilities		Accountabilities		
SBPO	Accountability	SBPO	Accountability	SBPO	Accountability	SBPO	Accountability		
S	Community Engagement and Communication	В	Talent Management	В	External Communications Development &	В	Workforce Culture		
S	Civic Events, including Elections	В	Employment Law		Management	В	Workforce Planning		
S	Councillors	В	Training, Development and Mandatory	В	Internal Communication	В	Accountability Framework		
S	WHS and Staff Wellbeing		Competencies	В	Council Branding & Corporate Image	В	Monthly Operating Report		
S	Community Strategic Plan	В	Workcover & RTW	В	Community Engagement	В	Corporate Change Management		
S	Workcover and RTW	В	Volunteer Program	В	Website and Intranet	0	Corporate Change Management Advice and		
S	Intergovernmental Relations	В	Workforce Performance	В	Social Media		Support		
S	3D Printing	В	Onboarding and Induction	В	Community Education	0	Monthly Operating Report Deliver		
S	Emergency Management Planning and Response	В	WHS Programs	Р	Strategic Planning	0	Accountability Framework		
	(LEMO)	В	Succession Planning	Р	Social Media	0	Integrated Planning and Reporting		
S	Human Resources	В	Staff Professional Registrations/Accreditations &	Р	Community Education	0	Workforce Culture		
S	Workforce Initiatives		Membership	Р	Community Engagement				
В	Intergovernmental Relations	В	Employee Relations	0	Your Say Website				
В	Councillors	В	Recruitment and Selection	0	Community Strategic Plan				
В	Civic Events	В	Reward and Recognition	0	MRC Community Stakeholder Engagement				
В	Election Coordination	В	Remuneration Management	0	Community Education				
В	Emergency Management Response and Planning as	В	Uniforms						
	per Consequence Management Plans (LEMO)	В	Staff Education						
В	Mayoral Revenue Taskforce	В	Industrial Relations						
Р	4 Year Strategic Plan	В	Dispute Resolution						
		В	Staff Health and Wellbeing						
		0	Staff Health & Wellbeing						
		0	Uniforms						

PART B:

4 Year Delivery Program and 1 Year Operational Plan

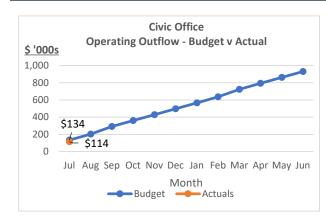


Develop and implement	Partner,	(DP 2.5.2) Partnering with community and	B: CEO	\checkmark	\checkmark	<	<	(Refer to June 2022 MOR for 2021/2022 updates).
a Corporate Strategy.	Advocate	businesses to achieve positive community	O: CEO					Liaison with Campaspe Shire Council to facilitate the fifth (5th) Cross-Border Councillor
(S CEO)		outcomes						of tourism information.
								Country University Campus joint project between Hay, Edward River, Berrigan, and Mu
								application stage. There are 26 areas the Federal Government has funds to support. No
								Liaison with Berrigan, Edward River Councils and GHD (NSW Gov consultancy) continue
								Resilience Plans towns project.
								Council attended the NSW Country Mayors (NSWCM) Association meeting, 4 August, to
								supporting MRC in our advocacy efforts to introduce legal mechanisms to reduce land



	Deliver	(DP 2.5.4) Define internal and external services and responsibilities of what Councils is and is not responsible for.	B: CEO O:MCE	~	~			Completed 2012/2022: see CSP (with amendments).
Theme 4 – Goal 2 – Fost 4.5 – Indigenous Recogr		op strategy to recognise and celebrate our	rich heritage	and inc	ligen	ous ci	ultur	e (in partnership with community)
Collaborative agreements with local indigenous nations developed (S CEO)	Deliver, Partner	(DP 4.5.3) Develop and implement a Council Reconciliation Plan that increases indigenous recognition though Council practices	B: CEO P: MP O: HRC			~		(Refer to June 2022 MOR for 2021/2022 updates). Phase 2 yet to commence.
		gies to forecast possible future opportunit	ties.					
7.4 – Improve Housing A Advocate for changes to BCA and Australian Standards to Permit 3D printed dwellings. (S CEO)	Deliver, Partner	(DP 7.4.1) Advocacy program undertaken to change BCA and Australian Standards to allow for 3D printing of houses.	B: CEO O: CEO			~		(Completed. Refer to June 2022 MOR for 2021/2022).
Theme 7 – Goal 2 – Exp 7.5 – Enable Smart Agricul		pgies to forecast possible future opportunit	ties		1			
Advocate for improved connectivity (bandwidth & speed) to facilitate smart agriculture. (S CEO)	Advocate	(DP 7.5.1) Advocacy plan is developed and delivered.	B: CEO O:DCD		~	~	~	Council has brought to the attention of telecommunication providers the difficulty cert are having, including advocating our needs to NSW Premier. Further meetings with representatives from NBN's Regional Connectivity Program and to improve Moulamein, Wakool, Moama, and Mathoura digital connectivity. New gran
Theme 7 – Goal 4 – Mo		ess emerging global technology trends					1	
	1	ging technologies for Economic & Commun	<u>, </u>					Z lune Dubei Cheilth Mahammad hin Dashid Al Maltaum annous ad the annual of A
Air Taxis (S CEO)	Advocate	(DP 7.12.1) Monitor the likely development of air taxis as an emerging mode of transportation.	B: CEO O: DCED			~	~	7 June, Dubai, Sheikh Mohammed bin Rashid Al Maktoum announced the approval of t conducted its first test of autonomous drones that can carry both passengers and cargo plans to begin commercial air taxi operations by 2025. In May, the Biden administration a national strategy relating to advanced air mobility efforts.
Autonomous Vehicles (S CEO)	Partner, Advocate	(DP 7.12.2) Ensure funding is available as and when required for new infrastructure to facilitate Autonomous Vehicles (AV).	B: CEO O:MF			~	~	
	Deliver	(DP 7.12.3) Develop a Promotion and Advocacy Strategy for Autonomous Vehicles to deliver when required	B: CEO O:MPFS			~	~	

PART C: **Financial Outcomes**

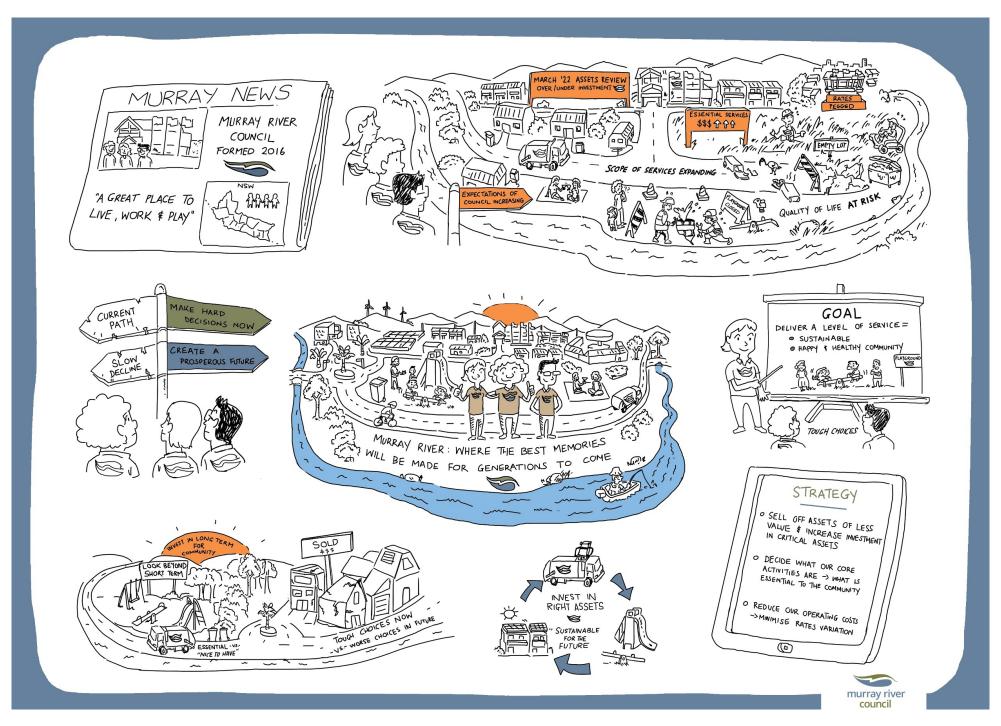


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	•
ertain areas in Moama and Mathoura users	•
nd Telstra, occurred on 11 July, to advocate ant application (via Telstra) progressing.	
of the design of air taxi vertiports. Israel rgo in the future. The US and China have ion formed an interagency team to develop	•

Civic Office

PART D: **Project Status**

Working Towards a Sustainable MRC Project: The Revenue Taskforce Project, Phase 2 has commenced with the successful development of the infographic and video clip explaining the process and the appointment (internal) of the new position of a Strategic property Specialist.



Video link: https://yoursay.murrayriver.nsw.gov.au/working-towards-a-sustainable-mrc/widgets/408164/videos/26791



murray river council	Monthly Operational Report – July 2023	Civic Of
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PART E: Business as Usual

Continuing with advocacy efforts to change the Federal and State Government's address to the flood recovery effort.

	PART F:	Service Metrics				
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Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken

Risk Management

	Risk Details	Existing Controls/Challenges	Required Actions
Updated			

Council resolutions completed

Meeting	Subject	Resolution Number	Resolution	
Council 25/07/2023	Monthly Operational Report	<u>050723</u>	RESOLUTION 050723	I
			Moved: Cr Neil Gorey	
			Seconded: Cr Nikki Cohen	
			That the Monthly Operational Report as of June 2023 be received and the information noted by the Council.	
			CARR	ED
31 Jul 2023 11:05am Dean. Cou	they - Completion			

31 Jul 2023 11:05am Dean, Courtney - Completion

Completed by Dean, Courtney (action officer) on 31 July 2023 at 11:05:28 AM - No further action required.

Meeting	Subject	Resolution Number	Resolution		(
Council 25/07/2023	Correspondence Report	<u>150723, 160723</u>	RESOLUTION	60723					
			Moved:	Cr Thomas Weyrich					
			Seconded:	Cr Nikki Cohen					
			Amended mot	ion					
			In addition to t	he above motion:					
				r Cr Chris Bilkey write to Helen Dalton MP in relation to lack of response and assistance to businesses that have not current flood financial assistance program.					
				CARRIED)				
31 Jul 2023 11:48am Leyonhjeli	n, Lindy - Completion								
Completed by Leyonhjelm, Lind	ompleted by Leyonhjelm, Lindy (action officer) on 31 July 2023 at 11:48:38 AM - completed resolution								

ffice			
Officer	Status		
Dean, Courtney	G A or R		
		•	
Officer	Status		
eyonhjelm, Lindy	G A or R		
		•	

Meeting	Subject	Resolution Number	Resolution
Council 23/05/2023	Memorandum of Understanding Campaspe Shire Council and Murray River Council Cross-border Collaboration	<u>120523</u>	RESOLUTION 120523
			Moved: Cr Dennis Gleeson
			Seconded: Cr Thomas Weyrich
			 That Council approve the signing of the Memorandum of Understanding between Campaspe Shire Council and Murray River Council to provide forward planning for Cross-border collaboration.
			2. That Council note that any agreements for collaborative events that are outside the normal business of Council will be brought back for resolution at Council.
			CARRIED
12 Jul 2023 8:41am Leyonhjelr	n, Lindy		
MoU has been approved at bo	th Campaspe Shire Council and Murray River Council and is available	for community members to revi	iew
12 Jul 2023 8:42am Leyonhjelr	n, Lindy - Completion		
Completed by Leyonhjelm, Lind	dy (action officer) on 12 July 2023 at 8:42:17 AM - resolved at Council	I	
12 Jul 2023 8:42am Leyonhjelr	n, Lindy - Notification		
Dodds, Terry (first authoriser) i	notified by Leyonhjelm, Lindy (action officer) on 12 July 2023 at 8:42:	23 AM, Sent to Terry Dodds for	authorisation, Notified by Lindy Leyonhjelm
12 Jul 2023 9:51am Leyonhjelr	n, Lindy - Authorisation		

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/05/2023	Memorandum of Understanding Campaspe Shire Council	<u>120523</u>		Leyonhjelm, Lindy	G A or R
	and Murray River Council Cross-border Collaboration		RESOLUTION 120523		
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			Seconded: Cr Thomas Weyrich		
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12 Jul 2023 8:42am Leyonhjelm, L	Lindy - Notification				
Dodds, Terry (first authoriser) not	ified by Leyonhjelm, Lindy (action officer) on 12 July 2023 at 8:42:	23 AM, Sent to Terry Dodds for	authorisation, Notified by Lindy Leyonhjelm		
12 Jul 2023 9:51am Leyonhjelm, L	Lindy - Authorisation				
Authorised by Leyonhjelm, Lindy ((delegate) on behalf of Dodds, Terry (first authoriser) on 12 July 20	023 at 9:51:02 AM, Authorised	by Lindy Leyonhjelm on behalf of Terry Dodds, Notification sent to Terry Dodds		
			-		
Meeting	Subject	Resolution Number	Resolution	Officer	Status
Meeting Council 27/06/2023	Subject MAYORAL MINUTES - ACKNOWLEDGEMENT OF KING'S	Resolution Number	Resolution	Officer Leyonhjelm, Lindy	Status G A or R
			Resolution RESOLUTION 020623		
	MAYORAL MINUTES - ACKNOWLEDGEMENT OF KING'S				
	MAYORAL MINUTES - ACKNOWLEDGEMENT OF KING'S		RESOLUTION 020623 Moved: Cr Thomas Weyrich Seconded: Cr Kron Nicholas		
	MAYORAL MINUTES - ACKNOWLEDGEMENT OF KING'S		RESOLUTION 020623 Moved: Cr Thomas Weyrich Seconded: Cr Kron Nicholas That Murray River Council resolve to acknowledge the King's Birthday 2023 Honour bestowed on the Chief Executive Officer, Mr. Terry James Dodds, through the award of the Public Service Medal (PSM) and congratulate Mr. Dodds on being bestowed the said		
	12005/2013 Marcian club and all biolest and regioners for the Control Construction Club borners where Club borners on the Club borners o				
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Council 27/06/2023 12 Jul 2023 8:36am Leyonhjelm, I Supported by Council and resolved	MAYORAL MINUTES - ACKNOWLEDGEMENT OF KING'S BIRTHDAY HONOUR		RESOLUTION 020623 Moved: Cr Thomas Weyrich Seconded: Cr Kron Nicholas That Murray River Council resolve to acknowledge the King's Birthday 2023 Honour bestowed on the Chief Executive Officer, Mr. Terry James Dodds, through the award of the Public Service Medal (PSM) and congratulate Mr. Dodds on being bestowed the said honour.		
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Meeting	Subject	Resolution Number	Resolution	0
Council 27/06/2023	Media Policy Review	<u>030623</u>	RESOLUTION 030623	С
			Moved: Cr Frank Crawley	

nurray river Monthly Operational Report – July 2023	Civic
	Seconded: Cr Neil Gorey
	That Council resolve to adopt the updated Murray River Council Media Policy (Pol 108) and place it on public display for public comment for 28 days.
	CARRIED
11 Jul 2023 11:21am Croft, Zoe	
Draft policy is currently on display	
03 Aug 2023 12:22pm Croft, Zoe	
Some minor suggestions provided by staff to assist with clarification around some items within the Policy. Changes noted in fina	document for adoption being presented at August 2023 meeting.
03 Aug 2023 12:29pm Croft, Zoe - Completion	
Completed by Croft, Zoe (action officer) on 03 August 2023 at 12:28:35 PM - Consultation period has closed and final document	is ready to be presented to Council for adoption.
03 Aug 2023 12:29pm Croft, Zoe - Notification	

Fernando, Stephen (first authoriser) notified by Croft, Zoe (action officer) on 03 August 2023 at 12:29:06 PM, Sent to Stephen Fernando and Lindy Leyonhjelm for authorisation, Notified by Zoe Croft

Meeting	Subject	Resolution Number	Resolution																								
Ŭ																											
Council 25/07/2023	LGNSW Annual conference attendees and motions to be submitted	<u>040723</u>	RESOLUTION 040723																								
			Moved: Cr Thomas Weyrich																								
			Seconded: Cr Neil Gorey																								
			That Council:																								
																											 Agree and confirm that the CEO, Mayor, and other Councillors attending the LGNSW Annual Conference being held 12 – 14 November 2023 at Rosehill Gardens Resort.
			2. Confirm number and names of Councillors attending the conference to register attendees prior to 29 September 2023 to take advantage of the early bird special.																								
			Attendees – Mr Terry Dodds, Cr Chris Bilkey, Cr Frank Crawley & Cr Thomas Weyrich																								
												3. Council will agree and resolve the motions to be submitted to the LGNSW Annual conference at the 22 August 2023 Ordinary Meeting of Council.															
			4. Voting delegates to be confirmed for the Annual Conference and submitted by 17 October 2023																								
			CARRIED																								
			Mr Terry Dodds to make note and request when submitting motions that the items submitted be allocated enough time to be discussed at the conference, which is the main reason the motions are submitted.																								
03 Aug 2023 9:26am Leyon	hjelm, Lindy																										
Cr Ann Crowe is an addition	al attendee to the conference. In the process of booking the tickets a	nd will book flights and accomm	odation for all attendees.																								

Council resolutions outstanding outside 3 months

Meeting	Subject	Resolution Number	Resolution	Of
Council 9/05/2023	Mayoral Minute - OPPOSITION TO EMERGENCY SERVICES LEVY	<u>010523</u>	RESOLUTION 010523	Do
			Moved: Cr Frank Crawley	

Office

	•
Officer	Status
Leyonhjelm, Lindy	G A or R
	•
	•

Dodds, Terry

G A or R

Civic Office

Seconded: Cr Geoff Wise

That Murray River Council (Council) resolve to write to the Minister for Local Government, the Hon. Ron Hoenig, MP, and the Minister for Emergency Services, The Hon. Jihad Dib, MP, expressing its strong opposition to the proposed removal of the Emergency Services Levy (ESL) subsidy, using the preferred template issued by Local Government NSW (LGNSW) to all NSW Councils for this purpose.

CARRIED

06 Jun 2023 10:35am Fernando, Stephen

The letters to the Ministers will be drafted and sent out by 30 June 2023.,

07 Jun 2023 10:56am Fernando, Stephen - Reallocation

Action reassigned to Dodds, Terry by Fernando, Stephen - Terry, As discussed yesterday, you will draft and send the letters related to this resolution.

09 Jun 2023 2:36pm Leyonhjelm, Lindy

Waiting on impact costs to finalise letter

03 Aug 2023 9:43am Leyonhjelm, Lindy

Terry Dodds has discussed this in length as there has been a number of notices from NSW Gov that this will continue and it will not be able to be overturned. It appears that the government stands firm on their decision

03 Aug 2023 9:45am Leyonhjelm, Lindy - Completion

Completed by Leyonhjelm, Lindy on behalf of Dodds, Terry (action officer) on 03 August 2023 at 9:44:52 AM - No further action required

03 Aug 2023 9:45am Leyonhjelm, Lindy - Notification

Dodds, Terry (first authoriser) notified by Leyonhjelm, Lindy on behalf of Dodds, Terry (action officer) on 03 August 2023 at 9:45:06 AM, Sent to Terry Dodds for authorisation, Notified by Leyonhjelm

Meeting	Subject	Resolution Number	Resolution		
Council 26/10/2021	Notice of Motion - That MRC lobby all Local Government Area's adjacent to the Murray River, to request a fully independent report into the causes and long-term impacts of erosion and bank slumping	241021	Seconded: That Council lobl and long-term in	Cr Neil Gorey Cr Nikki Cohen by all Local Government Area's adjacent to the Murray River, to request a fully independent report into the causes npacts of erosion and bank slumping which is occurring along the length of this river. ony Aquino left the meeting.	
			RESOLUTION 24 Moved:	1021 Cr Neil Gorey	
				Cr Geoff Wise eport identifying the causes and extent of long term erosion and bank slumping with a view to seeking funds for e same.	
			<u>In Favour:</u> Against:	Crs Chris Bilkey, Nikki Cohen, Ann Crowe, Neil Gorey, Alan Mathers, Thomas Weyrich and Geoff Wise Cr Gen Campbell	
			<u>riganist.</u>	CARRIED 7/1 CARRIED	
12 Nov 2021 2:46pm Leyon	nhjelm, Lindy - Reallocation				
Action reassigned to Harvie	, John by Leyonhjelm, Lindy - John to initiate investigation into the repo	ort			

	•	1
fficer	Status	1
fficer odds, Terry	Status G A or R	

12 Jan 2022 11:01am Harvie, John Researching suitable consultants before contacting other councils. 08 Feb 2022 7:42am Harvie, John Desk top research commenced 07 Mar 2022 3:21pm Harvie, John Report being prepared for council 11 May 2022 11:18am Leyonhjelm, Lindy - Reallocation Action reassigned to Ryan, Sarah by Leyonhjelm, Lindy - Change of personnel. 12 Jul 2022 4:46pm Leyonhjelm, Lindy - Reallocation Action reassigned to Harvie, John by Leyonhjelm, Lindy - JH to complete 13 Sep 2022 8:21am Harvie, John Work in progress 29 Nov 2022 4:00pm Leyonhjelm, Lindy John Harvie in process of sending letter to other Council Areas 20 Feb 2023 8:57am Leyonhjelm, Lindy - Reallocation Action reassigned to Fernando, Stephen by Leyonhjelm, Lindy - Stephen to discuss option of going to Country Mayors Association meeting and/or LGNSW 07 Jun 2023 10:55am Fernando, Stephen - Reallocation Action reassigned to Dodds, Terry by Fernando, Stephen - Terry, further to the conversation yesterday, you will speak to Cr. Gorey to suggest an amendment. 09 Jun 2023 2:34pm Leyonhjelm, Lindy

Terry Dodds to work with Cr Gorey to move forward with lobbying for report

Terry Dodds spoke to Cr Neil Gorey to adjust the Notice of Motion to do a desktop research and uncover what investigations and actions have been taken so far in regards to this issue.

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

By Riverine Herald. Murray River Council has been given another nod of recognition by industry peers at last week's NSW Local Government Week Awards ceremony. On the back of several wins at last year's event, the council took home two runners-up awards: highly commended for the RH Dougherty Awards 'Innovation in Special Events' category (for Moama Lights) and highly commended for the 'LGNSW Planning Awards' (for Development Services Restructure).

Deputy Mayor Frank Crawley expressed his delight at the council's significant standing within the industry at the local government awards. "These awards shine a spotlight on the most forward-thinking councils in NSW, making our renewed recognition a source of great pride," Cr Crawley said. "Over the past few years we've consistently enhanced our services and spearheaded new initiatives, so these achievements are reflective of the collective dedication and the unwavering can-do attitude of staff. "Whilst we may not have taken home the major trophies this year, to once again be recognised amongst other NSW councils serves as a reminder that we're not just headed in the right direction, but blazing a trail."

The awards, which were staged at Hyde Park last Thursday, celebrate councils who demonstrate excellence across a range of categories such as arts and culture, events, communications, and planning. The RH Dougherty Awards categories recognise a high level of understanding and communication by councils to their local communities.

The LGNSW Planning Awards categories focus on leadership, culture change and actions to promote the delivery of positive and pragmatic outcomes in the planning and development area.

The awards are managed by Local Government NSW and judged by leading experts in the field.

Civic Office



Happy days: Murray River Council chief executive officer Terry Dodds, Development Services manager Jess McFarlane and director of Planning and Environment Rod Croft at the awards ceremony. Local Government NSW were supplied a copy of MRC's 'Working Towards a Sustainable MRC' video, as follows.

https://yoursay.murrayriver.nsw.gov.au/working-towards-a-sustainable-mrc/widgets/408164/videos/26791

It was extremely satisfying to read the reply from their Chief Economist, below:

From: Shaun McBride <<u>Shaun.McBride@lgnsw.org.au</u>> Sent: Tuesday, August 8, 2023 2:02 PM To: Terry Dodds PSM <<u>tdodds@murrayriver.nsw.gov.au</u>> Subject: Video

Hi Terry,

Thanks for providing us with a copy of your you tube video. Its brilliant. LGNSW would like to share it with other councils and perhaps in course materials. Are there any IP constraints on this. I would also be interested to know if this was [produced in house or whether it was developed by an external party.

Look forward to hearing from you.

cheers

Shaun Mc Bride Chief Economist **T** 02 9242 4072 | **M** 0438 625 045 shaun.mcbride@lgnsw.org.au Ignsw.org.au

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

Being acknowledged at the LG Week Awards in receiving a Highly Commended for the RH Dougherty Awards '(for Development Services Restructure).

Receival of a request from our Association, Local Government NSW, to share our video on 'Working Towards a Sustainable MRC' and perhaps use it in course materials.

Civic Office

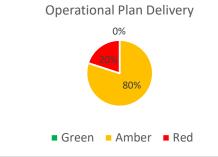
Community Engagement and Communication

PART A: Section Accountabilities and Team Roles

Mana	ger Community Engagement – Zoe Croft	t	Comm	unications Coordinator		
The tea	am will become a one-stop-shop for all thing	s	The co	ordinator is responsible for communicating w	/ith	
related	d to the engagement and education of our		our community.			
comm	unity. They will also focus on communicating	g with	Provide an avenue for all media enquiries (internal and			
the co	mmunity.		external)			
Provid	Provide an internal Community engagement service to		Comm	unication support to all portfolios including		
	tfolios of Council (assist in the development			ral development (graphic design), and		
	nentation of engagement plans)		engage	ment/information campaign development		
	opment and delivery of community education	า	(social	media/media releases/surveys etc)		
	ims across all portfolios, to schools and		Develo	pment of speeches as required		
community groups		Develo	pment and management of Councils Website	è		
	ng development and management of Council	′s	Media	releases		
Your Say platform (Community Engagement platform)		Websit	e development			
Your Say platform (Community Engagement platform) Schools & community education program delivery –		Social I	media posts			
Schools & community education program delivery – What waste goes where (kinder program)						
	opment and assistance with implementation	of				
	unity Engagement Plans (FOGO kerbside					
	ion rollout)					
	with development of Community Strategic Pl	lan.				
	intabilities		Ассоц	ntabilities		
SBPO	Accountability		SBPO	Accountability		
В	Community Strategic Plan		Р	External Communications		
В	External Communications		Р	Website Development		
	Development & Management		Р	Election Communications		
В	Internal Communication		Р	Branding and Corporate Image		
В	Council Branding & Corporate Image		Р	Internal Communications		
В	Community Engagement		0	Corporate Advertising		
В	Website and Intranet		0	Council Branding and Corporate		
В	Social Media			Image		
В	Community Education		0	Internal Communication		
Ρ	Stakeholder Engagement for		0	External Written Communication		
D	Strategic Planning		0	Community Newsletter		
P P	Social Media Development		0	Council Publications internal printing		
P	Community Engagement		0	services MRC Social Media		
0	Community Education Your Say Website		0	MRC Social Media MRC Media Management		
0	Community Strategic Plan		0	MRC Website		
0	MRC Community Stategic Plan			WINC WEDSILE		
	Engagement					
0	Community Education					
Ŭ	commany Education					

Monthly Operational Report – July 2023 **Community Engagement and Communication** murray river council

PART B: 4 Year Delivery Program and 1 Year Operational Plan



Under the 4 year Delivery Plan, the Community Engagement and Communication Section relates to: community engagement, community and schools education, branding, marketing and general communications. The Office of the CEO directly oversees the delivery of these outcomes

4 Year Delivery Program 2023-2026	Deliver, Partner,	Performance Measure	Responsible Officer		Year			Comments	
	Advocate			1	2	3	4		
Theme 1 – Goal 4 - Increa	sed awareness	and education for environmental sustainability	•				<u> </u>		
1.8 – Develop an educatio	n program foci	using on Council Services							
Development of schools,	Deliver,	(DP 1.8.1) Develop an education program focusing on	B: MCE		\checkmark	\checkmark	\checkmark	Initial preparation for the Working towards a Sustaianble MRC project have begun (video, launch for all staff at	
early childhood and	Partner	Council service	P: MCE					training day, YourSay Page). Public launch of project to occur in August	
community education		– Sustainability	O: MCE						
program focusing on		 Rare and Endangered species 							
sustainability, weeds &	Deliver,	(DP 1.8.2) Develop an education program focusing on	B: MCE	\checkmark	\checkmark	\checkmark	\checkmark		
invasive species, water,	Partner	Council service	P: MWS						
sewer, waste and illegal		- Water efficiency, Water Security and	O: MCE						
activities.		impacts on source water							
	Deliver	(DP 1.8.3) Develop an education program focusing on	B: MCE				<		
(S CEO)		Council service	P: MWS						
		- Sewer systems	O: MCE						
	Deliver	(DP 1.8.4) Develop an education program focusing on	B: MCE	\checkmark	\checkmark	\checkmark	\checkmark	Results of FOGO audit provided ot community – updated education on Food waste in green bin not red bin	•
		Council service	P: MWC						
		 FOGO, Waste and Recycling 	O: MCE						
	Deliver	(DP 1.8.5) Develop an education program focusing on	B: MCE	\checkmark	\checkmark	\checkmark	\checkmark		
		Council service	P: MWC						
		- Illegal activities	O: MCE						
	Deliver,	(DP 1.8.6) Develop an education program focusing on	B: MCE	 	<	<	<	Joint training session held to upskill NSW Natioanl Parks team relating to invasive weeds – ref MOR18 for further	
	Partner	Council service	P: PGOSB					details	
		 Weeds and biosecurity 	O: MCE						
	Deliver	(DP 1.8.7) Develop an education program focusing on	B: MCE				<		
		Council service	P: MSA						
		- Geospatial	O: MCE						
Theme 2 – Goal 3 – Provid	le clear, concis	se and consistent information that is easily accessible to	our customers						
2.6 – Improve externally p	rovided inform	nation and communication.							
Further develop and	Deliver	(DP 2.6.1) Update and improve external community	B: MCE	 	<	<	<	Website updates – new billing system, Mobile Library calendar.	
enhance public		information pathways including	P: CC						
communication		- Website and online webforms	O: MCE						
materials.		- Your Say Portal							
(S CEO)		- Use community noticeboards							
		- Mobile library							
		- Increase online and offline event frequency							
		to communicate and drive outcomes							
		- Snap Send Solve							
		 Continue digitisation of externally available 							
		services							

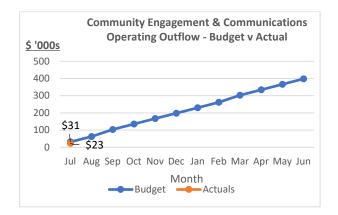
Community Engagement and Communication

	Deliver	(DP 2.6.2) Ensure accessibility guidelines are adhered to for all publications where possible (incorporated into Council's Community Engagement Framework)	B: MCE P: CC O: MCE	~		~	~	Ongoing development of website, flyers, social media posts to ensure graphics to assist with readibility.
	Deliver	 (DP 2.6.5) Upgrades to the MRC website to include Web-based payment options Interactive mapping of foot and cycle paths Community directory Move to more paperless documentation (online signing/ portal) 	B: MCE P: CC O: CC			~		Web-based payment being investigated currently (July 2023)
Theme 2 – Goal 4 – Achie 2.8 – Community and Co		driven results through collaboration and engagement (community and	l stakehol	lder).			
Increased interaction with Communities. (S CEO)	Deliver eve community	 (DP 2.8.1.) Review and update Councils Community Engagement Framework. Plan to increase face to face engagement with communities Provide updates on CSP and Delivery Program implementation Council meetings being held in various locations across the region Meet the Council events (staff and councillors). driven results through collaboration and engagement (not staff) 	B: MCE P: MCE O: MCE	I stakehol	V Ider).			DP implementation reported monthly via MOR reports from Busines Community Engagement Strategy and Policy revised and adopted by development of options to increase engagement being investigated.
and implementation of Councils Community Engagement Framework. (S CEO)		Community Engagement Framework ensuring the framework is embedded into Council's operations	P: MCE O: MCE					Council's February 2023 meeting. The documents were placed on pu comment as per the requirements of the IP&R Framework. No comm Community Engagement Plans and Communication Plans are embed Management Framework. Further training will be undertaken across are using the plans.
2.10 – Community Engag	-	driven results through collaboration and engagement (community and	l stakehol	lder).			
Further development and implementation of Councils Community Engagement Toolkit. (S CEO)	Deliver	(DP 2.10.1) Develop overarching engagement toolkit and implement engagement tools into Council processes	B: MCE P: MCE O: MCE		~			Ongoing discussions have been held internally to look at the requirer tools to support staff to implement. Discussion and template develo - Bridge Lift template - Road works or Road based emergency notifications template - Water planned works template - Emergency Water outage template - Sewer works template - Recruitment Pull up banners template for display - MRC Internal Engagement Activities Logistics and Equipment Plan

re they incorpotate plain english and	•
ess Unit Managers.	•
by Council (April 2023). Ongoing d.	
t versions were submitted to public display for review and public aments were received. edded into Council's Project ss Council. More Project Managers	•
ements of the toolkit and formats of lopment are ongoing. n Template	•

Community Engagement and Communication

PART C: Financial Outcomes



PART D: Project Status

PART E: Business as Usual

Campaigns run during the month	Comments								
Campaigns	 Positions Vacant – Project Manager, Development Engineer, Customer Service – temporary closures of sites, new systems – please bear with us, changes to services due to system change over, Customer Call back program, Library – temporary changes to operating hours Roadworks – Kirchhofer Street/Racecourse Lane (Moama), Balpool Road (Moulamein), Cobb Highway (Moama), Road closure – Echuca Moama Bridge (southbound due to accident in Echuca) Walking Tracks - Murray Downs Walking Track began construction ReShares / other lead agency information – Murray NSW SES – advice for Farmers, South West Arts - Country Arts Support Program, JEV vaccine(NSW Health reminder), afterschool club for curious kids (NSW State Library) 	 Bridge Lift notifications – multiple across the n Community Grants now open Moama Lights – ticket sales, Event Cancelled Damage at Moama Botanic Gardens Waste update – temporary closures of sites, Cl Council meeting on the road – Mathoura for Ju Water – Barham filtered water shutdown, Barl water interruption (Moama) Biosecurity – Notice o f weed spray / vegetatic Whole of Council Closure – All Staff Training Data Compliance – dogs under effective control 							
Collateral and promotional material	 Continue work on Sustainable MRC project (working title) – Working towards a Sustaianble MRC (final title Internal staff flyer developed, Your Say Page, brief for Community Newsletter, All Staff Preser Follow up letter to residents regarding Perricoota Road Unsealed section future works. Community newsletter developed (for August) Frogbit weed campaign material Dog/compliance signage 								
Proactive Media Outreach (media releases / interviews / advertisements / social media posts)	 62 social media posts 3 media releases 2 fortnightly update features xx Visits to MRC website (to be reported on once reporting mechanism is in place). 								

e month.
1
CRC benefits ⁻ July Meeting arham Raw Water outage, Illuka Ave filtered
tion management, have you seen any Frogbit? Day
al)

Community Engagement and Communication

	Visits to the portal will vary month to month depending on the number of projects which are live and the communities' level of interest in the topic/s. On months with small project numbers, smaller projects or projects that have been online for an extensive period of time, it is expected that visits to	Chart Tit
Projects active on Your Say Platform	the portal will be down. Projects live during July were Meninya Street Upgrade Housing Strategy Koraleigh Raw Water Pipeline installation Barham Water Pressure Flood affected waste clean up Moama's New Play Space Moama Preschool Economic Development and Tourism Strategy Draft Operational Plan and Budget 2023-24 River Country Art Trail Working towards a Sustainable MRC	510 508 506 504 502 500 498 496 494 Ju ^N _{Aub} st _{cen} ^{ten^{bel}} _D ^{cen^{bel}} _J ^{con^{anl}} _F ^{chⁱ}

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken

Risk Management

Date Updated Risk De	Details	Existing Controls/Challenges	Required Actions						

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.

Assist with the development and implementation of the 2023 All Staff Training Day.

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

Significant social media traffic and requests for further information about Bridge Lifts. Customer Service and Communications Teams worked together to increase communication to the community.

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ojects Live	

•••

People, WHS and Wellbeing

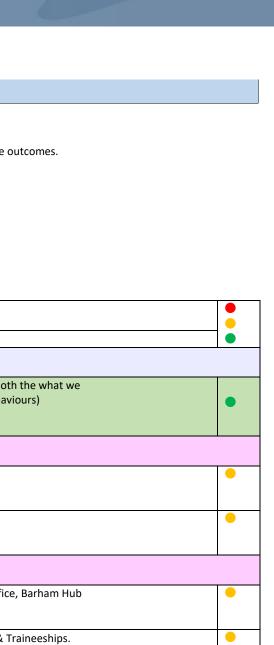
PART A: Section Accountabilities and Team Roles

Manager People – Rod Schubert			nato	r	HR Admin Officer	WHS Sp	WHS Specialist		
 The overall focus of Human Resources is not a thing we do in the business, it is the thing that runs our business. HR - High Level focus areas: Recruitment and selection of all staff. Retention of valuable employees. Training, development, and education to promote individual success and increase the contribution to MRC of all employees. Succession Planning A safe and healthy working environment. Inspiration and encouragement for a high level of employee engagement through recognition, effective communication, and constant feedback. Resources for administering compensation, benefits, policies, and procedures. All aspects of performance management HR data and metrics 			of all	rt to the Manager People in the key HR functions and programs and bility for Manager People in their	Assisting the HR Coordinator in all aspects of Human Resources.	manage training against l Strength	Maintain Work Health & Safety for employees, manage safety systems, including surveillance of st training testing and compliance. Ensure compliance against legislative requirements, Coach and Mento Strengthen Safety Culture process and systems for MRC Mangers & Supervisors.		
	untabilities	Accountab	oilitie	25	Accountabilities	Accountabilities			
SBPO	Accountability	Number Si		Accountability		Number	CDDO	Accountability	
D	Talent Management	Number St		Onboarding and Induction	Accountabilities cannot be split between people.	Number	SBPU D	Work Health & Safety	
D	Employment Law			Return to Work and Claims	If there is more than one person performing a		0	Site Audits and Reporting	
D	Training, Development and Mandatory Competencies		,	Management	role, they will undertake tasks to support the		0	Safety Awareness Program	
B	Workcover & RTW	C		Traineeships and Cadetships	person holding the accountability.		0	Work Health Program, Hear	
D			-	Workcover Reconciliations			0	Tests, Skin Checks, Immunis	
В	Volunteer Program							etc	
В	Workforce Performance	C		Recruitment and Selection			0		
В	Onboarding and Induction	C		Employee Relations			-	WHS Testing and Compliand	
В	WHS Programs	C	-	Industrial Relations			0	Internal Emergency Manage	
В	Succession Planning	C		Monitoring & Renewal of Licensing			0	Maintenance of WHS Regist	
В	Staff Professional Registrations/Accreditations & Membership	C	-	Reward and Recognition			0	Event Notification and	
В	Employee Relations	C		Succession Planning			0	Investigations Health and Safety Training	
В	Recruitment and Selection	C	-	Dispute Resolution			0	Realth and Salety Haining	
В	Reward and Recognition	C	-	Staff Education Program					
В	Remuneration Management	C)	Staff Professional Registration					
В	Uniforms			Compliance/ Accreditation and					
В	Staff Education		_	Memberships					
В	Industrial Relations	C	-	Remuneration Service					
В	Dispute Resolution	C		Talent Management					
В	Staff Health and Wellbeing	C)	Training, Development and					
Р	Staff Education	C	_	Mandatory Competencies					
Р	Recruitment and Selection		-	Workforce Planning Execution					
Р	Onboarding and Induction	C		Employment Law Advisory Service					
Р	Workcover and RTW	0		Workforce Performance					
Р	Compliance to Employee Conditions	C	J	Volunteer Recruitment and					
Р	Employee Relations			Placement services (non-community					
Р	Training, Development & Mandatory Competencies	0		services) and ongoing monitoring					
Р	Succession Planning		J	Volunteer Compliance.					
Р	Staff Professional Registration/Accreditation								
Р	Volunteer Program								
Р	Dispute Resolution								
Р	Staff Health and Wellbeing								
Р	Workforce Performance								
Р	Uniforms								
0	Staff Health & Wellbeing								
	Uniforms								

murray river Monthly Operational Report – July 2023 People, WHS and Wellbeing

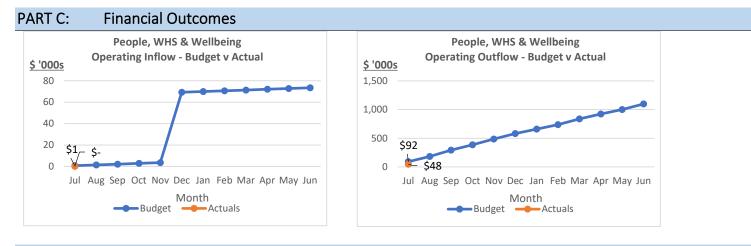
P	ART B: 4 Year Delivery Pr	ogram and 1 Year Operational Plan
	Operational Plan Delivery	Under the 4 year Delivery Plan, the Human Resource Unit relates to the full life cycle of employees. The Office of the CEO directly oversees the delivery of these of
	■ Green Amber ■ Red	

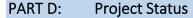
		•	1					-
4 Year Delivery Program 2023-2026	Deliver, Partner,	Performance Measure	Responsible Officer		Ye	ear		Comments
2023-2020	Advocate		Officer	1	2	3	4	
Theme 2 – Goal 2 - Contin	ue to be a trus	ted and ethical leader that leads by example		1				
2.5 – Leadership that is tru		<i>i i</i>						
Review and enhance our	Deliver	(DP 2.5.5) MRC values and behaviours to	B: MOD	\checkmark				Completed as part of our new Performance Review Process in June 2022. Focus on both
values and behaviours		become an integral part of the staff	P: MOD					do(tasks/outputs/performance) and also the how we do it. (values/attitudes and behav
within Council.		performance appraisal process.	O:MOD					
(S CEO)		· · · ·						
Theme 4 – Goal 3 – Active	ly promote and	d resource educational pathways into (working	g with) Council (re	tain a	and a	tract	new	people).
4.7 – To attract quality stat								
To attract quality staff to	Deliver	(DP 4.7.1) Investigate RDA Riverina's	B: MP	\checkmark	\checkmark			RDA program has changed and further investigations required.
service community		'Country Change' program to attract new	P:					
demands.		residents	O:					
(S CEO)	Deliver	(DP 4.7.2) Actively recruit for specific roles	B: MP	\checkmark	\checkmark	\checkmark	\checkmark	Ongoing – recuirtment campigna in action.
		within Council to service community	P:					
		demands and requirements	O:					
Theme 4 – Goal 3 – Active	ly promote an	d resource educational pathways into (working	g with) Council (re	tain a	and a	tract	new	people).
4.8 – Developing future lea		. ,						,
Develop a learning and	Deliver	(DP 4.8.1) Redevelopment and ongoing	B: MP	\checkmark	\checkmark	\checkmark	\checkmark	New pull up recrucitment banners located at MVBC, Moama Office, MBC, Barham office
development strategy		review of MRC recruitment and advertising	P:					
including leadership		program	O:					
opportunities – Emerging	Deliver	(DP 4.8.2) Developing future leaders'	B: MP	\checkmark	\checkmark	\checkmark	\checkmark	 Partnership with CVGT has been completed to manage our Apprenticeship & T
Leaders Program .		program – Emerging leaders certificate	P:					 In discussion with Kerri Symes – Go Tafe to discuss training & development pro
(S CEO)		(internal program as well as looking at	O:					program.
		cadet, work, trainee, school,						
		apprenticeships etc)						



program including an Emerging Leaders

People, WHS and Wellbeing





HR Module – TechOne

- Due to departure of HR Coord reviewing the possibility of employing a contractor to complete HR TechOne requirements as a priority.
- Ongoing Discussions held with Director of Corporate Services on the possibility of fast-tracking e-recruitment priority as well as automated staff increases.
- HR module to be placed on hold to concentrate on the implementation of e-recruitment.

Training and Development – ongoing

- Ongoing Manager People in discussion with GoTafe. After the recent HR Summit, HR has contacted Penrith City Council to discuss their leadership program. We have not yet been able to communicate with them..
- New policy and procedure to be drafted.
- Skills analysis for depot staff is close to being finalised.

Performance Reviews / ORP

• Performance Reviews have commenc3ed for all Staff.

HR & WHS Strategic Plan

- WHS Strategic Plan is now completed.
- Manager- People has drafted the HR strategy. Currently under review and acceptance by HR team.

Policy & Procedure Review

• HR has commenced ongoing review of all HR policies and procedures.

WHS Document/Systems Reviews:

- WHS procedure reviews are ongoing.
- Development of the WHS document, incident reporting and online induction web page/intranet currently being trialled and tested.
- Development of electronic pre-starts, risk assessments for phones and iPad

PART E: Business as Usual

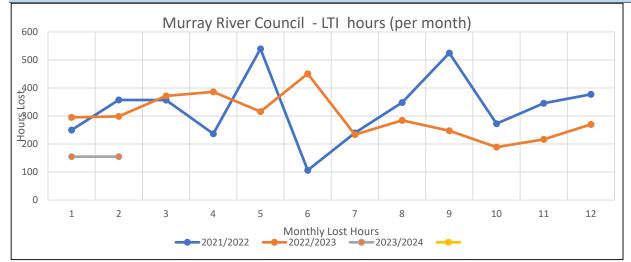
Staff Updates (including internal changes)

Offboarded:2Onboarded:5Internal staff changes1 (promoted to Supervisor Water and Wastewater)

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People, WHS and Wellbeing

PART F: Service Metric



<u>Event</u>	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	TOTAL
Injury to Employee	2												
Injury to 3 rd Party													
Property Damage Council	1												
Property Damage 3 rd Party	1												
P&E Council	7												
P&E 3 rd Party													
Hazard Identified													
Near Miss/ Other	2												
TOTAL	13												

155hrs in Lost time for July 23, 2 minor injuries with no treatment required and no new LTI's

Risk Management

insit mai	lage	inent in the second s		
Date Upda	ted	Risk Details	Existing Controls/Challenges	Required Actions
01/04/22	_	Turnover of staff in critical roles	Backfilling roles through Local Govt	Task – Develop a succession plan for critical positions
People	&		NSW, and other consultant's.	Task – Identify changing profile and needs of Council employee through developing a workforce plan
Culture				Task – Identify employment incentives for attraction and retention of professionals
				Task – Review reasons for people leaving Council from exit questionnaire and develop action plan.
01/04/22	-	Skilled Workforce – Difficulty in attracting and retaining		Creating a workplace that people desire to spend employed longer in, often called Employer of C
People	&	skilled / qualified staff. Employees using MRC stepping		improvement project (called the VOICE Project) will assist. (Being delivered in Office of The CEO - 'Civ
Culture		stone to more preferred locations or pay increases.		

StateCover WHS Audit Recommendations and internal findings:

Date Updated	Risk Details	Required	Required Actions
Apr 23	Implement & update Internal WHS procedures	 Managing Psychosocial hazards Procedure Electrical Inspection Test & Tagging Procedure Event Risk management Procedure 	 Draft, Consult & implement Procedure into existing processes – Drafted Draft, Consult & implement Procedure into existing processes - Drafted Draft, Consult & implement Procedure into existing processes - Drafted
Sept 22	High Risk Construction	 Construction process and documentation of all works and projects - Infrastructure 	 Develop Construction Safety Procedure - Drafted Develop Chain of Responsibility Procedure and process
Sept 22	Contractor Management	 Contractor Management Procedure and associated process and operations per department 	 Review Contractor/Supplier register - Procurement Develop online Contractor WHS induction – WHS - Drafted Review management of departmental process for managing and reviewing contractors – each

n	•
Choice, is fundamental. The staff culture ivic').	•

	•
h department	•

murray river Monthly Operational Report – July 2023 council

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

All Staff training day – highly successful, over 165 attendees, well received by staff. Increase in amount of applications for recruitment – 78 applications for a Customer Service role. Improvements in systems surrounding annual step increases.

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

Decision made to recruit for Manager HR & Safety

Challenges - available assistance for formatting new procedures and documents for WHS prior to intranet going live

People, WHS and Wellbeing

Corporate Services Directorate

PART A: Director Accountabilities and Key Performance Indicators

Director Corporate Services - Stephen Fernando	Accou	ntabilities
Provide required internal services to	SBPO	Accountability
operational departments to enable the delivery of community services.	S	Intergovernment Relations – CSD
This bureau service manages Finance	S	Corporate Performance a& Reporting
& Accounting, Information/Communications	S	Light Motor Vehicle (White) Strategy
Technology & Business Intelligence,	S	Rural Fire Service
Governance & Risk, Procurement & Contract Management, Property &	S	Purchasing Outdoor Supplies
Leases, Facilities Management & Maintenance. The directorate	S	Procurement
facilitates corporate reporting.	S	Disability Asset Management Plan
As the business-arm of council,	S	Financial Appraisals
Corporate Services supports the	S	Internal Audit
operational & financial planning	S	Payroll
process, and provides analysis of	S	Information & Records Mgt
actual operational & capital	S	Policies & Procedures
performance. The directorate also	S	Risk Mgt
facilitates the longer-term financial	S	Legislative Compliance
planning process.	S	Commercial Business
	S	Governance Framework
	S	Business Improvement
	S	Leasing
	S	Contract Management
	S	Property (Buildings and Facilities) Operations
	S	Finance Services
	S	Information Technology
	В	Intergovernment Relations – CSD
	В	Commercial Business
	В	Business Continuity
	В	Financial Appraisals
	В	Internal Audit
	В	Legal Services
	В	Corporate Performance & Management

Key Performance Indicator 2023/2024	Evidence/Comments					
In time for the 24/25 financial year manage the SRV process – in line	In-principle resolution adopted by Council.					
with IPART	Interviews being held with potential candidates to manage/action the SRV process. Expect t be finalised and a person appointed in July 2023.					
	Initial contact made with both OLG and IPART.					
Assist the CEO to harvest synergies with other Councils	Initial efforts with other Councils have not converted into any demonstrable results.	•				
	Engaging with Edward River Council in integrating Council ERP with DPE Planning Portal. Early engagement also on the Compliance module. No further progress made in June.					
Deliver the TechOne project as adopted by Council	The project is being delivered in modules. Release 1 (Finance, Procurement, Payroll, Asset Management) is in use. Release 2 is Property & Rating, which will be delivered in 3 phases Phase 1: Rating & Receipting, Phase 2: Compliance (development services, ranges etc.) and Phase 3: Customer service.					
	Phase 1 of Release 2 is planned to cut over and go live on 3 July 24. The final decision to proceed with the cut over was made on the evening of 30 June. Data will be transferred and tested thereafter over the weekend of 1 & 2 July.					
	Post Month Note: The cut over was completed and the system went live on 3 July. Currently all receipting is done in TechOne. Rates notices for 23/24 will be issued from TechOne.					
Advocate on behalf of MRC, in concert with RAMJO if required, to influence the NSW Government in relation to corporate services:	Continue to work on the Governance & Technology subcommittees of LG Professionals, NSW chapter. Supporting Technology sub-committee with an initiative on e-invoicing.	•				
finance, governance, records, and digitalisation issues and policies.	Working with RAMJO on energy initiatives.					
	Submission to the draft IPART Rate Capping Review has been made.					
dentify and commence the process of implementing automation for software systems.	Given the focus of implementing the new ERP system, there is very little further capacity within the organisation to undertake additional automation projects. Some initial work is being undertaken to review Robotic Process Automation (RPA).	•				
	Current automation initiatives are limited to what can be implemented within the TechOne ERP system.					

Corporate Services Directorate

PART A: Section Accountabilities and Team Roles

Manager IT and Digital Services - Alex Green	Manager Business Intelligence - Sandy Paterson	Manager Governance and Risk - Sandra Gordon	Manager Property & Procurement - Peter Beaumont	Manager Finance - Kris Kershaw	Manager Strategic Assets– Brodie Goodsell
Manage the of the information and communications infrastructure to enable the required connectivity and data exchange requirements. Ensure security of Council information and ICT assets. Provide support services to staff in relation to use of technology. Manage the annual capital and operational budgets.	 Manage and maintain the design/redesign and documentation of business processes Review and manage software systems used within Council to ensure they are fit-for-purpose and are kept up to date with evolving technologies. Undertake custodianship of Council's data including its security, analysis and use for decision making purposes. Align Council data, records, information and ICT security architecture frameworks, standards and processes. Ensure all Council records and managed in keeping with statutory and regulatory requirements. Investigate and drive automation within Council systems using current and emerging technologies (RPA, AI, ML etc.) Provide ongoing training to ensure staff have the necessary skills in the use of software, analysis and use of data, and understand their obligation with regard to managing records. Engage and consult with stakeholders to identify requirements, develop strategy and compile the long-term financial plan. Manage the annual capital and operational budgets. 	Ensure Council's legislative and regulatory compliance and reporting requirements are adhered to. Establish a framework for assessing and managing risk and ensure identified risks and mitigation strategies are documented and are actions follow-up. Establish adequate insurance cover for Council activities, in consultation with operational managers. Maintain the suit of required corporate registers and undertake the related reporting requirements. Facilitate the functioning of the Audit & Risk Committee and the internal audit function of Council. Provide support & guidance to the Mayor and Councillors on their statutory obligations as elected officials and where required assist with their reporting requirements. Managing the legal services relationships. Provide advice and assistance on governance related matter to the whole of Council. Manage the annual cand operational budget.	 Provide procurement and property/leasing and tendering related services to the organisation. Ensure compliance with legislative requirements. Develop a high-level framework & monitor policy and procedures including advice, training, templates and support services for both Procurement & Property. Coordinate public tendering to meet legislative requirements and manage Contract Register (GIPA). Provide oversight for Internal procurement probity and audit. Manage supplier relationships. Coordinate purchases and sales of property and facilitate commercial application of property, where appropriate. Develop and manage the Lease Register. Provide oversight for commercial leases and associated issues. Advise on management of crown land. Manage the annual capital and operational budgets. 	 Operate in a financially responsible and sustainable manner (IPR ratios). Review, revise and maintain Council's Long Term Financial Plan in line with statutory requirements. Provide financial reports to Management and staff to assist in budget control and decision making. Ensure adequate and effective internal controls are in place for all financial management. Maintain a strategic rating structure that is equitable across the region. Manage investments in the long-term interest of the community and within regulatory requirements. Complete annual & quarterly budgeting processes in-line with statutory requirements. Process accounts payable in-line with Councils protocols and suppliers' terms of trade. Complete and lodge Annual Financial Statements in accordance with Statutory Requirements. Complete all taxation returns and grant acquittals (as a financial service) as required by external bodies. Organise and manage the external audit of Council and address any rectification/improvement action arising therefrom. 	An integration role for big picture and long term, mapping out big infrastructur projects into the future to ensure they link up and are sequenced logically. Provide an information and Advisory rol to the rest of the organisation on the above. Manager Strategic Assets will also 'map' the 10-year financial plan, to not only 'join the dots' but make sure there is enough money to pay for it at the time the Projects are planned for. The keeper of all information related to our assets including Developing, Maintaining the Asset Register MRC has 35 Asset types dispersed across the organisation. The Assets team provide an advisory an information role to the Business Managers in the organisation. They provide a one stop shop for all information capture about all our assets including what they are, how many we have, what they are in, how long they will last, what we should be spending on them and when. This assist Business Managers to work out what & how to categorise assets so at budget time listin and getting approval for 'cluster' business cases becomes easier. Other requirements of the Strategic Assets team include Management of GIS/Mapping, Maintenance Management and Addressing systems and data, Road Naming, Gazettal's and Closures.

Corporate Services Directorate

Accou	ntabilities	Accountabilities			ntabilities		Accou	Intabilities	Accountabilities		
SBPO	Accountability	SBPO	Accountability	SBPO	Accountability	٦Ĺ	SBPO	Accountability	SBPO	Accountability	
В	Public Access Systems	В	One Council Post	В	Legal Services Management		В	Office Supply & Stationary	В	Internal Finance &	
В	IT Networks		Implementation	В	Risk Management		В	Procurement Advice &		Revenue	
В	Printing Services	В	Existing Network Systems and	В	Governance Framework			Framework	В	Rates & Revenue	
В	IT Support		Corporate business	В	Policy & Procedure		В	Crown Land	В	Investments	
В	IT System Software &		applications integration &		Management		В	Contracts Advice &	В	Payroll	
	Hardware		management	В	Legislative Compliance			Framework	В	Fees & Charges	
В	Community Safety	В	Information and Records	Р	Legal Services		В	Income from Commercial	В	Financial Projects	
В	Portable Assets		Management	Р	Policies & Procedures			Leases	В	Management Accounting	
В	Communication Towers &	В	Microsoft 365	Р	Risk Management		В	Leasing		& Reporting	
	Radio Controls	В	ECM Development	Р	Legislative Compliance		В	Land Sales & Procurement	В	Corporate Financial	
В	Point of Sale			Р	Legal Services Contract		Р	Income from Commercial		Planning	
В	IT System Administration				Management			Leases	В	Sundry Debtors	
В	IT Asset Procurement &			0	Maintenance of Policies and		Р	Leasing	В	Accounts Payable	
	Disposal				Procedure documents and		Р	Crown Land	Р	Internal Audit	
В	IT – Product Development				systems		Р	Retirement Villages	Р	Finance Systems and	
В	Internal Phone and Internet			0	Corporate Performance &		Р	Procurement		Processes	
	Services				Reporting – Publications		0	Income from Commercial	Р	Investment Managemen	
В	IT Cabling			0	Legislative Compliance			Leases	0	Corporate Finance	
В	Library Management Systems			0	Implementation of Governance		0	Procurement		Accounting	
В	Drone Registration &				Framework and supporting		0	Leasing	0	Monitoring & Payment o	
	Compliance				education		0	Property Framework		Bills	
0	Cyber Security			0	Coordination of Legal Services		0	Property Compliance		·	
0	Point of Sale			0	Annual Report		0	Reporting of Crown Land			
0	Printing Services			0	Government Information Public		-	· · · · · ·			
0	IT Asset Procurement and				Access (GIPA) Service						
	Disposal			0	Risk Management						
0	Library Systems			0	Councillor Induction & Training						
0	IT Systems										
0	IT Infrastructure & Support to MBI										
0	Drone Registration & Compliance										

Accountabilities

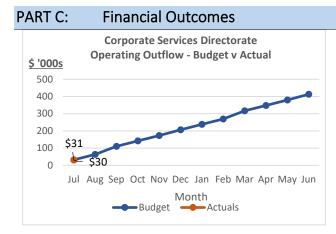
SBPO	Accountability
В	Council Asset Mapping
В	Strategic Asset Projects
	Management
В	Strategic Asset Planning (4
	yrs.) LFTP and IP&R
В	Asset Expenditure
	Forecasting
В	Gifted Assets
В	Infrastructure Forward
	Works
В	Asset Creation and Disposal
В	Corporate Asset Advisory &
	Information Role to
	Managers
В	Asset and Finance Alignment
В	Rural Addressing
В	Asset Plan Monitoring &
	Updating
В	GIS Mapping System
В	Council Asset Management
	Plans
В	Corporate Asset Systems
	Management and
	Operations

rray river Mont ouncil	hly Op	erational Report – July	2023					Corporate Servi
PART B: 4	Year Deli	very Program and 1 Year Operat	ional Plan					
Operational Pla 0%							es to provision of internal services to council such as finance, property, governance, risl and alignment, corporate reporting, audit, and supplier management.	
■ Green ■ Am	nber 🗖 Red							
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	1	Ye 2	ear 3	4	Comments
Theme 1 – Goal 3 - Plan fo 1.7 – Environmental Sustai	r the impacts	-		1-	-			
Develop & begin implementation of an Environmental Sustainability Strategy, containing energy efficiency and the impacts of climate change. (S DCS)	Deliver	(DP 1.7.2) Adopt an internal policy within MRC to address micro energy production for MRC site usage				~		Switchboard & Meter condition assessments are being undertaken to review suitabil electricity.
Theme 4 – Goal 1 – Develo 4.1 – Signage across Counc		y led strategy with a focus on social connect	ions / social fabric a	nd a se	ense o	of belo	ongin	lg.
Develop a program to identify, upgrade and renew signs across Council. (S DCS)	Deliver	(DP 4.1.1) Review all signage, develop a plan and begin renewal or replacement o all old Council signage including entranceways signs to all communities & towns, old Wakool signage and old Murra Shire signage	MPOS, MED O:		~	~	~	Internal signage at Council operational sites have been reviewed by WHS for conform Need to review town signage (non-traffic), including tourism signage.
Theme 5 – Goal 4 – Partne 5.11 – Innovation	r with indust	ry, community, and government organisation	ons to promote and	nurture	e inno	vatio	n.	
Be engaged in innovation and technology platforms and networks (S DCS)	Deliver, Partner, Advocate	(DP 5.11.2) Work with neighbouring LGAs on implementing a shared services modu		~	~	~		 Some progress made with Edward River Council. Met with IT on DPIE portal integration and exploring T1 meeting agenda fun Meeting with Director Corporate Services Shortly.
		ate and enable environmentally sustainable	e approaches to ene	r <mark>gy ma</mark>	nagei	nent.	I	
7.11 – Adapt to Biodiversit Be prepared for more stringent biodiversity and carbon offset requirements. (S DSP)	<mark>y and Carbon</mark> Deliver	Offset (Carbon Credits) requirements (DP 7.11.1) Investigate and develop a framework to incorporate current and lik Biodiversity & Carbon Offset (Carbon Credits). Requirements actioned in physic planning decisions.	0:		~	~	~	

ces Directorate

, legal services, tendering, procurement, records,

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	•
ty for connection of on-site generated	
ance to requirements.	•
ctionality.	•



PART D: Project Status

#	PROJECT	COMMENTS	
1	Energy Review	Meters replaced with Digital meters at Large Scale Usage sites. Switchboards at other sites are being evaluated.	
2.	SRV Application	Consultant Appointed. Kick-off meeting scheduled for early August.	
	Depreciation Review	High level review completed. Consultants Appointed for deeper review, primarily on transport asset. Kick-off meetings held. Data requirements are being compiled.	
3	Asset Management Framework	Workshops completed. Awaiting Final Reports.	
4	Cyber Security Review	Eol out to market. Closing mid-August.	•
5	Signage Review	Task Force set-up. Initial data analysis being undertaken.	
6	Cobb Highway Land Sale	Negotiations continue with Potential buyers. Property rezoned to IN1.	
7	Sale of Mathoura Line Road Land	Report tabled at July meeting. To be represented at August meeting	
8	Development of Residential Land Mathoura	Eol for real estate agents out. Closing mid-August.	•
9	Technology One Implementation	P&R - Revenue Management module went live on 3 July 23. Rates notices issues through new module on 1 Aug 23. P&R - Compliance & regulatory module implementation has started from Aug 23.	

PART E: **Business as Usual**

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PART F:	Service Metrics		
Escalated Cu	stomer Service Reconciliations to CEO level		
Date	Customer Compliant	Action Undertaken	
	None		

Corporate Services Directorate

Corporate Services Directorate

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
10.01.22	Overall Financial Sustainability of Council	Cost Management (5.6% Savings), Revenue Taskforce	The budget for 23-24 reduces the budgeted operating deficit, in comparison	
		Budget Process.	to 2022-23.	
		Depending on extent of Grants to recover costs, flood event may make the	First steps in devloping and SRV submission to IPART has comenced.	
		deficit worse than budgeted.		
10.01.22	Implementation of the Technology One system. Potential Time Delays and Cost	Project Management	P&R- Revenue module live since 3 July 2023.	
	Overruns. Technical Issues.		P&R - Compliance & Regulatory - commenced August 23.	
09.02.22	Conformity to Procurement Regulations	Procedures	Educations & Communication Program	
			Implementation of Contract Audit improvement actions. In progress.	
13.02.23	Delays in Preparation of Financial Statements,	Tasks allocated to Finance Manager and Strategic Asset Manager	Close Monitoring. Implementation of Processes.	
	Management Letter comments by Auditors		Strict plan and deadlines developed for 22-23 audit. In progress.	
04.05.23	Cyber Security Risks	Basic defences around firewalls and motoring. Primarily reliant on IT Services	Full review of existing security measures, identification of weaknesses, and	
		contractor.	development of an improvement plan.	
		Costs of expertise and resources to establish top end defence mechanisms.	EoI currently out to market.	
		Human factor.		

Council resolutions completed

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/06/2023	Media Policy Review	<u>030623</u>		Croft, Zoe	G A or R
			RESOLUTION 030623		
			Moved: Cr Frank Crawley		-
			Seconded: Cr Neil Gorey		
			That Council resolve to adopt the updated Murray River Council Media Policy (Pol 108) and place it on public display for public comment for 28 days.		
			CARRIED		
11 Jul 2023 11:21am Croft, Zoe					
Draft policy is currently on display					
03 Aug 2023 12:22pm Croft, Zoe					
Some minor suggestions provided	by staff to assist with clarification around some items within the F	Policy. Changes noted in final d	locument for adoption being presented at August 2023 meeting.		
03 Aug 2023 12:29pm Croft, Zoe -	Completion				
Completed by Croft, Zoe (action o	fficer) on 03 August 2023 at 12:28:35 PM - Consultation period ha	s closed and final document is	ready to be presented to Council for adoption.		
03 Aug 2023 12:29pm Croft, Zoe -	Notification				
Fernando, Stephen (first authorise	er) notified by Croft, Zoe (action officer) on 03 August 2023 at 12:2	9:06 PM, Sent to Stephen Fern	nando and Lindy Leyonhjelm for authorisation, Notified by Zoe Croft		

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/07/2023	LGNSW Annual conference attendees and motions to be submitted	040723	RESOLUTION 040723	Leyonhjelm, Lindy	G A or R
			Moved: Cr Thomas Weyrich		•
			Seconded: Cr Neil Gorey		
			That Council:		

ray river MC ouncil	onthly Operational Report – J	July 2023	Corporate Serv	lices Dire	ctorate
			 Agree and confirm that the CEO, Mayor, and other Councillors attending the LGNSW Annual Conference being held 12 – 14 November 2023 at Rosehill Gardens Resort. 		
			 Confirm number and names of Councillors attending the conference to register attendees prior to 29 September 2023 to take advantage of the early bird special. 		
			Attendees – Mr Terry Dodds, Cr Chris Bilkey, Cr Frank Crawley & Cr Thomas Weyrich		
			 Council will agree and resolve the motions to be submitted to the LGNSW Annual conference at the 22 August 2023 Ordinary Meeting of Council. 		
			4. Voting delegates to be confirmed for the Annual Conference and submitted by 17 October 2023		
			CARRIED		
			Mr Terry Dodds to make note and request when submitting motions that the items submitted be allocated enough time to be discussed at the conference, which is the main reason the motions are submitted.		
03 Aug 2023 9:26am Leyonł	hjelm, Lindy				
	hjelm, Lindy al attendee to the conference. In the process of booking the tickets ar	nd will book flights and accomm	odation for all attendees.		
		nd will book flights and accomm	odation for all attendees.	Officer	Status
Cr Ann Crowe is an additiona	al attendee to the conference. In the process of booking the tickets ar s outstanding within 3 months		Resolution	Officer Beaumont, Peter	Status G A or R
Cr Ann Crowe is an additionation of the second seco	al attendee to the conference. In the process of booking the tickets an s outstanding within 3 months Subject				
Cr Ann Crowe is an additiona	al attendee to the conference. In the process of booking the tickets an s outstanding within 3 months Subject		Resolution		
Cr Ann Crowe is an additionation of the contract of the contra	al attendee to the conference. In the process of booking the tickets an s outstanding within 3 months Subject		Resolution RECOMMENDATION ITEM HAS BEEN WITH WITHDRAWN FROM THE JULY MEETING AND WILL BE PRESENTED AT THE AUGUST 2023 MEETING OF COUNCIL, INCLUDING THE LEASE INFORMATION AS PER RESOLUTION 200523 AT THE MAY		
Cr Ann Crowe is an additiona <u>Council resolutions</u> <u>Meeting</u> Council 25/07/2023	al attendee to the conference. In the process of booking the tickets an s outstanding within 3 months Subject		Resolution RECOMMENDATION ITEM HAS BEEN WITH WITHDRAWN FROM THE JULY MEETING AND WILL BE PRESENTED AT THE AUGUST 2023 MEETING OF COUNCIL, INCLUDING THE LEASE INFORMATION AS PER RESOLUTION 200523 AT THE MAY		
Cr Ann Crowe is an additionation of the second seco	s outstanding within 3 months Subject Sale of Lot 3 DP 813704 - Mathoura Line Road, Moama	Resolution Number	Resolution RECOMMENDATION ITEM HAS BEEN WITH WITHDRAWN FROM THE JULY MEETING AND WILL BE PRESENTED AT THE AUGUST 2023 MEETING OF COUNCIL, INCLUDING THE LEASE INFORMATION AS PER RESOLUTION 200523 AT THE MAY 2023 MEETING OF COUNCIL. Resolution	Beaumont, Peter	G A or R
Cr Ann Crowe is an additiona	al attendee to the conference. In the process of booking the tickets an so outstanding within 3 months Subject Sale of Lot 3 DP 813704 - Mathoura Line Road, Moama	Resolution Number	Resolution RECOMMENDATION ITEM HAS BEEN WITH WITHDRAWN FROM THE JULY MEETING AND WILL BE PRESENTED AT THE AUGUST 2023 MEETING OF COUNCIL, INCLUDING THE LEASE INFORMATION AS PER RESOLUTION 200523 AT THE MAY 2023 MEETING OF COUNCIL.	Beaumont, Peter Officer	G A or R

Meeting	Subject	Resolution Number	Resolution
Council 25/07/2023	Sale of Lot 3 DP 813704 - Mathoura Line Road, Moama		RECOMMENDATION ITEM HAS BEEN WITH WITHDRAWN FROM THE JULY MEETING AND WILL BE PRESENTED AT THE AUGUST 2023 MEETING OF COUNCIL, INCLUDING THE LEASE INFORMATION AS PER RESOLUTION 200523 AT THE MAY 2023 MEETING OF COUNCIL.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/07/2023	Sale of Lot 3 DP 813704 - Mathoura Line Road, Moama		 ITEM HAS BEEN WITH WITHDRAWN FROM JULY MEETING AND WILL BE PRESENTED AT THE AUGUST 2023 MEETING OF COUNCIL INCLUDING THE LEASE INFORMATION AS PER RESOLUTION 200523 AT THE MAY 2023 MEETING OF COUNCIL. RECOMMENDATION That Murray River Council (Council) resolve to: sell the land identified as Lot 3, DP813704 (the Land) in its current condition through competitive Expression of Interest process with no special conditions attached, and authorise the appointment of Elders Rural Service (bearing Australian Company registration Number 72004045121) as the licensed real estate agent to undertake the sale of the said Land. 	Beaumont, Peter	G A or R
Meeting	Subject	Resolution Number	Resolution	Officer	Status

murray river council	Monthly Operational Report – July 2023	Corporate Serv

Council 25/07/2023	Ward Boundaries realignment for 2024 Council Elections	<u>080723</u>			(
			RESOLUTION 0	80723	
			Moved:	Cr Neil Gorey	
			Seconded:	Cr Nikki Cohen	
				ver Council resolve to adopt the proposed changes to the electoral ward boundaries and place the proposal for comment and feedback.	on
				c	ARRIED

Council 25/07/2023	Ward Boundaries realignment for 2024 Council Elections	<u>080723</u>		Gordon, Sandra	G A or R
			RESOLUTION 080723		•
			Moved: Cr Neil Gorey		
			Seconded: Cr Nikki Cohen		
			That Murray River Council resolve to adopt the proposed changes to the electoral ward boundaries and place the proposal on public display for comment and feedback.		
			CARRIE	D	
Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/07/2023	Related Party Disclosures Policy - Reviewed	000722			G A or R
		<u>090723</u>		Gordon, Sandra	GAUR
		090723	RESOLUTION 090723	Gordon, Sandra	
		090723	RESOLUTION 090723 Moved: Cr Neil Gorey	Gordon, Sandra	
		090723	-	Gordon, Sandra	
		090723	Moved: Cr Neil Gorey	Gordon, Sandra	
		090723	Moved: Cr Neil Gorey Seconded: Cr Nikki Cohen	Gordon, Sandra	
		090723	Moved: Cr Neil Gorey Seconded: Cr Nikki Cohen Murray River Council resolve to:	Gordon, Sandra	
		090723	Moved: Cr Neil Gorey Seconded: Cr Nikki Cohen Murray River Council resolve to: 1. adopt the Related Party Disclosures Policy V#2 (Policy) as presented and update the Policy Register accordingly, and		
		090723	Moved: Cr Neil Gorey Seconded: Cr Nikki Cohen Murray River Council resolve to: 1. adopt the Related Party Disclosures Policy V#2 (Policy) as presented and update the Policy Register accordingly, and 2. rescind previous version of the Policy.		
		090723	Moved: Cr Neil Gorey Seconded: Cr Nikki Cohen Murray River Council resolve to: 1. adopt the Related Party Disclosures Policy V#2 (Policy) as presented and update the Policy Register accordingly, and 2. rescind previous version of the Policy.		
		090723	Moved: Cr Neil Gorey Seconded: Cr Nikki Cohen Murray River Council resolve to: 1. adopt the Related Party Disclosures Policy V#2 (Policy) as presented and update the Policy Register accordingly, and 2. rescind previous version of the Policy.		

Council resolutions outstanding outside 3 months

Meeting	Subject	Resolution Number	Resolution		Officer	Status
Council 22/02/2022	Councillor Training - Team Effectiveness/Conflict Resolution	230222			Gordon, Sandra	G A or R
			RESOLUTION	230222		•
			Moved:	Cr Neil Gorey		•
			Seconded:	Cr Ann Crowe		
			That Council e	engage a suitably qualified and experienced trainer to undertake a Team Effectiveness Workshop for Councillors.		
				CARRIED)	
13 Apr 2022 11:56am Gordon	, Sandra					
Training to be undertaken in J	une/July to spread out training for Councillors - had ICAC and Integrit	y training in March and April				
14 Jul 2022 12:09pm Gordon,	Sandra					
Probably needs to be pushed I	pack to August / September - need to discuss with the Councillors and	d ELT				
16 Mar 2023 8:48am Gordon,	Sandra					
Executive Assistant is research	ing options					

ices Directorate

Corporate Services Directorate

09 Jun 2023 2:38pm Leyonhjelm, Lindy

Options presented to ELT did not cover the needs, will need further research

14 Jun 2023 9:58am Leyonhjelm, Lindy

Sandra Gordon presenting at June council prebreifing to gauge requirements and steps to training moving forward

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)



Finance

- > Interim Audit Completed without any additional process issues or risks being identified. This is a significant improvement from previous audits.
- Preparation of 22/23 Financial Statements are underway, with a closely
- monitored project plan
- Rates notices for 23/24 issued on 1 August 23.
- Budget review for Q1



Procurement

- > Addressing of actions stemming from the contract management internal audit underway.
- Multiple tenders and EoIs are being managed.
- > Sale of Mathoura Line Load Land being finalised through a second Council report.



Governance

- > Code of Conduct training delivered to staff on mandatory staff training day.
- Compilation of Annual Report Underway



ICT, Systems & Processes

- - > 23/24 Rate Notices, issue through new system.
 - > P&R-Compliance & Regulatory module implementation commenced Aug 23.
- MRC Intranet is under development (named MaRCo)
- Staff were provided with Records Management Training on the mandatory staff training day.
- Records Management Software and processes are being implemented using SharePoint and TechOne ECM.



<u>Assets</u>

- > Asset Custodianship Framework draft report has been received and is under review.
- > The GIS has been integrated to the recently implemented TechOne P&R-Revenue module.

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

The Technology One Property & Rating - revenue Module went live on 3 July 2023, after a one-year implementation project. The project was delivered on time with a marginal overrun of the budget, which is a significant achievement for a project of this nature. Based on a proposal presented by MRC and agreed to by the Vendor, the implementation adopted a methodology not adopted by the vendor before this. We believe that methodology helped reduce risk and resulted in a successful project delivery. Other modules will also be implemented using this methodology.

> TechOne, P&R-Revenue module went live on 3 July 23, on time and more or less within *budget (marginally over budge, adjusted with budget for next module)*

Business Intelligence

PART A: Section Accountabilities and Team Roles

Manager Business Intelligence -		Team Leader Records	Software Systems Administrator	IT/Software Trainer	
Sandy Pate	erson				
Manage and of business Review and ensure they Undertake of analysis and Align Counc architecture Ensure all C statutory ar Investigate current and Provide ong skills in the understand Engage and develop stra Manage the from concel Provision of and support users and ke Co-ordinate records in a Develop, do	d maintain the design/redesign and documentation	Assist with managing the electronic document management system (CM9) and ensure prompt and accurate retrieval of processed information and provide assistance to staff in using CM9. Assist with managing all hardcopy archiving requirements across the whole Council and ensure compliance with <i>NSW</i> <i>State Records Act 1998</i> . Assist with developing and implementing physical and electronic records disposal schedules in accordance with relevant legislation. Systems administration- onboarding and offboarding user logins, managing security access requirements, data cleansing, file creation and location maintenance. Provide support and back up to Records Officer.	Coordinate & support systems upgrades and implementations when appropriate, including integrations/interfaces, user acceptance testing (test plan/case development, testing support, result documentation, error and rectification monitoring) and co-ordination of cut-over tasks related to such upgrades/implementations. Undertake full responsibility for administering the application software systems in use within Council, including security, workflow and reporting. Co-ordinate report design and development. Maintain the systems set-up as required. Maintain user access to systems in keeping with applicable Council policies and guidelines. Support the year end roll-over processes in systems where such activities are applicable. Manage enquiries from the business regarding system operations and enhancements and provide timely software systems related first level help desk support to users. Coordinate communication of key system changes to users. Liaise with operational users to document the processes that are being undertaken through the software systems. Liaise with software vendors and other service providers as needed to deliver on the role responsibilities. Assist with providing software training to staff when required. Develop and maintain appropriate policies and procedures to facilitate effective systems administration. Participate in adhoc projects as required.	Systems Administrator for Council's business applications, including managing the access control, troubleshooting of issu and outages, internally as well as with system vendors. Lifecycle Information Management across all systems Provide advice on and coordinate business processes and workflows to facilitate business improvement. Develop software training materials and keep them updated using vendor generated materials where available. Co-ordinate and deliver software induction and follow up training, to ensure staff are familiar with the operations and us of the relevant systems. Monitor staff usage within Council's corporate business applications and provide advice, guidance, and assistance to drive adoption. Support the development, documentation and review of Council's corporate business applications, procedures, and policies. Assist with business analytics and dashboard reporting across Council. Assist with furthering the continuous improvement and automation of Council processes using advanced technologies such as Business Intelligence products and Robotic Process Automation. Manage Council's software licence register, assist in the budgeting for such licenses and manage the related payments	
Accountabilities		Accountabilities	Accountabilities	Accountabilities	
Number Su B B B B B B B B B B B B B B B B B B B	OneCouncil Post Implementation Management Existing network systems & corporate business applications integration and management Information and Records Management Microsoft 365 ECM Development & Management OneCouncil Post Implementation Projects Microsoft 365	Number SBPO Accountability O Information and Records Management Service O ECM Service Delivery	Number SBPO Accountability 0 Document Work Processs 0 Maintain Work Processes in keeping with Changing Work Practices 0 Maintain System Set-up 0 Administer System User-Access 0 Provide First Level Help Desk Support 0 Liaise with relevant Software Vendors and Service Providers 0 Support Staff Training Activities 0 TechnologyOne Post Implementation	Number SBPO Accountability 0 OneCouncil Post Implementation Security 0 OneCouncil Post Implementation System Administration 0 OneCouncil Post Implementation System Support 0 IT/Software Training 0 Business Improvement Delivery 0 Existing Network systems and corporate business applications 0 Microsoft 365	
P P			System Administration O TechnologyOne Post Implementation		

Number	SBPO	Accountability	Number	SBPO	Accountability
	0	Information and Records Management		0	Document Work Process
		Service		0	Maintain Work Processes in keeping with
	0	ECM Service Delivery			Changing Work Practices
				0	Maintain System Set-up
				0	Administer System User-Access
				0	Provide First Level Help Desk Support
				0	Liaise with relevant Software Vendors and
					Service Providers
				0	Support Staff Training Activities
				0	TechnologyOne Post Implementation
					System Administration
				0	TechnologyOne Post Implementation
					Access Control
				0	Coordinate Systems Testing
				0	Liaise with relevant Software Vendors and
					Service Providers
				Р	Support Systems Implementations
				Р	Support Systems Upgrades
				Р	Coordinate Systems Testing
				Р	Support Cyber Security Initiatives

Information and Records Management

Management

PART B: 4 Operational Pla 0%		analytics technologies. T	y Plan, the Business Intellig he function also promotes	the communication c	to the promotion of improved efficiencies and effective decision making through the applic of the information so generated, in a clear and lucid manner using storytelling techniques as oversees the delivery of these outcomes.
100% ■ Green ■ Am					
4 Year Delivery Program	Deliver,	Performance Measure	Responsible	Year	Comments

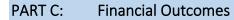
Partner,		Officer		•	car		Comments
Advocate			1	2	3	4	
de clear, concis	e and consistent information that is easily acco	essible to our cus	tomer	s			·
provided inform	nation and communication						
Advocate	(DP 2.6.4) Investigate and implement NSW Planning Portal links to allow better integration with MRC IT systems	B: MBI P: MDS O: MBI					TechOne Compliance module implementation project kick off held, with timeline still to required aspects.
de clear, concis	e and consistent information that is easily acco	essible to our cus	tomer	rs		1	1
rvices to better	support community needs						
Deliver	 (DP 2.7.1) Upgrades to internal services to increase accessibility of internal information New CRM to improve customer interface Develop intranet 	B: MBI P: MBI O: MBI		~	~		Intranet: Works continue on MRC Intranet MaRCo, with WHS & Policies to be included in security groups for departments for access management. Records Consolidation: Works continue on M365 with Cloud Governance configuration w in managing creation of MS Teams & SharePoint sites. 5 services have been created and w These services will be linked to the Intranet so users can request for the services from on
			•				
Deliver	(DP 7.2.1) Investigate and implement automation and digitalisation of process (manual process) across Council's operations.	B: MBI P: MBI O: MBI	~				Resourcing is at capacity and no ability to progress this at this stage.
		g public interface	•				
1			1	1			
Deliver	(DP 7.3.1) Adopt deep learning and use of algorithms to manage data set and decision	B: MBI P: MBI					
	Partner, Advocate de clear, concis provided inform Advocate de clear, concis rvices to better Deliver da geospatial improve the ex Deliver	Partner, Advocate de clear, concise and consistent information that is easily accorrovided information and communication Advocate (DP 2.6.4) Investigate and implement NSW Planning Portal links to allow better integration with MRC IT systems de clear, concise and consistent information that is easily accorrectors to better support community needs Deliver (DP 2.7.1) Upgrades to internal services to increase accessibility of internal information - New CRM to improve customer interface - Develop intranet d a geospatial driven system into Council processes, including improve the extent, efficiency and effectiveness of data captur automation and digitalisation of process (manual process) across Council's operations. d a geospatial driven system into Council processes, including improve the extent, efficiency and effectiveness of data captur automation and digitalisation of process (manual process) across Council's operations. d a geospatial driven system into Council processes, including improve corporate decision making Deliver (DP 7.3.1) Adopt deep learning and use of	Partner, Advocate Officer de clear, concise and consistent information that is easily accessible to our custor provided information and communication B: MBI Advocate (DP 2.6.4) Investigate and implement NSW Planning Portal links to allow better integration with MRC IT systems B: MBI de clear, concise and consistent information that is easily accessible to our custor integration with MRC IT systems D: MBI de clear, concise and consistent information that is easily accessible to our custor increase accessibility of internal information B: MBI Deliver (DP 2.7.1) Upgrades to internal services to increase accessibility of internal information B: MBI - New CRM to improve customer interface P: MBI - Develop intranet D: MBI d a geospatial driven system into Council processes, including public interface improve the extent, efficiency and effectiveness of data capture. B: MBI Deliver (DP 7.2.1) Investigate and implement automation and digitalisation of process (manual process) across Council's operations. B: MBI d a geospatial driven system into Council processes, including public interface improve the extent, efficiency and effectiveness of data capture. D: MBI Deliver (DP 7.2.1) Investigate and implement automation and digitalisation of process (manual process) across Council's operations. D: MBI d a geospatial driven syste	Partner, Advocate Officer 1 de clear, concise and consistent information that is easily accessible to our customer provided information and communication B: MBI Planning Portal links to allow better integration with MRC IT systems B: MBI P: MDS O: MBI de clear, concise and consistent information that is easily accessible to our customer integration with MRC IT systems D: MBI P: MDS O: MBI de clear, concise and consistent information that is easily accessible to our customer rvices to better support community needs D: MBI D: MBI Deliver (DP 2.7.1) Upgrades to internal services to increase accessibility of internal information B: MBI P: MBI O: MBI 0 a geospatial driven system into Council processes, including public interface. improve the extent, efficiency and effectiveness of data capture. B: MBI V Deliver (DP 7.2.1) Investigate and implement automation and digitalisation of process (manual process) across Council's operations. 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B: MBI P: MBI ✓ Deliver (DP 7.2.1) Investigate and implement automation and digitalisation of process (manual process) across Council's operations. B: MBI P: MBI ✓ d a geospatial driven system into Council processes, including public interface. (manual process) across Council's operations. O: MBI ✓ d a geospatial driven system into Council processes, including public interface. (DP 7.3.1) Adopt deep learning and use of B: MBI ✓	Partner, Advocate Officer 1 2 3 de clear, concise and consistent information that is easily accessible to our customers provided information and communication Image: Communication Advocate (DP 2.6.4) Investigate and implement NSW Planning Portal links to allow better integration with MRC IT systems B: MBI P: MDS O: MBI Image: Communication de clear, concise and consistent information that is easily accessible to our customers rvices to better support community needs O: MBI Image: Communication Deliver (DP 2.7.1) Upgrades to internal services to increase accessibility of internal information B: MBI P: MBI O: MBI Image: Communication d a geospatial driven system into Council processes, including public interface. improve the extent, efficiency and effectiveness of data capture. 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D: MBI Image: Communication d a geospatial driven system into Counci	Partner, Advocate Officer 1 2 3 de clear, concise and consistent information that is easily accessible to our customers provided information and communication Image: Communication and communication Advocate (DP 2.6.4) Investigate and implement NSW Planning Portal links to allow better integration with MRC IT systems B: MBI P: MDS O: MBI Image: Communication and communication de clear, concise and consistent information that is easily accessible to our customers rvices to better support community needs Deliver (DP 2.7.1) Upgrades to internal services to increase accessibility of internal information B: MBI P: MBI O: MBI Image: Community Pielon P: MBI O: MBI d a geospatial driven system into Council processes, including public interface. improve the extent, efficiency and effectiveness of data capture. B: MBI P: MBI O: MBI Image: Community in the system into Council processes, including public interface. 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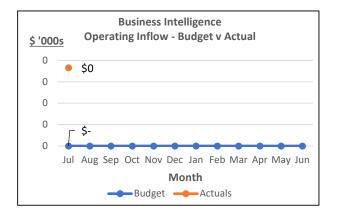
Business Intelligence

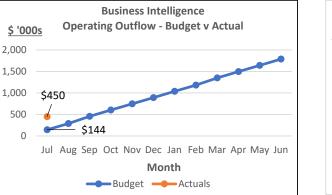
oplication of modern data capture, storage and as well as the implementation of TechnologyOne

	•••
to be refined to ensure MRC can deliver	•
in phase 1 including working on creating workshops held across July- this will assist d will be ready for testing this month. one central location.	•
	•

Business Intelligence









Project	Comments:
R3 – Compliance	Project kick off meeting held and bookings being refined. Once confirmed invites will be sent to staff required for design Workshops.
R2 – Property & Rates	Property & Rates module is now live in the production environment, with some additional works still underway to meet the needs of MRC.
R2 – Enterprise Cash Receipting	Enterprise Cash receipting module is now live in the production environment, and some amendments have been made to the training materials to ensure they reflect the requirements.
R2 – Enterprise Content Manager	Enterprise Content Manager module is now live in the production environment, with some additional works still underway to enable archiving & disposal.
R1 - FINANCE	Staff navigated the EOFY process for the 2 nd time, with minimal support from external contractors.
R1 - CORPORATE ENTERPISE BUDGETING	Additional works on hold awaiting Finance Team.
R1 - SUPPLY CHAIN MANAGEMENT	Contracts system configured, data migrated and validated- await Procurement Manager to test.
R1 - HUMAN RESOURCES & PAYROLL	Recruitment Requisition form has been developed and is in Testing phase. Works underway for Organisational Structure changes to align to MRC. HR dashboard is in final design stages and due to be released next month.
R1 - ENTERPRISE ASSET MANAGEMENT	Defects capture and Maintenance Scheduling to be rolled out. Process mapping is required to better understand Works scheduling. Asset books continuing to be refined and updated to include Assets that were missed in the reval. Await Assets Team.
R1 - STRATEGIC ASSET MANAGEMENT	Asset data to be imported - await Assets Team.
R1 – SYSTEM ADMINISTRATION	TechOne Reports register to be updated to manage report scheduling & version control. Review of Business Process Automations (BPAs) & Resource Pools to standardize naming conventions & document use to enable long term management as the system grows.
R3 – DATA MIGRATION	
R3 – ENVIRONMENTS	

Business Intelligence

PART E: Business as Usual

Creation of Records

- Records captured into Content Manager (CM9) Councils Electronic Document Management System (EDMS):
- Year 2023 (to date): 34,328 documents
- Year 2022: *61,200 documents*
- Total: 680,875 documents

Archiving & Disposal

- Records Destroyed This Year to Date: 8 documents
- Records Made Inactive- This Year to Date: *16,512 documents*
- Records Custody Transferred (Permanent Archive) This Year: 0
- Records Transferred to Off-Site Storage- This Year: 0

Records Destroyed – Total: 18,893 documents Records Made Inactive- Total: 437,993 documents Records Custody Transferred (Permanent Archive) - Total: 7 files Records Transferred to Off-Site Storage- Total: 7 Files

Software & Systems

- Supported business in EOFY.
- Supported yearly Audit of Software systems.
- Created T1 User Management and Access Control document for System Admin
- Software overspend in July going forward monthly expenditure will be reduced by the applicable apportionment of these licences, and the 'overspend' that is showing is only a timing difference.

Additional Works

CM9 Financial Year rollover completed to enable archiving

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

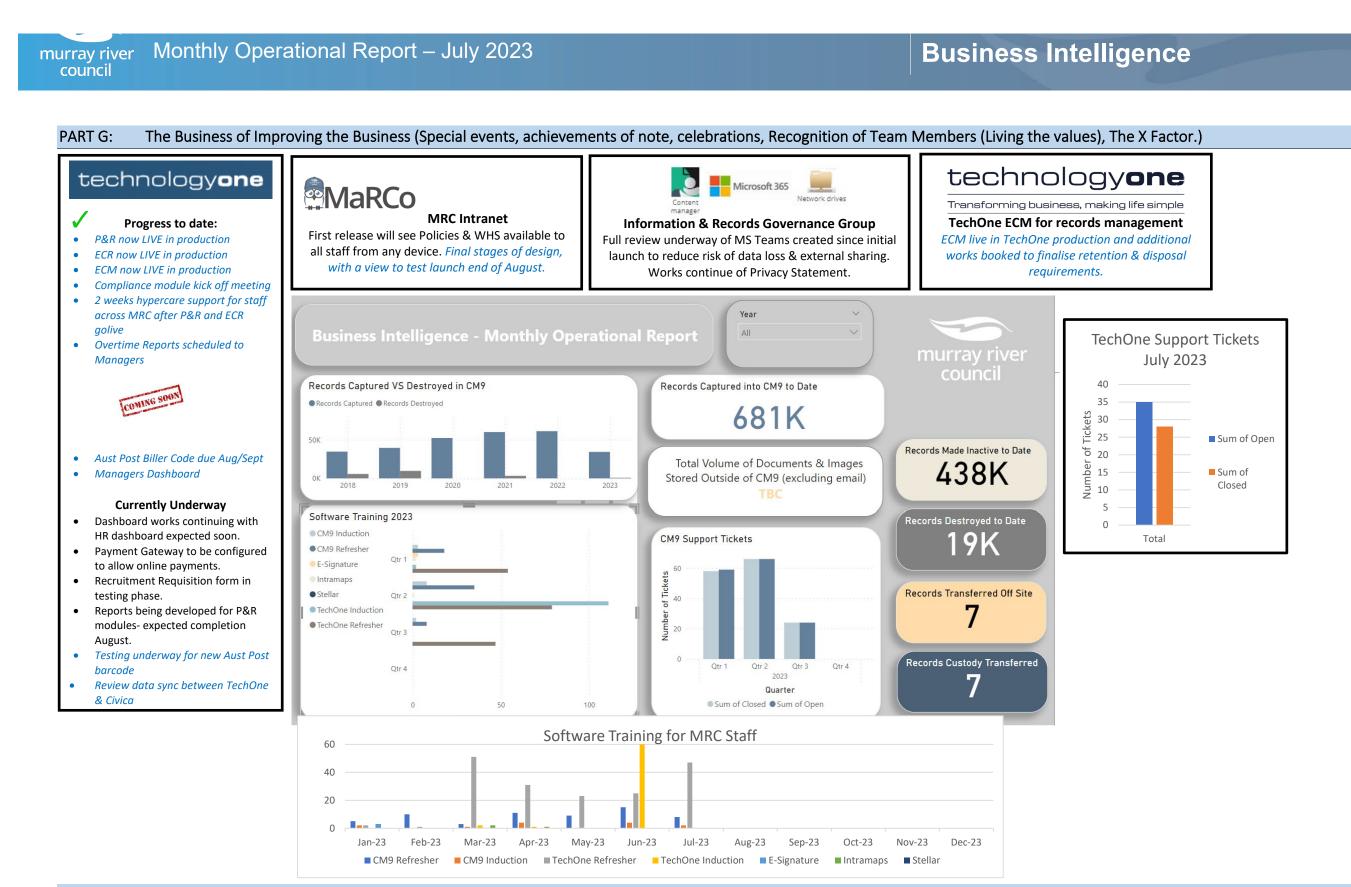
Date	Customer Compliant	Action Undertaken

Risk Management

manager	nem		
Date Updated	Risk Details	Existing Controls/Challenges	Required Actions
11/10/2021	Non-compliance with regulatory	Policy and Procedures in place	Task – Develop Information Asset Register
	requirements	Training and support to all EDMS users	Task – Identify end user records management requirements
		Trained Records Management staff	Project – Migrate network drive data and reduce/discontinue its use
		Backups of current data	Project – Migrate Content Manager (CM) and discontinue its use
			Project – Define M365 business use and relaunch with training for users and identify Systems Administrator
11/10/2021	Archiving and Disposal of Hardcopy records does not meet legislative requirements and/or business needs	Policy and Procedures in place Training and support for staff as required Trained Records Management staff	Task – Transfer hardcopy records to NSW State Archive for permanent archiving as per legislation. Works underway to proceed v back to early 1900s through to 1960 to ensure safekeeping for future generations.
24/01/2022	iFERRET considered inadequate solution for disposal of records in Release 2	Review business requirement, scope and explore alternative	RIM review to assist with determining requirements. Review delivered Apr 2022- outcomes to be assessed over the coming week implemented with a cross section of staff to assist with strategic planning in information management across MRC. Information of through information and data governance issues.
24/07/2023	Availability of specific skill sets internally to complete required works	Identifying gaps in resources early	MRC will need to look at providing additional external resources to supplement existing internal resources in order to undertake Information Management project and potentially other areas of the TechnologyOne rollout. Internal resourcing has caused delay TechnologyOne project and additional resourcing will need to be allocated to keep the project on track.

		 -

	•
d with the first transfer of Minute Books dating	•
eeks. Information Governance Group to be In Governance Group meets monthly to work	•
ke additional works required for the Records & lays with data migration for the	



PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

First Rates notices issued from TechOne, first invoices issued from TechOne and first receipting in TechOne. Well done to all involved!

TechOne Compliance Project kicked off which will see Planning & Building, Certificates (10.7s, 121zp, 735A, Sewer Diagrams), Approvals (trees, driveways, culverts), Permits & Licences (food business, skin business), Leases and Enforcements all move across to the TechOne system.

PART A:

murray river Monthly Operational Report – July 2023

Section Accountabilities and Team Roles

Manager Finance - Kris Kershaw	Managem	ent /	Accountant	F	inancia	Acco	untant	Coord	nator F	Financial Operations
Operate in a financially responsible and sustainable manner (IPR ratios).	Assist the Fire reporting, a		e Manager in budgeting, forecasting nalysis.				e Manager in meeting all orting requirements.			nce Manager through the day-to-day finance operations.
Review, revise and maintain Council's Long Term Financial Plan in line with statutory requirements.	1 1		s operational and long-term financial d quarterly budget reporting	а	dherenc	e, end	liance reporting, compliance of month processes, journal			unts payable, accounts rroll, and trainee finance staff.
Provide financial reports to Management and staff to assist in budget control and decision making.	performanc	e mo	ng-term financial strategy, nitoring and working with managers	s n	naintena	nce.	general ledger monitoring/	Prenar		reconciliations. nting entries for the disposal and
Ensure adequate and effective internal controls are in place for all financial management.	Provide ong	going	ve budget targets. training and support to Council staff	2	econcile nd moni ⁻		nitor General Ledger reconciliatio			ant/ fleet.
Maintain a strategic rating structure that is equitable across the region.	budget and	repo	rting processes.							
Manage investments in the long-term interest of the community and within regulatory requirements.										
Complete annual & quarterly budgeting processes in-line with statutory requirements.										
Process accounts payable in-line with Councils protocols and suppliers' terms of trade.										
Complete and lodge Annual Financial Statements in accordance with Statutory Requirements.										
Complete all taxation returns and grant acquittals (as a financial service) as required by external bodies. Organise and manage the external audit of Council and address any rectification/improvement action arising therefrom.										
Accountabilities	Accountab	oilitie	S	A	ccount	abilitie	25	Accou	ntabilit	ies
SBPO Accountability	Number S	BPO	Accountability		Number	SBPO	Accountability	Numbe	r SBPO	Accountability
B Internal Finance & Revenue	P		Management Accounting		Nulliber	P	Financial Projects	Numbe	P	Fees and Chargers
B Rates & Revenue	P)	Budget Projects			0	Investment Management		P	Internal Finance and
B Investments	C)	Quarterly Budget Review &			0	Annual Financial Statements			Revenue
B Payroll			Reporting			0	Audit Reporting &		0	Fees and Chargers
B Fees & Charges	C)	Budget Resource for				Compliance		0	Bank Reconciliation (incl B/O
B Financial Projects			Managers			0	Financial Projects			Receipting)
B Management Accounting & Reporting	C)	Annual Budget Preparation			0	Monthly Financial Reporting		0	Business Activity Statement
B Corporate Financial Planning			(10-year plan)			0	FBT Management			(BAS incl Fuel Rebate)
B Sundry Debtors	C)	Accounting System			0	Monthly Investment		0	Fortnightly Payroll Review
B Accounts Payable			Maintenance				Reporting.		0	RFS Financial Transactions
B External Audit	C)	Management Accounting &							
P External Audit			Reporting Delivery							
P Finance Systems and Processes	C)	Internal Monthly Budget							
P Investment Management			Reporting							
O Corporate Finance Accounting	C)	Annual Budget Preparation							
	1.1		(1-year operating plan)							
O Monitoring & Payment of BillsO Annual Workcover Estimate and Return	0		External Audit Service							

PART B:

4 Year Delivery Program and 1 Year Operational Plan

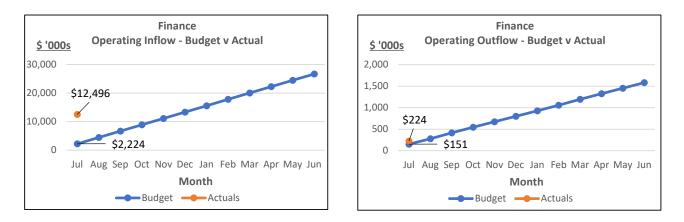
Finance

Levy Cou ratepaye file detail Undertak	ncil's ra r enqui s.	ing function of Council. ates each year, respond to res and maintain rates master
ratepaye file detail Undertak	r enqui s.	
	e debt	
		recovery activities.
Facilitate	the co	le of land for the recovery of
		required.
Account	ahiliti	AS
Account		
Account	SBPO	Accountability
	SBPO O	Accountability Rates and Revenue
	SBPO	Accountability
	SBPO O O	Accountability Rates and Revenue Rate Enquiry Service
	SBPO O O O	Accountability Rates and Revenue Rate Enquiry Service Rates Debt Recovery Calculate Annual Rates Customer Water Debt
	SBPO O O O O O O	Accountability Rates and Revenue Rate Enquiry Service Rates Debt Recovery Calculate Annual Rates Customer Water Debt Recovery West
	SBPO O O O O O O	Accountability Rates and Revenue Rate Enquiry Service Rates Debt Recovery Calculate Annual Rates Customer Water Debt Recovery West Water System Billing
	SBPO 0 0 0 0 0 0 0 0	Accountability Rates and Revenue Rate Enquiry Service Rates Debt Recovery Calculate Annual Rates Customer Water Debt Recovery West

murray river Monthly Operational Report – July 2023 council

The Finance Section relates to the Corporate Services Directorate directly oversees the delivery of these outcomes. This section has no direct deliverable outcomes under the 2022-2026 Delivery Program. This Business Unit will contribute to other MOR reports as required.

PART C: **Financial Outcomes**



The Finance graph for Operating Revenue shows the actual rates and annual charges as 100% levied in July, whereas the budget line spreads out the revenue over twelve (12) months. This will need to be corrected for the August 2023 graph.

PART D: **Project Status**

- 2022/23 Financial Statements Work progresses on the year-end financial statements. Shell set of statements has been produced and now Finance staff are working through final reconciliations, however, there is a need to undertake a prior period adjustment for the Other Structures revaluation for 2021/22 year. Other Structures had missed assets identified recently and the revaluation needs to be re-applied as a Prior Period adjustment due to the variance being material. A Year-end plan is used to manage the year end completion of work.
- Rates notices for 2023/24 Year Notices were issued by the statutory date of 1st August 2023. Some ratepayers who are registered for e-notices as their delivery method have received their notices in the mail rather than by e-notices. This is currently being looked into as to why this occurred. Rates staff are also taking a lot of queries at the moment, including questions around the business stormwater charge. Queries are being responded to as quickly as possible, but it needs to be noted that the volume of queries seems to be higher when compared to the same time last year. Needs to be also noted that payments using Australia Post are not currently possible due to insufficient time to establish the barcode parameters for the new notice layout. Australia Post is rolling out a new system Australia wide and the new barcode format should be able to be used from about September 2023 onwards.
- Technology One System Technology One System has gone live from 1 July 2023 for Property and Rating. The rating system still has some minor implementation that currently requires Finance to continue to dedicate staff resourcing to it, whilst managing ٠ day-to-day operations. This minor implementation was not critical for go-live, nor did it require external resources to be retained to work on them, but it still does require some continued staff resourcing from Finance to work on it into July/ August 2023.
- Internal reporting Finance staff continue to improve reporting options available from the Technology One system, with focus being placed on giving the Managers the ability to generate the reports themselves. An example of a current report under development is a Statement of Cashflow report that can be run anytime in Tech 1 as part of the end of month processing and reporting.
- Quarterly budget review process Management Accountant has issued budget packs for the 2023/24 year 1st quarter budget review. These are due back to Finance by the 18 October. Issued earlier than usual to give Managers more time to work on their reviews.
- Interim Audit Interim audit has been completed. Council has received confirmation that there is no requirement to issue an Interim Management Letter from the Audit Office of NSW as there were no new high risk actions and no prior year actions ٠ increasing risk rating to "high".

PART E: **Business as Usual**

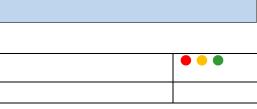
Overdue Amounts as of 31 July 2023

Rates Outstanding – Reporting is still to be established in Tech 1 system to calculate this (Previous month of June outstanding was \$2,472,619 or 11.30%). This result is above the Office of Local Government ratio requirement of 10% for rural councils. Water Outstanding - Reporting is still to be established in Tech 1 system to calculate this (Previous month of June outstanding was \$285,836 or 11.56%). Sundry Debtors Outstanding - Reporting is still to be established in Tech 1 system to calculate this (Previous month outstanding was \$292,690 or 13.46%).

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken



Monthly Operational Report – July 2023 murray river council

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	• • •
July 2023	Availability of Finance Resources	Resourcing improvement has seen vacant roles filled. Finance Manager reviews availability of staff and assign work as required.	 Continued training and skilling-up of key staff to help complete the financial statements, which leads to work been pushed out to staff that can do it/ assist. Financial Accountant role has been vacant since 7 April 2023. Currently backfilled by external contractor. Need to advertise role and make role permanent again. 	•
July 2023	Internal resources unavailable due to business as usual	Monitor what is coming up as due – review each month at the start. Finance Manager assigns work and follows-up on progress. Attempts are made to prioritise work as best as possible. A lot of work is still done using spreadsheets.	 Improve reporting to internal audit committee on progress of status of various projects. Clearly define priorities and ensure this is communicated to all Finance staff. Focus on ensuring that compliance deadlines are met. 	•
July 2023	Staff fatigue	Normal process is to ensure staff take annual leave and scheduled RDOs. However, the OneCouncil project and other projects has resulted in staff deferring leave and banking RDOs.	 Monitor staff physical and mental wellbeing and ensure they are ok on a regular basis. Recent Tech 1 project has resulted in fatigue for some of the Finance staff. Get staff to schedule in leave and take RDOs. This is proving difficult to implement due to workloads and Council on-going requirements needing to be met. Look at additional resourcing options as the need arises. 	•

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

Vanessa Duncan – 10 Years with Council Anniversary of Service

Rates Notices Need to congratulate Kirsty Harris (Rates Coordinator) for the work done on getting the rate notices issued for the 2023/24 financial year. This was done using the new Technology OneCouncil system – the process from getting the assessments into the new system to raising the rates in the system to getting them sent out had to be built in the new system. A team of people worked on getting the rates setup in the new system, but Kirsty went above and beyond to ensure the notices were issued on time.

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

PART A: Section Accountabilities and Team Roles

Manager Governance and Risk – Sandra Gordon

Ensure Council's legislative and regulatory compliance and reporting requirements are adhered to.

Establish a framework for assessing and managing risk and ensure identified risks and mitigation strategies are documented and are actions follow-up.

Establish adequate insurance cover for Council activities, in consultation with operational managers.

Maintain the suit of required corporate registers and undertake the related reporting requirements.

Facilitate the functioning of the Audit & Risk Committee and the internal audit function of Council.

Provide support & guidance to the Mayor and Councillors on their statutory obligations as elected officials and where required assist with their reporting requirements.

Managing the legal services relationships.

Provide advice and assistance on governance related matter to the whole of Council.

Manage the annual operational budget.

Accountabilities

Number	SBPO	Accountability
	В	Legal Services Management
	В	Risk Management
	В	Governance Framework
	В	Policy & Procedure Management
	В	Legislative Compliance
	Р	Legal Services
	Р	Policies & Procedures
	Р	Risk Management
	Р	Legislative Compliance
	Р	Legal Services Contract Management
	Р	Business Continuity
	Р	Internal Audit
	0	Maintenance of Policies and Procedures documents and systems
	0	Corporate Performance & Reporting – Publications
	0	Legislative Compliance
	0	Implementation of Governance Framework and supporting education
	0	Coordination of Legal Services
	0	Annual Report
	0	Government Information Public Access (GIPA) Service
	0	Risk Management
	0	Councillor Induction & Training
	0	Business Continuity
	0	Internal Audit Services

PART B: 4 Year Delivery Program and 1 Year Operational Plan

Under the 4-year Delivery Plan, Governance & Risk relates to: Good governance practices and the Statutory requirements of Local Government. Ensuring Council has an effective corporate governance framework that complies with all legislative requirement and promotes business excellence. There are no specific items in either the Delivery Plan or Operational Plan that relates to this position.

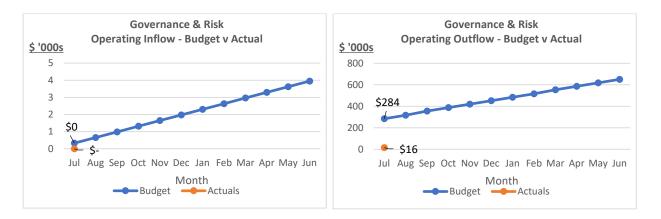
Item 9.1.5 - Attachment 1 - Chief Executive Officer - 22 August 2023

Governance and Risk



Governance and Risk

PART C: Financial Outcomes



PART D: Project Status

No projects planned

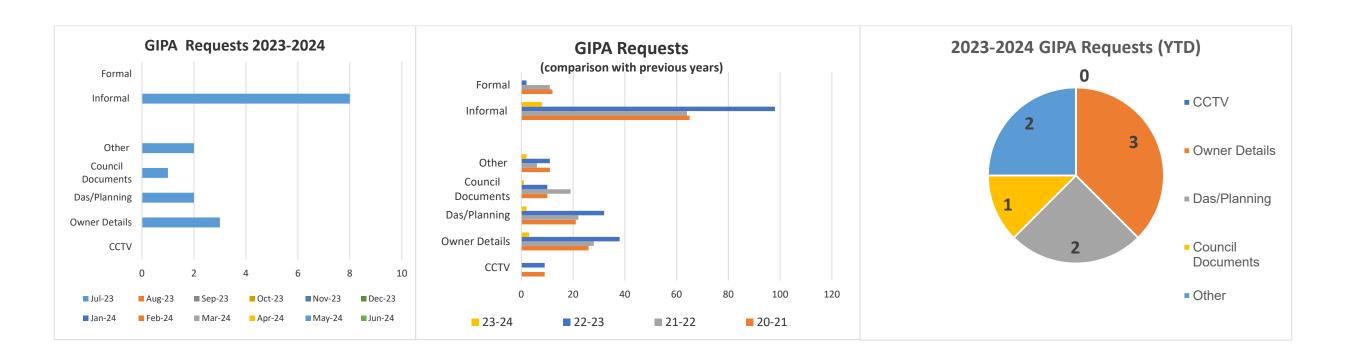
PART E: Business as Usual

PART F: Service Metrics

Key Performance Indicators

Report Against Position Description	Officer	Comments: (Business Manager to provide short precis.)
Ensure Legislative / regulatory compliance and reporting is met/adhered to.	MGR	 Disclosures of Interest Returns – distributed for completion and submission to Council Related Parties Disclosures – distributed for completion and submission to Council Annual Report - commenced
Establish a framework for assessing and managing risk and ensure identified risks and mitigation strategies are documented and are actions follow-up.	MGR	Risk Register - updated
Establish adequate insurance cover for Council activities, in consultation with operational managers.	MGR	Certificate of Currencies – in place
Manage and develop Policies and Procedures	MGR	 Related Parties Disclosures Policy – reviewed Contaminated Land Policy – updated and placed on public display
Develop, maintain and report on Council's suite of Corporate registers	MGR	Updated Fraud and Corruption Register
Facilitate the Audit & Risk Committee function of Council	MGR	•
Provide support & guidance to the Mayor and Councillors on their statutory obligations as elected officials	MGR	Political Donations Forms – distributed to Councillors
Managing the legal services relationships.	MGR	





The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.) PART G:

Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights) PART H:

Governance and Risk

PART A: Section Accountabilities and Team Roles

Manager of IT and Digital Services – Alex Green Manage the of the information and communications infrastructure to enable the required connectivity and data exchange requirements. Ensure security of Council information and ICT assets. Provide support services to staff in relation to use of technology.			Coordin	ator T	echnology & Digital Services
			Coordination of the delivery of IT services to Council Supports the Manager – Technology & Digital Services to deliver the MSP contract, Network, CCTV, Access Control, Radio network and anything else required for council to deliver services to the community.		
Account	abiliti	es	Account	abiliti	es
Number	SBPO	Accountability	Number	SBPO	Accountability
	B	Public Access Systems	- amoet	P	IT Asset Procurement & Disposal
	В	IT Networks		P	Existing network systems and
	В	Printing Services			corporate business applications
	В	IT Support		Р	Library Management Systems
	В	IT System Software & Hardware		P	IT System Administration
	B	Community Safety		P	Portable Assets – IT
	B	Portable Assets		P	Printing Services
	B	Communication Towers & Radio		P	Point of Sale
	U	Controls		P	IT – Product Development
	В	Point of Sale		P	IT Support Projects
	B	IT System Administration		P	IT System – Software & Hardware.
	В	IT Asset Procurement & Disposal		P	IT Cabling
	B	IT – Product Development		P	Internal Phone & Internet
	B	Internal Phone and Internet		P	Community Safety
	U	Services		P	IT Security Systems
	В	IT Cabling		P	Public Access Systems
	В	Library Management Systems		P	SCADA
	B	Drone Registration &		P	Communication Towers & Radio
	U	Compliance		· ·	Controls
	0	Cyber Security		Р	IT Networks
	0	Point of Sale		P	IT Security Systems
	0	Printing Services		0	IT System Maintenance
	0	IT Asset Procurement and		0	IT System – Software & Hardware
	Ŭ	Disposal		0	Portable Assets – IT
	0	Library Systems		0	Community Safety
	0	IT Systems		0	IT Security Systems
	0	IT Infrastructure & Support to		0	Internal Phone and Internet Services
		MBI		0	Public Access
	0	Drone Registration &		0	Communication Towers & Radio
		Compliance		0	Communication Towers & Radio Controls
	1	compliance		0	IT Cabling
				0	
				0	IT Network Support Services

Information Technology

Information Technology

PART B: 4 Year Delivery Program and 1 Year Operational Plan



Under the 4 year Delivery Plan, the Technology and Digital Services section relates to: Adequate and appropriate ICT underpins all aspects of a local government's work. It is integral to the delivery of local government services: from the provision of information and advice, to providing better analysis of environmental, demographic and social change for better land use management and planning. ICT also supports local government back office operations, providing data storage, information management, email and mobile communications. The rapid adoption of mobile, on-demand, and social media technologies has changed expectations of service delivery. These developments offer an opportunity for local government to provide services in new ways, and to interact through new modes. Mobile, internet and cloud technologies provide further opportunities for innovation and efficiencies in service delivery.

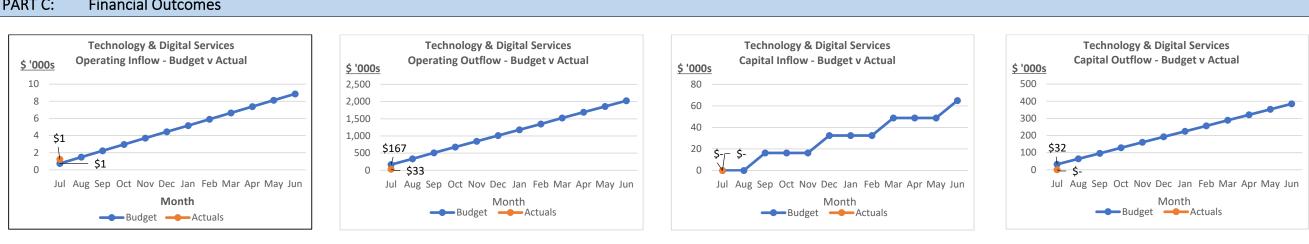
4 Year Delivery Program 2023-2026	Deliver, Partner,	Performance Measure	Responsible Officer			ear			Commer
	Advocate			1	2	3	4		
Theme 3 – Goal 1 – Create	and maintair	safe and accessible community spaces that en	hance healthy liv	/ing an	d pro	mote	e active	lifestyles.	
3.6 – CCTV Strategy				-					
Develop and implement	Deliver	(DP 3.6.1) Develop CCTV strategy.	B: MTDS	\checkmark					
a CCTV strategy for all			P:						
ownships.			O:						
S DCS)	Deliver	(DP 3.6.2) Begin installation and	B: MTDS	\checkmark	\checkmark	\checkmark	\checkmark		
		management of CCTV devices as identified	P:						
		in the strategy	O:						
			<u> </u>	1	1	1	1 1		
Develop and implement	Deliver	(DP 6.5.1) Develop an Internal Digital	B: MTDS		~				
a Digital Communication	Deliver	Communication and Network strategy	P:	•	•				
and Network Strategy.		Communication and Network strategy	Р. О:						
S DCS)	Partner,	(DP 6.5.2) Create local partnerships to	B: MTDS	~	\checkmark	~	~		
3 DC3)	,		P:	~	\sim	~	`		
	Advocate	advocate for improved and up-to-date							
		Digital Communications for the region	0:						
	Deliver,	(DP 6.5.3) Advocate for implementation of	B: MTDS	\checkmark	\checkmark	\checkmark	\checkmark		
	Partner,	strategic outcomes across the LGA.	P:						
	Advocate		0:						
		driven system into Council processes, including		•					
-	1	tent, efficiency and effectiveness of data captur	1	-					
Embed mobile devices to	Deliver	(DP 7.2.2) Investigate mobile devices to	B: MTDS			\checkmark	\checkmark		
capture field data using		capture field data using existing processes	P:						
existing processes.			0:						
S DCS)									
Jse new technology and	Deliver	(DP 7.2.4) Continue surveillance of new and	B: MTDS	\checkmark	\checkmark	\checkmark	\checkmark		
software to capture		emerging technologies to be incorporated	P:						
nformation.		in a timely manner.	O:						
		· ·	1		1	1			

•

Monthly Operational Report – July 2023 murray river council

Information Technology

PART C: **Financial Outcomes**



PART D: **Project Status**

Projects are ongoing and Cyber Security Review has gone to market for quote.

PART E: **Business as Usual**

<u>ICT</u>	PROJECTS Status at the end of June		•	•	
#	PROJECT	COMMENTS			1
1	MATHOURA POOL SALTO INSTALL	Ongoing – Working on issues with comms on water tower	•		
2	MATHOURA REC RESERVE SALTO INSTALL	Ongoing – Working on issues with comms on water tower		•	1
3	MATHOURA WAR MEMORIAL BUILDING SALTO INSTALL	Ongoing – Working on issues with comms on water tower	•		 I
ŀ	MATHOURA TRANSFER STATION SOLAR	Ongoing – Working on issues with comms on water tower		•	 I
5	TRANSFER STATION SOLAR (4 Sites)	Ongoing – Assessing as funds become available		•	 I
5	PARALLELS DECOMISSIONING	Ongoing – Need to wait for Compliance module in TechnologyOne to go live		•	 I
7	TOOLEYBUC PARK INTERNET (STARLINK)			•	 I
3	TOOLEYBUC HACC OFFICE SPEED UPGRADE (STARLINK)			•	 I
)	WAKOOL REC RESERVE INTERNET			•	 i
0	MOULAMEIN CLEAN UP RECORDS SHED				1

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
31/12/2020	Cyber/Security Control – Loss of Information		Develop and test an ICT Disaster Recovery & Business Continuity Plan	
31/12/2020	Cyber/ Security Control – IT Infrastructure		Develop and test an ICT Disaster Recovery & Business Continuity Plan	•
	Failure			

Monthly Operational Report – July 2023 murray river council

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

The Team will be Visiting Canberra for the "Tech in Gov" conference in August, this will have a major focus on Cyber Security this year.

Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights) PART H:

Overall a very constructive month, Cyber Security review has gone to market, Centorrino Technologies Desktop Support Officer finished up with MRC & Replacement Centorrino Technologies Desktop Support officer commences second week of August.

Item 9.1.5 - Attachment 1 - Chief Executive Officer - 22 August 2023

Information Technology

PART A: Section Accountabilities and Team Roles

Manager Property & Procurement - Peter Beaumont

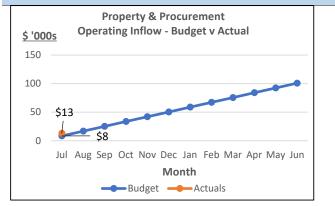
Provide procurement and property/leasing and tendering related services to the organisation. Ensure compliance with legislative requirements. Develop a high-level framework & monitor policy and procedures including advice, training, templates and support services for both Procurement & Property. Coordinate public tendering to meet legislative requirements and manage Contract Register (GIPA). Provide oversight for Internal procurement probity and audit. Manage supplier relationships. Coordinate purchases and sales of property and facilitate commercial application of property, where appropriate. Develop and manage the Lease Register. Provide oversight for commercial leases and associated issues. Advise on management of crown land. Manage the annual capital and operational budgets.

ımber	SBPO	Accountability
	В	Office and Stationary Supply
	В	Procurement Advice and Framework
	В	Management of Crown Land
	В	Contracts Advice and Framework
	В	Income Strategy for Commercial Leases
	В	Leasing Management
	В	Land Sales and Procurement Management
	Ρ	Income from Commercial Leases
	Ρ	Leasing Projects
	Р	Crown Land Project Management
	Р	Retirement Villages
	Р	Procurement
	0	Income from Commercial Leases
	0	Procurement Services
	0	Leasing Services
	0	Property Framework
	0	Property Compliance
	0	Crown Land Reserve Management

PART B: 4 Year Delivery Program and 1 Year Operational Plan

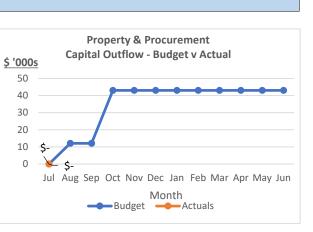
The Procurement and Property Unit relates to: Procurement and Property/Leasing functions. The Corporate Services Directorate directly oversees the delivery of these outcomes. This section has no direct deliverable outcomes under the 2022-2026 Delivery Program. This Business Unit will contribute to other MOR reports as required.

PART C: Financial Outcomes





Property and Procurement



murray river council Monthly Operational Report – July 2023 Property and Procurement

PART D: Project Status

Nil projects to report

PART E:	Business as Usual	l			
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Procurement

Providing Procurement support and advice to the organisation. Public Tendering provides a large and important component of the BAU function. The Local Government Act 1993 requires Council to undertake an open public tender if the estimated value is over \$250,000 including GST.

Tenders currently open include:

- MRC 2309 - Fire Services at the Moama Landfill

Tenders recently closed an under review:

- MRC2303 Meninya Street Design Consultancy
- MRC 2308 Lease of Plant for Waste operations
- MRC 2310 River Country Art Trail
- MRC 2312 Purchase of Plant items

Upcoming tenders include:

- ICT panel of suppliers
- Management of Pools

Property

Providing property support and advice to the organisation.

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken

Risk Management

mentinagen			
Date Updated	Risk Details	Existing Controls/Challenges	Required Actions

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values),

Nil to report

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

Nil to report

Procurement

	•••
The X Factor.)	

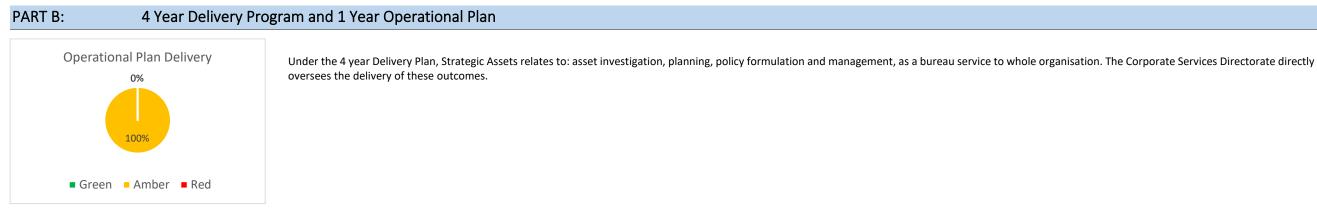
Strategic Assets

PART A: Section Accountabilities and Team Roles

	Strategic Assets – (Brodie Goodsell)	Asset S	ystems Coordinator	Asset O	fficer		
An integration role for big picture and long term, mapping out big infrastructure projects into the future to ensure they link up and are sequenced logically. Provide an information and Advisory role to the rest of the organisation on the above. Manager Strategic Assets will also 'map' the 10-year financial plan, to not only 'join the dots' but make sure there is enough money to pay for it at the time the Projects are planned for. The keeper of all information related to our assets including Developing, Maintaining the Asset Register MRC has 35 Asset types dispersed across the organisation. The Assets team provide an advisory and information role to the Business Managers in the organisation. They provide a one stop shop for all information capture about all our assets including what they are, how many we have, what they are valued, what condition they are in, how long they will last, what we should be spending on them and when. This assists Business Managers to work out what & how to categorise assets so at budget time listing and getting approval for 'cluster' business cases becomes easier. Other requirements of the Strategic Assets team include Management of GIS/Mapping, Maintenance Management and Addressing systems and data, Road Naming, Gazettal's and		data ass Rural Ad The GIS/ providin responsi mapping managir	nary objective of the if the Asset Systems Coordinator to manage the systems and sociated with Murray River Council Assets, GIS, Maintenance Management and ddressing. /Mapping systems are used to spatially locate all MRC assets and planning areas ng associated data within a mapping system. The Asset Systems Coordinator ible for keeping this mapping data updated, enabling access and integration to all g data across all platforms throughout the business. They are also responsible for ng the Management of Maintenance Management systems which record ons, defects and accomplishments against council assets.	The primary objective of the if the Asset Officer is to manage the d and requests associated with Murray River Council Assets, Maintenance Management, Rural Addressing, Road Naming, Gazettal's and Road Closures. Rural Addressing, Road Naming, Gazettal's and Road Closures mus undertaken in accordance with strict NSW State Government requirements and the Asset Officer is responsible for ensuring thes processes are fulfilled at Murray River Council in line with these requirements.			
Closures.	bilities	Accountabilities		Accountabilities			
SBPO	Accountability	SBPO	Accountability	SBPO	Accountability		
	Accountability Council Asset Mapping	SBPO P	Accountability Strategic Assets Projects	SBPO O	Accountability Asset Expenditure Forecasting		
В	· · · · · · · · · · · · · · · · · · ·				,		
B B	Council Asset Mapping	Р	Strategic Assets Projects	0	Asset Expenditure Forecasting		
B B B	Council Asset Mapping Strategic Asset Projects Management	P P	Strategic Assets Projects Asset Plan Monitoring and Updating	0 0	Asset Expenditure Forecasting Maintain ASCON Plans		
B · · · · · · · · · · · · · · · · · · ·	Council Asset Mapping Strategic Asset Projects Management Strategic Asset Planning (4 yrs.) LFTP and IP&R	P P P	Strategic Assets ProjectsAsset Plan Monitoring and UpdatingLocal Environmental Plan Mapping	0 0 0	Asset Expenditure Forecasting Maintain ASCON Plans Gifted Assets		
B B B B B B B B B B B B B B B B B B B	Council Asset Mapping Strategic Asset Projects Management Strategic Asset Planning (4 yrs.) LFTP and IP&R Asset Expenditure Forecasting	P P P	Strategic Assets ProjectsAsset Plan Monitoring and UpdatingLocal Environmental Plan MappingInfrastructure Forward Works	0 0 0 0	Asset Expenditure Forecasting Maintain ASCON Plans Gifted Assets Rural Addressing		
B B B B B B B B B B B B B B B B B B B	Council Asset Mapping Strategic Asset Projects Management Strategic Asset Planning (4 yrs.) LFTP and IP&R Asset Expenditure Forecasting Gifted Assets	P P P P	Strategic Assets ProjectsAsset Plan Monitoring and UpdatingLocal Environmental Plan MappingInfrastructure Forward WorksRural Addressing	0 0 0 0 0	Asset Expenditure Forecasting Maintain ASCON Plans Gifted Assets Rural Addressing Road Closures		
B B B B B B B B B B B B B B B B B B B	Council Asset Mapping Strategic Asset Projects Management Strategic Asset Planning (4 yrs.) LFTP and IP&R Asset Expenditure Forecasting Gifted Assets Infrastructure Forward Works	P P P P P	Strategic Assets ProjectsAsset Plan Monitoring and UpdatingLocal Environmental Plan MappingInfrastructure Forward WorksRural AddressingPlant, Fleet & Equipment Asset Plans	0 0 0 0 0	Asset Expenditure Forecasting Maintain ASCON Plans Gifted Assets Rural Addressing Road Closures Road Naming and Gazettal		
B B B B B B B B B B B B B B B B B B B	Council Asset Mapping Strategic Asset Projects Management Strategic Asset Planning (4 yrs.) LFTP and IP&R Asset Expenditure Forecasting Gifted Assets Infrastructure Forward Works Asset Creation and Disposal	P P P P P P	Strategic Assets ProjectsAsset Plan Monitoring and UpdatingLocal Environmental Plan MappingInfrastructure Forward WorksRural AddressingPlant, Fleet & Equipment Asset PlansAsset Expenditure Forecasting	0 0 0 0 0 0	Asset Expenditure Forecasting Maintain ASCON Plans Gifted Assets Rural Addressing Road Closures Road Naming and Gazettal Maintain Library of Technical Works		
B B B B B B B B B B B B B B B B B B B	Council Asset Mapping Strategic Asset Projects Management Strategic Asset Planning (4 yrs.) LFTP and IP&R Asset Expenditure Forecasting Gifted Assets Infrastructure Forward Works Asset Creation and Disposal Corporate Asset Advisory & Information Role to Managers	P P P P P P P	Strategic Assets ProjectsAsset Plan Monitoring and UpdatingLocal Environmental Plan MappingInfrastructure Forward WorksRural AddressingPlant, Fleet & Equipment Asset PlansAsset Expenditure ForecastingAsset Creation and Disposal	0 0 0 0 0 0 0 0	Asset Expenditure Forecasting Maintain ASCON Plans Gifted Assets Rural Addressing Road Closures Road Naming and Gazettal Maintain Library of Technical Works Asset Plan Monitoring and Updating		
B B B B B B B B B B B B B B B B B B B	Council Asset Mapping Strategic Asset Projects Management Strategic Asset Planning (4 yrs.) LFTP and IP&R Asset Expenditure Forecasting Gifted Assets Infrastructure Forward Works Asset Creation and Disposal Corporate Asset Advisory & Information Role to Managers Asset and Finance Alignment	P P P P P P P	Strategic Assets ProjectsAsset Plan Monitoring and UpdatingLocal Environmental Plan MappingInfrastructure Forward WorksRural AddressingPlant, Fleet & Equipment Asset PlansAsset Expenditure ForecastingAsset Creation and DisposalCorporate Asset Advisory & Information Role to Managers	0 0 0 0 0 0 0 0 0	Asset Expenditure ForecastingMaintain ASCON PlansGifted AssetsRural AddressingRoad ClosuresRoad Naming and GazettalMaintain Library of Technical WorksAsset Plan Monitoring and UpdatingInfrastructure Forward Works		
B	Council Asset Mapping Strategic Asset Projects Management Strategic Asset Planning (4 yrs.) LFTP and IP&R Asset Expenditure Forecasting Gifted Assets Infrastructure Forward Works Asset Creation and Disposal Corporate Asset Advisory & Information Role to Managers Asset and Finance Alignment Rural Addressing	P P P P P P P P	Strategic Assets ProjectsAsset Plan Monitoring and UpdatingLocal Environmental Plan MappingInfrastructure Forward WorksRural AddressingPlant, Fleet & Equipment Asset PlansAsset Expenditure ForecastingAsset Creation and DisposalCorporate Asset Advisory & Information Role to ManagersAsset & Finance Alignment	0 0 0 0 0 0 0 0 0 0	Asset Expenditure ForecastingMaintain ASCON PlansGifted AssetsRural AddressingRoad ClosuresRoad Naming and GazettalMaintain Library of Technical WorksAsset Plan Monitoring and UpdatingInfrastructure Forward WorksAsset Creation and Disposal		
B	Council Asset Mapping Strategic Asset Projects Management Strategic Asset Planning (4 yrs.) LFTP and IP&R Asset Expenditure Forecasting Gifted Assets Infrastructure Forward Works Asset Creation and Disposal Corporate Asset Advisory & Information Role to Managers Asset and Finance Alignment Rural Addressing Asset Plan Monitoring & Updating	Р Р Р Р Р Р Р Р Р Р	Strategic Assets ProjectsAsset Plan Monitoring and UpdatingLocal Environmental Plan MappingInfrastructure Forward WorksRural AddressingPlant, Fleet & Equipment Asset PlansAsset Expenditure ForecastingAsset Creation and DisposalCorporate Asset Advisory & Information Role to ManagersAsset & Finance AlignmentCouncil Asset Management Plans	0 0 0 0 0 0 0 0 0 0	Asset Expenditure ForecastingMaintain ASCON PlansGifted AssetsRural AddressingRoad ClosuresRoad Naming and GazettalMaintain Library of Technical WorksAsset Plan Monitoring and UpdatingInfrastructure Forward WorksAsset Creation and DisposalCorporate Asset Advisory & Information Role		
B	Council Asset Mapping Strategic Asset Projects Management Strategic Asset Planning (4 yrs.) LFTP and IP&R Asset Expenditure Forecasting Gifted Assets Infrastructure Forward Works Asset Creation and Disposal Corporate Asset Advisory & Information Role to Managers Asset and Finance Alignment Rural Addressing Asset Plan Monitoring & Updating GIS Mapping System	Р Р Р Р Р Р Р Р Р Р Р	Strategic Assets ProjectsAsset Plan Monitoring and UpdatingLocal Environmental Plan MappingInfrastructure Forward WorksRural AddressingPlant, Fleet & Equipment Asset PlansAsset Expenditure ForecastingAsset Creation and DisposalCorporate Asset Advisory & Information Role to ManagersAsset & Finance AlignmentCouncil Asset Management PlansCorporate Asset Systems	0 0 0 0 0 0 0 0 0 0	Asset Expenditure ForecastingMaintain ASCON PlansGifted AssetsRural AddressingRoad ClosuresRoad Naming and GazettalMaintain Library of Technical WorksAsset Plan Monitoring and UpdatingInfrastructure Forward WorksAsset Creation and DisposalCorporate Asset Advisory & Information Rolefor Managers		
B B	Council Asset Mapping Strategic Asset Projects Management Strategic Asset Planning (4 yrs.) LFTP and IP&R Asset Expenditure Forecasting Gifted Assets Infrastructure Forward Works Asset Creation and Disposal Corporate Asset Advisory & Information Role to Managers Asset and Finance Alignment Rural Addressing Asset Plan Monitoring & Updating GIS Mapping System Council Asset Management Plans	Р Р Р Р Р Р Р Р Р Р Р Р	Strategic Assets ProjectsAsset Plan Monitoring and UpdatingLocal Environmental Plan MappingInfrastructure Forward WorksRural AddressingPlant, Fleet & Equipment Asset PlansAsset Expenditure ForecastingAsset Creation and DisposalCorporate Asset Advisory & Information Role to ManagersAsset & Finance AlignmentCouncil Asset Management PlansCorporate Asset SystemsGIS Mapping Systems	0 0 0 0 0 0 0 0 0 0 0 0	Asset Expenditure ForecastingMaintain ASCON PlansGifted AssetsRural AddressingRoad ClosuresRoad Naming and GazettalMaintain Library of Technical WorksAsset Plan Monitoring and UpdatingInfrastructure Forward WorksAsset Creation and DisposalCorporate Asset Advisory & Information Rolefor ManagersAsset and Finance Alignment		
B B	Council Asset Mapping Strategic Asset Projects Management Strategic Asset Planning (4 yrs.) LFTP and IP&R Asset Expenditure Forecasting Gifted Assets Infrastructure Forward Works Asset Creation and Disposal Corporate Asset Advisory & Information Role to Managers Asset and Finance Alignment Rural Addressing Asset Plan Monitoring & Updating GIS Mapping System Council Asset Management Plans	P P P P P P P P P P P P P	Strategic Assets ProjectsAsset Plan Monitoring and UpdatingLocal Environmental Plan MappingInfrastructure Forward WorksRural AddressingPlant, Fleet & Equipment Asset PlansAsset Expenditure ForecastingAsset Creation and DisposalCorporate Asset Advisory & Information Role to ManagersAsset & Finance AlignmentCouncil Asset Management PlansCorporate Asset SystemsGIS Mapping SystemsLand information & mapping	0 0 0 0 0 0 0 0 0 0 0 0 0	Asset Expenditure ForecastingMaintain ASCON PlansGifted AssetsRural AddressingRoad ClosuresRoad Naming and GazettalMaintain Library of Technical WorksAsset Plan Monitoring and UpdatingInfrastructure Forward WorksAsset Creation and DisposalCorporate Asset Advisory & Information Rolefor ManagersAsset and Finance AlignmentCouncil Asset Management Plans		

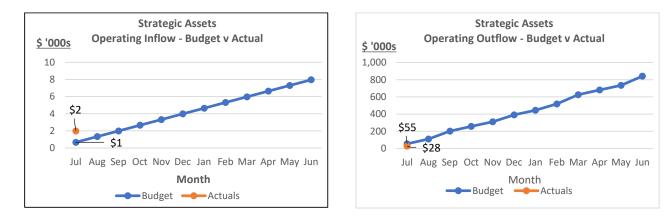
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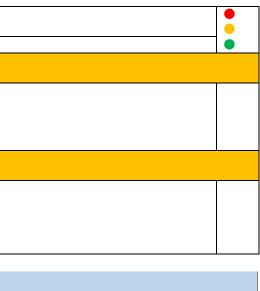


4 Year Delivery Program 2023-2026	Deliver, Partner,	Performance Measure	Responsible Officer		Ye	ear		Comments
	Advocate			1	2	3	4	
Theme 7 – Goal 1 – Embed	d a geospatial o	driven system into Council processes, including	public interface.					
7.1 – Enable data access th	rough a Geosp	patial Interface for internal and external users						
Implement a Geospatial	Deliver	(DP 7.1.1) Development of databases with	B: MBI	<	\checkmark	>	<	
Information System		links to internal and external GIS systems.	P: MSA					
(GIS).			O: ASC					
(S DCS)								
Theme 7 – Goal 1 – Embed	d a geospatial o	driven system into Council processes, including	public interface.					
7.2 – Leverage the GIS to i	mprove the ex	tent, efficiency and effectiveness of data capt	ure.					
Use new technology and	Deliver	(DP 7.2.5) Strategic Asset Management	B: MSA	<	<	 	<	
software to capture		Plans supporting progressive development	P: ASC					
information		utilising emerging industry practises.	O: ASC					
(S DCS)								

PART C: **Financial Outcomes**



Item 9.1.5 - Attachment 1 - Chief Executive Officer - 22 August 2023



murray river Monthly Operational Report – July 2023 council

PART D: Project Status								
		1 - 11						
Project Title	Total Project	Expenditur	Budget	% Works	Status/Comments	•	-	
	Budget	e to date	Remaining	Complete				
Service Planning	\$397,155	\$11,954	\$385,201	5%	Project Inception – timelines, resourcing and project plan currently being revised. Councillor inception session completed May 2022. Project paused			
					due to lack of internal resources. No longer funded. Will be submitted for budget consideration 24/25.			
MRC Energy Planning	Externally Funded			40%	Internal Review of Draft Energy Plan – Meeting with DPIE staff occurred 22 February. Timelines, resourcing, and project plan currently being revised.			
Project					Project paused due to lack of internal resources.			

Project Title	Total Project Budget	Expenditur e to date	Budget Remaining	% Works Complete	Status/Comments	•	•	
Building, Land, Facility & Plant Assessment Project	\$442,000	\$433,731	\$8,269	100%	Moving to next phase - public consultation. Field work, digital recordings, condition assessment and initial community consultation complete for buildings and open space assets. Final works programs, valuations and asset management plans completed. Masterplans complete. Draft Plans of Management currently being completed. Consultation with Crown Lands continuing. Initial public and staff consultation complete with 627 responses received for open spaces, 123 responses received for Community Buildings and 39 responses received for Operational Buildings. Draft long term management and rationalisation plans created for Buildings and Parks. Initial Councillor workshops conducted July and September 2022. Additional detailed, location specific Councillor Workshops completed November and December 2022. Final Council report detailing project outcomes and planning proposal requirements approved 28 March 2023. Public consultation & planning proposal to be undertaken as separate projects.			
Water, Sewer and Stormwater asset Revaluation	\$ 258,500	\$136,520	\$121,980	100%	Review of Water, Sewer and Stormwater assets for Revaluation and to create long term management plans/strategies. Internal data collection complete. External data collection completed. Register data being finalised for valuation. Final complete. AVP and TechOne data load complete.			
Office Equipment, Furniture & Fittings, and IT Equipment Revaluation	BAU			99%	Desktop revaluation of Office Equipment, Furniture & Fittings and IT Equipment. Revaluation using APV Asset Valuer Pro. Data collection completed May/June. Register data finalised for valuation. Final complete. AVP and TechOne data load currently underway and scheduled for completion June 2023.		•	
Asset Management Strategy Update	BAU			80%	Draft Asset Management Plans completed with detailed review by BU Managers & Directors currently underway. Draft Asset Management Strategy underway awaiting final input from BU Managers & Directors re AM Plans and forward works.		•	
Land Improvement Asset Revaluations	\$100,000	\$83,936	\$16,064	95%	Field work and condition assessment complete for flood protection and riverine assets. Valuation complete. Asset data load currently underway and scheduled for completion July 2023.		•	
Transport Asset Desktop Revaluation	\$50,000	\$35,840	\$14,160	95%	December 2022 valuation complete. Impairment calculations underway. Final June 2023 valuation and asset data load currently underway and scheduled for completion July 2023.		•	
Aerial Imagery Capture	\$41,030	\$41,030	-	100%	2023 Aerial Imagery Capture over Moama and Barham Townships has now been completed with updated imagery received.			

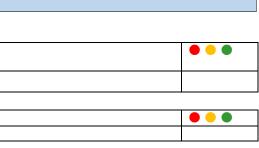
PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken				
Risk Manager	Risk Management					
Date Updated	Risk Details	Existing Controls/Challenges		Required Actions		

The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.) PART G:

Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights) PART H:



Community and Economic Development Directorate

PART A: Director Accountabilities and Key Performance Indicators

Directo	r, Community & Economic Development – Sarah Ryar	1			
Provide leadership and direction in this community facing directorate with a major focus on customer service. Responsibilities include: Provision of customer service including Murray River Council business `services and triaging for all areas of MRC customer service standards and training. A healthy economy by enabling population growth through business development, investment, employment opportunities and destination marketing, visitor servicing and event development. Acquire grant funding both internally and for external community groups. Providing community service to our senior citizens including community transport, social respite services, meals delivery, home modification and maintenance services and youth engagement services.					
	tabilities				
SBPO	Accountability				
S	Caravan Parks Strategy				
S	Retirement Villages				
S	Community Safety				
S	CED Inter Govt Relations				
S	Cemeteries				
S	Customer Service				
S	Community Services				
S	Economic Development & Tourism				
S	Abattoirs				
S	MRC Financial Assistance Program				
В	Child Safe				
В	Abattoirs				
В	Retirement Villages				
В	Cultural Plan				
В	CED Intergovernmental Relations				
В	Cemeteries				
В	Caravan Parks				
Ρ	Cemeteries				
Ρ	Economic Development				
Ρ	Abattoirs				
Р	Child Safe Audit & Review				

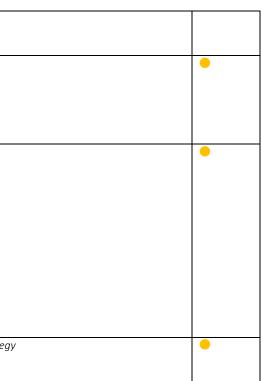
Key Performance Indicators 2023/2024	Evidence/Comments
By June 2024 Prepare an Economic	Council's Eco Dev and Tourism team have drafted an Economic Development and Tou
Development Strategy and Employment	
Lands Strategy	Council's officers have appointed a consultant for the development of an Employment
	ELS is to ensure that land use and transport activities explicitly reflect the employmen
	NSW Govt. The strategy should also recognise that jobs are an outcome of business a
	employment strategies will need to support/facilitate same.
	Moama Meninya Street Project is one of Council's largest projects that will transform
	precinct of social and economic activity. Reshaping Meninya Street from a transport
	sustainable precinct, this project intends to position Moama as a key tourism destinat
	compliment surrounding markets. Strategically investing in infrastructure, parks and
	of interest, Council aims to create a 'sense of place' and support high intensity develo
	multi-function spaces for business and the community to thrive.
	Council officers will lead the facilitation and preparation of an investment prospectus
	Development Strategy - a place led strategy identifying precincts and particular action
	development point of view - including activation of the nighttime economy
	The strategy aims to support existing business in Moama and those looking to invest i
	making informed business decisions on developments.
By September 2023, working with the	In addition to strategy development above, DPE and DCED are currently meeting with
Director of Planning and Environment	parcels of land that may be available to purchase and develop for commercial/industr
Replenish iN1 Zoning (Industrial Land)	and EDTS above.
	DPE and DCED working on revised prospectus – opportunities to replenish
Work with Campaspe Shire Council's	DCED (and directorate) are looking forward to working collaboratively with Campaspe
Director Community to harvest synergies	on joint projects for mutual outcomes.
that may exist to expand services and	
therefore gain scale etc	
By Sept 23 oversee the consultation of	WIP
the Revenue Taskforce.	
Advocate on behalf of MRC, in concert	Current advocacy projects:
with RAMJO if required, to influence the	-Flood support for local businesses;
NSW Government with regional issues	-Loss of capacity due to current flood event;
and policies.	-Draft NSW tourism support packages;
	-Support for affordable housing;
	-Support for health and aged care services;
	-Closure of community banking services;
	-Regularly hosting Govt Dept visits.
In relation to Tourism:	Flood recovery advocacy works - BAU
Advocate for the development	Renewed partnerships with MRTB
of MRC at a regional level	Short, medium, long-term strategy to facilitate visitor servicing for River Country and
• Expand network and zone of	Hosted famils DRM/DNSW
influence.	Received funding through RTAF for new tourism product, public art trail
Create synergies leading to	Cooking apportunities to affect part of Marrier Linkte 2022 and animum table fraction (
improved scale.	Seeking opportunities to offset cost of Moama Lights 2023 and reinvent the festival fo
Maintain close relationship with	
service providers (product)	
Seek grant opportunities	
Monitor delivery and achievement of	BAU
client services, projects and initiatives.	
Ensure these are responsive to client and	
organisational needs and are well	
managed in a manner that meets MRC	

ourism Strategy + Action Plan.	•
nt Lands Strategy. The focus of the ent and productivity objectives of the activity and investment and that	
m the heart of Moama into a vibrant t thoroughfare into an innovative and ation through place making to d open spaces and surrounding points lopments including multi-level and	
is aligned with the draft Economic ons for those areas from an economic	
t in the Meninya Street Precinct in	
th various landowners to identify strial opportunities in line with the ELS	•
pe DC and other neighbouring LGAs	•
	•
	•
d MRC Community	•
for 2024	
	•

murray river	Monthly	Operational	Report -	- July 2023
council				

Community and Economic Development Directorate

CS statutory, contractual obligations,	
organisational policies and MRC delivery	
Program.	
Communities are adequately informed to	Social Health and Wellbeing Plan to be updated
ensure maximised engagement with	Regular newsletters
services and projects. Advocacy for	
health and wellbeing programs for all	
residents (all ages and demographics) is	
monitored.	
In relation to Economic Development:	Attendance at DRNSW Investment Attraction Workshop
• Seek to expand our economic	Undertaking EDA Cluster Network Development Training
footprint	Recovery efforts working with RA
Advocate for the maintenance	DRNSW meetings with businesses in Murray Downs and Tooleybuc
of existing industries through	New Ministers
and post crises (emergency	ICAC Anti Corruption Training
grants)	EDA Webinar – Smart Specialisation – focus on local key assets
 Positively engage with industry 	Meeting with DRNSW to discuss priorities MRC
associations	
Maintain and improve working	Finance for non-finance Managers training
relationships with State and	
Federal Government agencies	
and bodies.	
Investigate potential for introducing a	
Community Survey within this term of	,
office.	
	1



Community and Economic Development Directorate

PART A: Section Accountabilities and Team Roles

Acting Manager Economic Development & Tourism – Beck Hayward			Manager Cu	ustomer Service – Jodi Lees	Manager Community Service		
employment opportunities and growth in visitor numbers through destination marketing, visitor servicing and event development.			Customer Se services and Provision of o	r of Customer Services, provides organisational wide direction for rvice, overseeing the customer service team, library team, cemetery our internal and external call centre operations. customer service including Murray River Council business services, , Banking Services, V/Line Services, and visitor servicing through <i>v</i> ice centres.	social resp	Providing community service to a social respite services, meals del and youth engagement services.	
Accountab	ilities		Accountabi	lities	Accounta	Accountabilities	
SBPO	Accountability		SBPO	Accountability	SBPO	Accountability	
В	Adverse Event Planning		В	Venue Hire Management	В	Delivered Meals	
В	Tourism and Community Signage		В	Customer First Contact Management	В	Comm Serv Qua	
В	Section 355 Management		В	Customer Satisfaction	В	Social Respite P	
В	River Country Branding and Marketing		В	Customer Services	В	Home Modificat	
В	Market Research Management		В	Business Agencies	В	Youth Engagem	
В	Community Events		В	Public Library Service	В	Community Tra	
В	MRC Financial Assistance Program		Р	Venue Hire	Р	Delivered Meals	
В	Work Here, Live Here, Play Here		Р	Customer Service	Р	Social Respite	
В	Economic Development		Р	Business Agencies	Р	Community Tra	
В	Tourism Products		Р	Customer Satisfaction	Р	Youth Engagem	
В	Arts Culture		Р	Public Library	Р	Home Modificat	
В	CED Admin Management		Р	First Contact of Customers	0	CS Volunteers P	
В	Grant Sourcing		0	Internal Call Centre	0	Coordination of	
Р	Market Research		0	Public Library Programs			
Р	Adverse Events		0	Visitor Information Service (Mathoura)			
Р	Community Arts Culture		0	Customer Satisfaction Reporting			
Р	Cultural Plan		0	Business Agencies			
Р	Work Here, Live Here, Play Here		0	Cash Handling			
			0	Customer Experience			
			0	Engage with Undertaker and Families			
			0	Local Emergency Management Officer			
			0	Volunteer Engagement Cemeteries			
			0	Plot Administration			

ces – Karen Buckley

to our senior citizens including community transport, delivery, home modification and maintenance services ces.

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of Contract Services

Community and Economic Development Directorate

PART B:	4 Year Delivery	Program and 1 Year Operational Plan
Opera	ational Plan Delivery	Under the 4-year Delivery Plan, the Community and Economic Development Directorate relates to: Community development through community engagement and aged, disadvantaged and at-risk members of our communities, Provision of Youth Services, Provision of internal and external Customer services for MRC, Bendigo Ban library services, cemetery services and visitor information services. Business community growth and support services, investment and development support, visi procurement and funding. The Community and Economic Development Directorate directly oversees the delivery of these outcomes.
■ Gre	een 🗕 Amber 🔳 Red	

4 Year Delivery Program 2023-2026	Deliver,	Performance Measure	Responsible Officer	Year				Comments
2023-2026	Partner, Advocate		Officer	1	2	3	4	
Thoma 2 - Goal 2 Continu		sted and ethical leader that leads by example.		1 -	2	3	4	
2.5 – Leadership that is tru								
Develop and implement a Corporate Strategy (S DCED)	Deliver	(DP 2.5.3) Develop a Child Safe Strategy and implement as per NSW legislation	B: DCED P: O:		~			Officers participated in Office of the Children's Guardian (OCG) Supported Assessment safe team at the OCG to help with implementation of the Child Safe Standards in Coun 2019. Officers also attended the fourth annual Child Safe Forum for Local Government training undertaken July 2023
Theme 3 – Goal 1 – Create	and maintain	safe and accessible community spaces that en	hance healthy liv	/ing an	nd pro	mote	e acti	ve lifestyles.
		ces / Disability Inclusion Action Plan		Ŭ	•			,
Develop and implement a disability action plan for open spaces including a disability inclusion action plan. (S DCED)	Deliver	(DP 3.3.1) Disability Inclusion Plan developed and embedded into Councils day-to-day operations and design programs.	B: DCED P: O:					
· · · · · · · · · · · · · · · · · · ·	l on community	I led strategy with a focus on social connections	/ social fabric a	nd a se	nse o	l of hel	ongir	າຍ
4.4 – Provide programs for							ongi	'5'
Develop after school programs, Youth engagement programs, computers for seniors etc. (S DCED)	Deliver, Partner, Advocate,	(DP 4.4.2) Investigate the requirement for targeted community programs for various demographics. Deliver programs as identified	B: DCED P: O:					The MRC Mobile Library Service Centre visits Murray Downs, Wakool and Tooleybuc ex- computers for assisted access to online Government Services. The Service NSW Mobile Customer Service Centre visits Tooleybuc once a quarter. Barham - Social Book Chat Club meets every Tuesday morning, Move & Groove every T activities, Digital help through partnership with Be Connected and the Digital Mentorin Friday. Moulamein – Friday games day. New app, borrow box. Youth Hub every Friday afterno Mathoura – Art Group and games day.
	Advocate	(DP 4.4.3) Advocate for the implementation of an after-school care program for Mathoura	B: DCED P: O:		~			

t and advocacy, Provision of community services to Bank, WAW Credit Union, VLine Transport services, , visitor servicing, destination marketing and Grant

	•
t Program, a free initiative for the child ncils under the Children's Guardian Act nt during Child Protection Week. All staff	•
	•
every fortnight and has public access Thursday morning, School holiday ng Program, Cryptic Crosswords every	•
ioon.	
	•

Community and Economic Development Directorate

Develop a Health and	Deliver	(DP 4.11.1) Strategy developed and	B: DCED	~	<			Social Health and Wellbeing Strategy 2017 under review, draft update in progress
Wellbeing Strategy		implemented	P:					
(S DCED)			O:					
Health Services	Advocate	(DP 4.11.5) Advocate for increased	B: DCED		\checkmark	~	\checkmark	Attending: LHAC meetings, Campaspe Murray Mental Health Network meetings, Loddo
(S DCED)	Auvocate	availability of Doctors, Community and	P:	•	•	•	•	LMPHU Buloke, Gannawarra and Campaspe Stakeholder Huddle, Deniliquin Mental Hea
(3 DCLD)		Rural Nurses, and associate services such as	0:					I in the buloke, damawarra and eampaspe stakeholder riddale, berniquir mental rick
		pathology, optometry, equipment hire and	0.					
		Ambulances for various locations across						
	A	Council	D. D.CED					
Aged Care Services	Advocate	(DP 4.11.6) Advocate for the ongoing	B: DCED		\checkmark	\checkmark		Working collaboratively with Moama Lions Community Village Committee and Mathou
(S DCED)		investigation and support of local aged care,	P:					Guidance and support obtained through ACCPA. Officers consideration future models of
		retirement, special needs, disability and	O:					CHSP and TfNSW projects continued to be delivered in line with grant funding. Departm
		assisted living housing across various						to 30/06/24. Transport for NSW grant funding updated to 30/06/24
		locations across Council			Ļ	L		
		cate for accessible health and wellbeing service						
		services in remote communities with a focus on	1	the serv		vailat	oility a	and locations.
Service Provision	Advocate	(DP 4.12.4) Increase advocacy across the	B: DCED		\checkmark	\checkmark		
(S DCED)		region in relation to Community Health	P:					
		Services	0:					
Theme 5 – Goal 1 – Encou	urage and supp	port economic development across the region.	1					
5.1 – Development of Bus								
Industrial Expansion	Deliver	(DP 5.1.1) Prepare a business case relating	B: DSP	\checkmark	\checkmark	\checkmark	\checkmark	ELS project initiation meeting July 2023
(S DSP)		to the expansion of industrial land, business	P:		Ť	-	-	pj
()		parks and business growth required across	0:					
		the region and implement the findings						
Theme 5 – Goal 1 – Encou	urage and supr	port economic development across the region.		I		1		
5.2 – Commercial Investm	nent Strategy.							
5.2 – Commercial Investm Develop a prospectus of		(DP 5.2.2) Advocate for funding for aged	B: DCED	-	ſ	\checkmark	\checkmark	
Develop a prospectus of	nent Strategy. Advocate	(DP 5.2.2) Advocate for funding for aged care homes across the region	B: DCED P:			~	~	
Develop a prospectus of commercial investment		(DP 5.2.2) Advocate for funding for aged care homes across the region	P:			~	~	
Develop a prospectus of commercial investment opportunities.	Advocate	care homes across the region	P: O:					
Develop a prospectus of commercial investment opportunities.		care homes across the region (DP 5.2.3) Advocate for increased transport	P: O: B: DCED					
Develop a prospectus of commercial investment	Advocate	care homes across the region	P: O: B: DCED P:					
Develop a prospectus of commercial investment opportunities.	Advocate Advocate	care homes across the region (DP 5.2.3) Advocate for increased transport links for local producers	P: O: B: DCED P: O:			~	>	
Develop a prospectus of commercial investment opportunities.	Advocate	 care homes across the region (DP 5.2.3) Advocate for increased transport links for local producers (DP 5.2.4) Advocate for and encourage new 	P: O: B: DCED P: O: B: DCED		✓			BAU
Develop a prospectus of commercial investment opportunities.	Advocate Advocate	care homes across the region (DP 5.2.3) Advocate for increased transport links for local producers	P: O: B: DCED P: O: B: DCED P:	~	✓	~	>	BAU
Develop a prospectus of commercial investment opportunities.	Advocate Advocate	 care homes across the region (DP 5.2.3) Advocate for increased transport links for local producers (DP 5.2.4) Advocate for and encourage new 	P: O: B: DCED P: O: B: DCED	*	✓	~	>	BAU
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Develop a prospectus of commercial investment opportunities. (S DCED) Theme 5 – Goal 1 – Encou 5.4 – Investigate alternative and renewable energy.	Advocate Advocate Advocate Advocate advocate	care homes across the region (DP 5.2.3) Advocate for increased transport links for local producers (DP 5.2.4) Advocate for and encourage new and diverse industries to the region port economic development across the region. tble energy (DP 5.4.1) Advocate for various renewable energy projects underway and installed	P: O: B: DCED P: O: B: DCED P: O: B: DCED P: P:			~	>	Officers currently engaged with numerous state significant projects taking place VNI West with feedback regarding route development/project study area for O
Develop a prospectus of commercial investment opportunities. (S DCED) Theme 5 – Goal 1 – Encou 5.4 – Investigate alternative	Advocate Advocate Advocate Advocate advocate	 care homes across the region (DP 5.2.3) Advocate for increased transport links for local producers (DP 5.2.4) Advocate for and encourage new and diverse industries to the region cort economic development across the region. ible energy (DP 5.4.1) Advocate for various renewable 	P: O: B: DCED P: O: B: DCED P: O: B: DCED			~	>	Officers currently engaged with numerous state significant projects taking place VNI West with feedback regarding route development/project study area for O workshop recently presented up to 6 alternative river crossing locations. Optio
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Develop a prospectus of commercial investment opportunities. (S DCED) Theme 5 – Goal 1 – Encou 5.4 – Investigate alternative and renewable energy. (S DCED) Theme 6 – Goal 3 – Advo	Advocate Advocate Advocate Advocate Advocate Advocate Advocate Cate for improv	care homes across the region (DP 5.2.3) Advocate for increased transport links for local producers (DP 5.2.4) Advocate for and encourage new and diverse industries to the region cort economic development across the region. ble energy (DP 5.4.1) Advocate for various renewable energy projects underway and installed across the region ved public transport.	P: O: B: DCED P: O: B: DCED P: O: B: DCED P: P:			~	>	Officers currently engaged with numerous state significant projects taking place VNI West with feedback regarding route development/project study area for O workshop recently presented up to 6 alternative river crossing locations. Optice
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PART C: Financial Outcomes

	•
lon Mallee Public Health Unit (LMPHU) ealth Awareness Group.	•
ura Retirement Village committee. s of management. ment of Health grant agreement updated	•
	•
	•
	•
ce across the LGA. MRC submission to Option 5. VNI regional reference ion 5A now announced. Submissions	•
	•

murray river Monthly Operational Report – July 2023 council

Community and Economic Development Directorate



Economic Development and Tourism Operating outflow is showing an overspend of \$194k in July, due to a timing difference between budget and expenditure. Moama Lights and darts expenditure is also concentrated in June/July. Contributions to Murray Regional Tourism and Echuca Moama Tourism were also made in July.

PART D: **Project Status**

Economic Development & Tourism	Desires and Free size Conditions Constants of the Constant of the development of the section of the terms of FDT Constants					
	• Business and Economic Conditions Survey conducted. 58 x responses will now inform the development of an action plan to support EDT Strategy;					
Strategy	Draft and action plan in final stages, estimated completion end of September;					
	Employment Lands Strategy, project initiation meeting July 2023					
	• Economic Development Assistance Policy review in progress, recommendations complete, will need to align with final Eco Dev Strategy, estimated completion end of Septe					
Barham Micro Abattoir	Construction complete.					
	MDBEDP final report submitted.					
	Occupation Certificate issued. Lease to commence 1 September 2023.					
	DPI audit date TBC					
Australian Open Darts	Monday August 14 – Sunday August 20					
	The presentation Dinner - Saturday August 12 following the conclusion of the Australian Championships					
	• Finalist for 2022 event Economic Development Australia Awards for Initiatives for regions under 15,000 residents. Awards will be announced in August 2023					
Moama Lights	• Economic Impact of 2022 event in excess of \$11.5m to local economy.					
	Event launched 30 June					
	• Event cancelled due to high water event July 2023					
	Economic impact assessment and loss of cancellation TBC					
Murray Downs Industrial Land	Officers in discussion with NSW Aboriginal Land Council and Wemba Wemba LALC					
Section 355 Committees	Karen Buckley on secondment from Community Services to work with Section 355 committees to improve governance and risk mitigation					
	Legal advice obtained for Mathoura Retirement Village and Moama Lions Community Village					
Crisis Management	Urgent support required for businesses due to October flood event					

PART E: **Business as Usual**

Customer Service	Customer Experience Strategy to be developed
(See detailed Customer Service Report)	• 32 customers who submitted service requests during July. Our overall score for Helpful and Clear advice was 91.8% while our score for Satisfaction was 90.9%.
	• 3 x new customer service officers appointed
Community Service (See detailed Community Service Report)	 After surveying the Moulamein and Wakool communities, a fortnightly shopping/access bus trip will be run from each centre. This service is funded through Transport for I which aims to support those living in communities who are 'transport disadvantaged. Taxi vouchers are also available in the Barham community as part of the Community specific and can be used by all community members. Social support – 1079 hours – respite, group activities, 1:1 supports including wellness checks, supported shopping
	 Social support – 1079 hours – respite, group activities, 1.1 supports including weiness checks, supported shopping Meals – 245 Home maintenance – 25 hours Home modifications - \$2097 Transport – 968 trips Cuppa and chat in Barham, Christmas in July theme
	Nicole Fraser appointed Social Respite Support Barham

tember
r New South Wales, Community Transport program
y Transport Program - these services are not age

Community and Economic Development Directorate

Community Development	During July, economic development staff met with and worked with the Barham Water Tower Art Committee.
<i>,</i>	• During July economic development staff discussed event planning with various community groups and event organisers.
	Museum advisor met with - Friends of Old Moama, The Border Flywheelers Museum, Moulamein Heritage Park, Moulamein Old Courthouse, Chanter Estate Military Museu Mathoura
	• Eco Dev has engaged a consultant to deliver an arts and culture strategy and this project is underway. Eco Dev is currently working with the consultant to engage the comm
	• Eco Dev staff worked with Southwest Arts to deliver a NAIDOC Week program in local schools.
Economic Development	New Moama Market operator appointed
(See detailed Economic Development &	• Moama Lights cancellation required significant work to evacuate the site and to communicate the cancellation with media, sponsors, ticket holders, general public and supp
Tourism Report)	continued to promote the ice skating, food trucks and roving entertainment.
	• 2023-24 Round 1 – Opened 1st July 2023.
	• Grant applications July – Small Business Month, Award submissions – Local Government Week Awards, Australian Event Awards, National Economic Development Awards, N
Tourism	Moama Lights 2023, Ice skating events
	Working with the Backroads Trail Committee to update brochure and organise a new episode on the Backroads Trail Podcast
	Attending Winter Blues Festival launch night
	 Upcoming events within River Country including the Darts Extravaganza, Barham Country Music Stampede and Rock N Roll Festivals, Murray Downs 35 Hole Ambrose and M Participation in discussions regarding the closing of the Echuca Visitor Information Centre; consider alternatives and solutions for promoting River Country
	 filmed a segment with Sam Frost (The Bachelorette/ Home and Away) and her partner Jordie (Australian Survivor) for a new travel show on channel 7. They also covered the million followers), on their Jordie & Sam's Rural Roadtrip podcast. I spoke to Sam about Echuca- Moama and the importance of Tourism after the floods and reasons to visit 'My Road to Adventure' airing on channel 7 Home » My Road To Adventure
	 Administer high water messaging across River Country Social Media Channels: Liaised with local Tourism businesses and Murray Regional Tourism to ensure we have consist Water does not affect Tourism numbers (particularly for the blues Festival)

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
14/09/2022	New Moama Preschool	Council has resolved to move forward with the project subject to a significant capital contribution	Council has resolved to move forward with the project subject to a significant capital contribution by the	
		by the MDPS.	MDPS.	
		Tender submissions – cost to complete project	Site preparation commenced.	

Council resolutions completed

Meeting	Subject	Resolution Number	Resolution		c
Council 27/06/2023	GRANT FUNDING APPLICATIONS - MAY 2023	<u>140623</u>	RESOLUTION 1	40623	C
			Moved:	Cr Frank Crawley	
			Seconded:	Cr Geoff Wise	
			That Council re	ceive and note the Grant Funding Applications Report for May 2023.	
					CARRIED
06 Jul 2023 10:54am Cronin, Tian	a - Completion				
Completed by Cronin, Tiana (actio	n officer) on 06 July 2023 at 10:54:08 AM - No further action was i	required			

seum, Good Vibrations Motorcycle Museum

nmunity on the project

ppliers. We had to refund all ticket holders. We

s, NSW Tourism Awards

Moulamein Sheepdog Trials

their trip to Echuca Moama on their socials (1.6 visit Echuca- Moama, the segment was filmed for

sistent Tourism messages and ensure the High

Officer	Status	
Cronin, Tiana	G A or R	
	٠	

Community and Economic Development Directorate

06 Jul 2023 10:54am Cronin, Tiana - Notification

Ryan, Sarah (first authoriser) notified by Cronin, Tiana (action officer) on 06 July 2023 at 10:54:20 AM, Sent to Sarah Ryan for authorisation, Notified by Tiana Cronin

03 Aug 2023 9:16am Leyonhjelm, Lindy - Authorisation

Croft, Rod (second authoriser) notified by Leyonhjelm, Lindy (delegate) on behalf of Ryan, Sarah (first authoriser) on 03 August 2023 at 9:16:51 AM, Authorised by Lindy Leyonhjelm on behalf of Sarah Ryan, Sent to Rod Croft for authorisation, Notification sent to Sarah R

03 Aug 2023 9:17am Leyonhjelm, Lindy - Authorisation

Authorised by Leyonhjelm, Lindy (delegate) on behalf of Croft, Rod (second authoriser) on 03 August 2023 at 9:17:11 AM, Authorised by Lindy Leyonhjelm on behalf of Rod Croft, Notification sent to Rod Croft, Tiana Cronin and Sarah Ryan

Meeting	Subject	Resolution Number	Resolution	Officer	Status			
Council 27/06/2023	MRC Community Financial Assistance Program Framework 2023-24	<u>130623</u>		Cronin, Tiana	G A or R			
	2023-24		RESOLUTION 130623		•			
			Moved: Cr Neil Gorey					
			Seconded: Cr Dennis Gleeson					
			That Council approve the updated Community Financial Assistance Program Framework 2023-24 document, including the list of annual allocation recipients.					
			CARRIED)				
06 Jul 2023 10:53am Cronin, Tiar	na - Completion							
Completed by Cronin, Tiana (action	on officer) on 06 July 2023 at 10:53:28 AM - No further action was	required.						
06 Jul 2023 10:53am Cronin, Tiar	na - Notification							
Ryan, Sarah (first authoriser) noti	Ryan, Sarah (first authoriser) notified by Cronin, Tiana (action officer) on 06 July 2023 at 10:53:51 AM, Sent to Sarah Ryan for authorisation, Notified by Tiana Cronin							
03 Aug 2023 9:17am Leyonhjelm	03 Aug 2023 9:17am Leyonhjelm, Lindy - Authorisation							
Croft, Rod (second authoriser) no	otified by Leyonhjelm, Lindy (delegate) on behalf of Ryan, Sarah (fir	st authoriser) on 03 August 207	23 at 9:17:21 AM, Authorised by Lindy Leyonhjelm on behalf of Sarah Ryan, Sent to Rod Croft for authorisation, Notification sent to Sar	rah Ryan and Tiana Cronin				
03 Aug 2023 9:17am Leyonhjelm	۱, Lindy - Authorisation							
Authorised by Leyonhjelm, Lindy	(delegate) on behalf of Croft, Rod (second authoriser) on 03 Augu:	st 2023 at 9:17:28 AM, Authorig	sed by Lindy Leyonhjelm on behalf of Rod Croft, Notification sent to Rod Croft, Tiana Cronin and Sarah Ryan					
Council resolutions ou	tstanding within 3 months							
Meeting	Subject	Resolution Number	Resolution	Officer	Status			
Council 27/06/2023	Moulamein South Recreation Reserve - AGM	<u>190623</u>		Ryan, Sarah	G A or R			
			RESOLUTION 190623		•			
			Moved: Cr Neil Gorey					
			Seconded: Cr Dennis Gleeson					
			That Council:					
			1. Revoke existing members of the Moulamein South Recreation Reserve Committee of management; and					
			 Pursuant to Section 355 of the Local Government Act 1993 appoint new committee members nominated at the February 2023 AGM. 	;				
			CARRIED)				

Meeting	Subject	Resolution Number	Resolution	C
Council 27/06/2023	Moulamein South Recreation Reserve - AGM	<u>190623</u>	RESOLUTION 190623	R
			Moved: Cr Neil Gorey	
			Seconded: Cr Dennis Gleeson	
			That Council:	
			1. Revoke existing members of the Moulamein South Recreation Reserve Committee of management; and	
			 Pursuant to Section 355 of the Local Government Act 1993 appoint new committee members nominated at th February 2023 AGM. 	e
			CARRIE	D

Ryan and Tiana Cronin		
,		

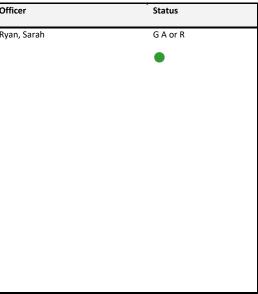
Community and Economic Development Directorate

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/06/2023	Moama Lions Community Village Committee - Request for rate waiver	200623	RECOMMENDATION That Council consider (in the positive or negative) a rate waiver for the Moama Community Lions Village units located at 10 & 12 Council Street Moama until construction of the new units commences.	Ryan, Sarah	G A or R

Meeting	Subject	Resolution Number	Resolution		C
Council 27/06/2023	Moama Lions Community Village Committee - Request for rate waiver	200623	RESOLUTION	200623	R
			Moved:	Cr Dennis Gleeson	
			Seconded:	Cr Frank Crawley	
				ot approve a rate waiver for the Moama Community Lions Village units located at 10 & 12 Council Street Moama ion of the new units commences.	
			In Favour:	Crs Chris Bilkey, Neil Gorey, Frank Crawley and Dennis Gleeson	
			Against:	Crs Nikki Cohen, Thomas Weyrich, Kron Nicholas and Geoff Wise	
				EQUAL	
			Due to the Ma	ayor's casting vote, this is now the resolution of Council.	
				CARRIED	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
ç	•				
Council 27/06/2023	Kyalite Progress & Recreation Reserve Committee - AGM	<u>180623</u>		Ryan, Sarah	G A or R
			RESOLUTION 180623		
			Moved: Cr Dennis Gleeson		•
			Seconded: Cr Neil Gorey		
			That Council:		
			1. Revoke existing members of the Kyalite Progress & Recreation Reserve Association Committee; and		
			 Pursuant to Section 355 of the Local Government Act 1993 appoint new committee members nominated at the July 2022 AGM. 		
			CARRIED		
Meeting	Subject	Resolution Number	Resolution	Officer	Status

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/06/2023	Update on Economic Development and Tourism Strategy	<u>150623</u>		Ryan, Sarah	G A or R
		150025	RESOLUTION 150623	, .	
			Moved: Cr Dennis Gleeson		•
			Noved. Ci Dennis Gleeson		
			Seconded: Cr Neil Gorey		



Community and Economic Development Directorate

That the Officer's report on providing an Update on Economic Development and Tourism Strategy as of 15 June 2023 be received and the information noted by the Council.

CARRIED

07 Jul 2023 2:31pm Ryan, Sarah

SR - no further action required. Draft strategy to be reported at future Council meeting.

Meeting	Subject	Resolution Number	Resolution
Council 27/06/2023	Section 355 Committee Report - Meeting Minutes as at June 2023	<u>160623</u>	RESOLUTION 160623
			Moved: Cr Neil Gorey
			Seconded: Cr Kron Nicholas
			That Council receive and note the June 2023 Section 355 Committee Report.
			CARRIED

Meeting	Subject	Resolution Number	Resolution
Council 27/06/2023	Moulamein Courthouse and Men's Shed - AGM	<u>170623</u>	RESOLUTION 170623
			Moved: Cr Frank Crawley
			Seconded: Cr Dennis Gleeson
			That Council:
			1. Revoke existing members of the Moulamein Courthouse and Men's Shed Committee of management; and
			2. Pursuant to Section 355 of the <i>Local Government Act 1993</i> appoint the new committee members nominated at the May 2023 AGM.
			CARRIED

Council resolutions outstanding outside 3 months

Meeting	Subject	Resolution Number	Resolution		Offic
Council 23/11/2021	Notice of Motion - Enter into discussions with Service NSW to seek the provision of Service NSW Services, to the communities of Murray Downs, Koraleigh and Tooleybuc, by establishing a new agency in one of these towns.	<u>171121</u>	MOTION Moved: Seconded:	Cr Neil Gorey Cr Ann Crowe	Lees

Officer	Status
Ryan, Sarah	G A or R
	•
Officer	Status
Officer Ryan, Sarah	Status G A or R
	G A or R

Officer	Status
Lees, Jodi	G A or R
	•

urray river Mc council	onthly Operational Report	– July 2023		Commun	ity and Ec	onomic	Develo
				er into discussions with Service NSW to s n, and Tooleybuc, by establishing a new a		W services, to the commu	inities of Murray
				1121			
			RESOLUTION 17: Moved:	Cr Thomas Weyrich			
			Seconded:	Cr Alan Mathers			
			Amendment to I				
				Council enter into discussions with Servic rray Downs, Koraleigh, and Tooleybuc, b	-		the communities
				Council seek a review by Service NSW w sion and growing need.	ith a view to strategically planr	ing new services as a res	ult of population
							CARRIED
12 Jan 2022 11:41am Leyonh	njelm, Lindy - Reallocation						
_	John by Leyonhjelm, Lindy - John Harvie will be discussion serv	vices with Service NSW					
08 Feb 2022 7:44am Harvie,							
-	e NSW held in January, to discuss the matter. Submission to S	ervice NSW being prepared.					
07 Mar 2022 3:22pm Harvie,							
Submission to Service NSW e	arly April.						
11 May 2022 11:18am Leyon	njelm, Lindy - Reallocation						
Action reassigned to Ryan, Sa	arah by Leyonhjelm, Lindy - Change of personnel						
12 Jul 2022 8:13am Ryan, Sa	rah						
JH/SR - Draft Business Case is	s complete. SR to review and report at a later Council meeting	g. 12/07/22					
10 Nov 2022 7:01am Ryan, S	arah						
SR - JL has submitted busines	ss case to Service NSW for consideration.						
10 Jan 2023 11:11am Ryan, S	Sarah						
SR - Service NSW have reque	sted further information to consider proposal.						
04 May 2023 10:17am Ryan,	Sarah - Reallocation						
Action reassigned to Lees, Joe	di by Ryan, Sarah - To provide udate on status of business case	e with Service NSW					
08 May 2023 9:51am Lees, Jo	odi						
Proposal to include services of	currently with Service NSW. Request for an update on proposi	al sent 04/05/2023. Awaiting response	e.				
04 Aug 2023 10:40am Lees, J	lodi						
	ernate Channels Service NSW who is supporting the propsal. A	Advised that multiple requests made fo	or an outcome howev	er no outcome disclosed as yet. JL to pu	t forward a proposal to Manage	r Alternate Channels to h	ave the Service NSW Mo
Meeting	Subject	Resolution Number	Resolution				Offi
Council 28/03/2023	Proposal - Access to Utility Scale Renewable Energy	330323					Rya
1							

RESOLUTION 330323

Cr Nikki Cohen

Moved:

Generation and Storage

pment Directorate

obile Customer Service Centre attend the outlying areas set

icer

Ryan, Sarah

Status

G A or R

Community and Economic Development Directorate

Seconded: Cr Neil Gorey

1. Approve the CEO to respond to the expression of interest to host one or more Town Power Projects;

CARRIED

Meeting	Subject	Resolution Number	Resolution		Offic
Council 26/04/2022	Commercial Development Enquiries - Murray Downs	240422	MOTION		Ryar
			-	Cr Neil Gorey	
			Seconded: (Cr Nikki Cohen	
			That Council		
			1. Take step	is to rezone the 3.8Ha land on Moulamein Road Swan Hill to RU5 Village.	
			2. Include \$	50,000 in the 2022/2023 budget to cover the cost of rezoning and development of a subdivision proposal	
			3. Provide a	further report to council when the rezoning is completed, and the subdivision proposal has been prepared.	
			RESOLUTION 2404	422	
			Moved: 0	Cr Neil Gorey	
			Seconded: 0	Cr Nikki Cohen	
			AMENDMENT TO	ΜΟΤΙΟΝ	
			1. Take step	is to rezone the 3.8Ha land on Moulamein Road Swan Hill to an appropriate zoning.	
			2. Include \$	50,000 in the 2022/2023 budget to cover the cost of rezoning and development of a subdivision proposal	
			3. Provide a	further report to council when the rezoning is completed, and the subdivision proposal has been prepared.	
			<u>In Favour:</u>	Crs Chris Bilkey, Nikki Cohen, Neil Gorey, Thomas Weyrich, Frank Crawley, Kron Nicholas, Geoff Wise a Dennis Gleeson	and
			<u>Against:</u>	Nil	
				CARRIED	
				CARR	IED
11 May 2022 11:17am Leyonh	hjelm, Lindy - Reallocation				
Action reassigned to Ryan, Sar	rah by Leyonhjelm, Lindy - Change of personnel				
12 Jul 2022 4:48pm Leyonhjel	lm, Lindy - Reallocation				
Action reassigned to Harvie, Jo	ohn by Leyonhjelm, Lindy - JH to complete				
13 Jul 2022 7:41am Harvie, Jo	hn				
Preparing a quotation brief					
13 Sep 2022 8:24am Harvie, J	ohn				
Determining the appropriate z	zoning for this parcel of land.				
05 Oct 2022 1:34pm Harvie, J	ohn				
Finalizing suitable zone and er	ngaging consultant to prepare the application to rezone.				

er	Status	
, Sarah	G A or R	
	•	

Community and Economic Development Directorate

09 Nov 2022 10:42am Leyonhjelm, Lindy - Reallocation

Action reassigned to Ryan, Sarah by Leyonhjelm, Lindy - Acting Director Community & Economic Development to continue with actions require									
04 May 2023 10:22am Ryan, Sara	h - Target Date Revision								
Target date changed by Ryan, Sara	ah from 10 May 2022 to 30 June 2023 - SR - budget dependent								
Meeting	Subject	Resolution Number	Resolution	Officer	Status				
Council 25/02/2020	Murray Downs Land - Compulsory Acquisition	220220		Ryan, Sarah	G A or R				
			RESOLUTION 220220		•				
			Moved: Cr Neil Gorey Seconded: Cr Geoff Wise						
			Seconded: Cr Geoff Wise That the Council:						
			 Agree to proceed with the compulsory acquisition of the 20Ha site located on the Swan Hill to Moulamein Road at Murray Downs for the purpose of future development of a business/industrial park or other appropriate use. 						
			 Agree to offer the Local Aboriginal Land Council two lots, totalling not more than 5000sqm, free of charge within the completed development for the purposes of conducting retail or wholesale trade or manufacturing. 						
			 Upon finalisation of the acquisition of the land, the land be classified as "Operational" land in accordance with Section 31 (2) of the NSW Local Government Act 1993. 						
			4. Delegate authority to the Mayor and General Manager to sign and apply the Common Seal of Council to all documentation relating to the purchase of the land.						
			CARRIED						
17 Mar 2020 12:19pm Keogh, Ker	ri								
No comment received on this mat	ter as at 17/03/20.								
31 Mar 2020 2:45pm Harvie, John	1								
The Murray Downs Local Aborigina	al Land Council (LALC) has been notified of councils decision. The L	ALC has commenced action to h	nave the 20Ha lot exempted from the blanket claim on all NSW Travelling Stock Routes.						
21 Apr 2020 9:28am Keogh, Kerri									
No further comment/update recei	ived on the matter as at 21/04/20.								
18 May 2020 2:37pm Keogh, Kerr	i								
No further comment/update on th	his matter as at 18/05/20.								
27 May 2020 7:38am Harvie, John	n								
Wamba Wamba nation are finalisi	ing an exemption from statewide TSR land claim for the 20Ha parce	el of land. Once received compu	lsory acquisition process will commence.						
18 Jun 2020 9:43am Lewandowsk	xi, Rosemarie								
No further update at this time.									
16 Jul 2020 9:51am Harvie, John									
Still waiting on exemption from bla	anket TSR claim by NSW Aboriginal Land Council.								
07 Aug 2020 7:22am Harvie, John									
As above.									
14 Oct 2020 9:50am Harvie, John									
As above.									
23 Dec 2020 8:25am Harvie, John									

Community and Economic Development Directorate

NSW Aboriginal Land Council taking steps to provide a 'No Objection' consent to enable the process to move forward. 12 Feb 2021 9:25am Harvie, John As above 05 Mar 2021 12:02pm Harvie, John Negotiations are continuing 07 Apr 2021 9:07am Harvie, John Meeting with CEO Wamba Wamba wc 19/04/21 10 Jun 2021 4:07pm Harvie, John Negotiations are still continuing slowly. 15 Jul 2021 7:52am Harvie, John As above. 14 Sep 2021 2:48pm Harvie, John As above 12 Oct 2021 9:23am Harvie, John NSW Aboriginal Land Council and the Murray Downs Local Aboriginal Land Council have agreed to provide a 'No Objection' letter supporting a development application by council to develop a businesspark in Murray Downs 02 Nov 2021 9:07am Harvie, John Advice received from Kell Moore in relation to the procedure for compulsory acquisition. 08 Dec 2021 8:34am Harvie, John DA being prepared. 12 Jan 2022 10:50am Harvie, John As above 11 May 2022 11:18am Leyonhjelm, Lindy - Reallocation Action reassigned to Ryan, Sarah by Leyonhjelm, Lindy - Change of personnel 12 Jul 2022 4:47pm Leyonhjelm, Lindy - Reallocation Action reassigned to Harvie, John by Leyonhjelm, Lindy - JH to completed 13 Jul 2022 7:39am Harvie, John Work in Progress 13 Sep 2022 8:16am Harvie, John This matter will now be actioned by the Director of Community and Economic Development and the manager of Contracts and Leases. 05 Oct 2022 1:30pm Harvie, John A meeting with the Acting CEO of Wamba Wamba was held on 05/10/202209 Nov 2022 10:41am Leyonhjelm, Lindy - Reallocation Action reassigned to Ryan, Sarah by Leyonhjelm, Lindy - Acting Director Community & Economic Development to continue with actions required 10 Nov 2022 7:00am Ryan, Sarah SR - JH/SR met with Local Aboriginal Land Council. A subsequent meeting with NSW Aboriginal Land Council was postponed late October due to flood event. Meeting to be rescheduled in November. 16 Mar 2023 9:05am Ryan, Sarah SR - met with Local Aboriginal Land and NSW Aboriginal Land Council. It was proposed that the Local Aboriginal Land Council claim the land and progress the industrial development with support from MRC due a recent find of remains on an adjacent block of land. 04 May 2023 10:21am Ryan, Sarah - Target Date Revision

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Community and Economic Development Directorate

Target date changed by Ryan, Sarah from 10 March 2020 to 30 June 2023 - SR in discussions with NSWALC.

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

Customer Service Compliment – Ground staff and Rosa Purtill Internal compliment - Lynne Sage kicking goals with TechOne

Staff changes:

Karen Buckley appointed Local Connections Manager, on secondment from Community Services Leanne Orr promoted to the role of Acting Manager Community Services Deb Porteous promoted to the role of Acting Team Leader Community Services New starter, Nicole Fraser, Social Respite Support Barham

Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights) PART H:

Murray River Council given another nod of recognition by industry peers at the NSW Local Government Week Awards, On the back of several wins at last year's event, Council took home two runners-up awards; Highly Commended for the RH Dougherty Awards 'Innovation in Special Events' category (for Moama Lights) and Highly Commended for the 'LGNSW Planning Awards' (for Development Services Restructure). Thankyou to Terry, Rod and Jess for travelling to Sydney to accept these awards:

Economic Development and Tourism projects underway: Economic Development & Tourism Strategy; Arts and Culture Strategy; Employment Lands Strategy;

New product development: River Country Silo Art Trail.

Customer Service projects underway: Customer Experience Strategy

Community Service projects underway: Health & Wellbeing Strategy, Youth Program

Community Services

Manager Community Services - Karen Quality and Administration Of Buckley		Iministration Officer	Team Leader Social/Respite Services		Community Transport/Meals Co- Ordinator				Coordinator Home Support				strat	ion Officer	Youth Engagement Officer					
rvices Progra all areas	tions of the Community m as the ept for Quality Services	Implement Services – ensure con respective Programs delivered measures	t actio Contii npliar Comr - with within agains	p and assist "actioners' to ons from the Community nuous Improvement Plan, to nee of service delivery within monwealth and State Govt in the scope of services Community Services. C.I.Plan st: - the Commonwealth Aged and - the NSW Childsafe	serv serv Com Prog	rices del rices uno nmonwe gram wi	ordination of ivery of frail-aged der the ealth Home Support thin the Community partment	deliv Com	ery to munity	ordination of services clients receiving r Transport and Meals ervices										
ccountabilities		Accountabilities			Accountabilities			Accountabilities			Accountabilities			Accountabilities			Accountabilities			
lumber SBPO	Accountability Delivered Meals Program	Number	SBPO P	Accountability Community Services	#	SBPO	Accountability Social Respite	#	SBPO	Accountability Community	#	SBP O	20 Accountability Community	#	SB	BPO	Accountability Home Modifications	#	SBP O	Accountability
B B B B B P P P P P O	Comm Serv Quality Management Social Respite Program Home Modifications and Maintenance Program Youth Engagement Program Community Transport Program Delivered Meals Social Respite Community Transport Youth Engagement Home Modifications and Maintenance CS Volunteers Program		0	Quality Systems Quality Processing, Auditing and Accreditation		0	Data CollectionDelivery ofSocial RespiteCareCoordination ofdelivery ofMeals		0	Transport Program Community Transport Data Collection & Reporting Coordination /Delivery of Meals		0 0 0 0 0	TransportProgramCommunityTransport DataCollection &ReportingService DataCollectionCommunityServicesCoordinatorHomeModificationsCoordination/Delivery Meals		0		Program Social Respite Data Collection Consolidation Home Modifications & Maintenance Service Data Collection Reporting		0	Youth Program Coordination Youth Service
0	Coordination of Contract Services																			



Under the 4 year Delivery Plan, the Community Services Unit relates to:

- 1. deliver safe, sustainable human/social services to residents through our contract agreements held by both State and Australian Commonwealth Governments.
- 2. identify and advocate for increased (external) services, in areas where there are evident gaps in service delivery.

The Community and Economic Directorate directly oversees the delivery of these outcomes.

Community Services

4 Year Delivery Program 2023-2026	Deliver, Partner,	Performance Measure	Responsible Officer		Y	ear		Comments
	Advocate			1	2	3	4	
	• •	led strategy with a focus on social connection			ense	of be	longir	lg.
		nd networking to fulfil social function and spark		s	.	-		
Engage with Community	Deliver	(DP 4.2.1) Development of a Youth Forum	B: MCS		\checkmark			
Groups and develop			P: YEO					
social programs.			O: YEO					
(S DCED)								
Theme 4 – Goal 1 – Develo	op community	led strategy with a focus on social connections	s / social fabric a	nd a se	ense o	of be	longir	ng.
4.3 – Health and Wellbeing	g program opti			-				
Engage with	Advocate	(DP 4.3.1) Advocate for health and	B: MCS	~	\checkmark	\checkmark		
Murrumbidgee Local		wellbeing programs for all residents (all	P: MCS					Attending: LHAC meetings, Campaspe Murray Mental Health Network meeting
Health Network and		ages and demographics)	O: MCS					(LMPHU) LMPHU Buloke, Gannawarra and Campaspe Stakeholder Huddle, Den
cross border equivalents.								Group.
(S DCED)								
Thomas A. Constal Dough			. /					
4.4 – Provide programs for	•	r led strategy with a focus on social connections immunity demographics	s / social tabric al	na a se	ense	of de	iongir	lg.
Develop after school	Advocate	(DP 4.4.1) Advocate for youth activities /	B: MCS	T	~		T	
programs, Youth	Auvocate	youth group / youth centres in various	P: YEO/TL		•			
engagement programs,		locations across Council	O: YEO/TL					
computers for seniors etc			,					
(S DCED)								
()								
Theme 4 - Goal 5 - Facilit	ate and advoc	ate for accessible health and wellbeing services	s based on local of	ommi	unity	need	lc	
		Services including; Mental Health Services Heal						ability housing / assisted living).
Continue to deliver the	Deliver	(DP 4.11.2) Programs delivered in line with	B: MCS				Ť	CHSP and TfNSW projects continued to be delivered in line with grant funding.
Commonwealth Social		funding	P: MCS					agreement updated to 30/06/24. Transport for NSW grant funding updated to
Support Program,			O: MCS					
Community Transport								
Program and Home								
Modification Programs								
across Council.								
(S DCED)								
Health Services	Advocate	(DP 4.11.3) Advocate for better promotion	B: MCS		~	~		
(S DCED)		of mental health services at various	P: MSC					
		locations across Council	O: MSC					
	Advocate	(DP 4.11.4) Advocate for Garden of Hope	B: MCS		~		-	
	Auvocate	Mental Health Project	P: MSC		~			
			O: MSC					
Community Health	Deliver	(DP 4.11.7) Develop a program to recognise	B: MCS			\checkmark		
(S DCED)		and address loneliness across the Council	P: MSC					
(),		region.	O: MSC					
		ate for accessible health and wellbeing service						
		services in remote communities with a focus on	-	ne ser	vice a	ivaila	bility	and locations.
Service Provision	Advocate	(DP 4.12.1) Advocate for community based	B: MCS			\sim		
(S DCED)		mental health first aid courses to be run	P: MSC		1			
		across various locations within the LGA	O: MSC					
Theme 6 – Goal 3 – Advoc	ate for improv	ved nublic transport			1			
6.6 – Public Transport that								

	•
	-
gs, Loddon Mallee Public Health Unit niliquin Mental Health Awareness	•
	<u> </u>
. Department of Health grant 9 30/06/24	•
	_

murray river Monthly Operational Report – July 2023 Community Services

Continue to deliver	Advocate	(DP 6.7.1) Continued use of Community	B: MCS	<	
Community Transport		Transport Services	P: MCS		
options to a variety of			O: CHS		
community members.					
(S DCED)					

PART C: Financial Outcomes



PART D: Project Status

PART E: Business as Usual

After surveying the Moulamein and Wakool communities, a fortnightly shopping/access bus trip will be run from each centre. This service is funded through Transport for New South Wales, Community Transport program which aims to support those living in communities who are 'transport disadvantaged – eg. no access to public transport or public transport does not meet their needs – Taxi vouchers are also available in the Barham community as part of the Community Transport Program - these services are not age specific and can be used by all community members.

During June the Community Services Aged Care team delivered the following supports:

Social Support - 1079 hours - Social support consists of group activities, Respite services, as well as 1:1 supports including wellness checks/phone calls and supported shopping etc.

Meals - 245 meals - Home Maintenance - 25 hours , Home Modifications - \$2097, Transport – 968 trips

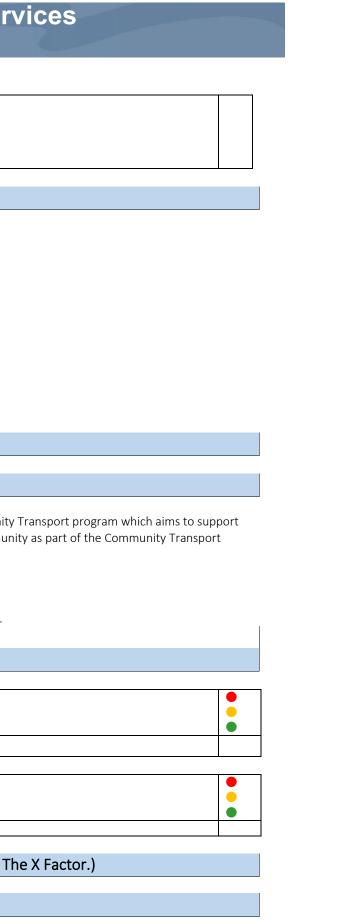
YHub continues in Moulamein with young people provided the opportunity for social participation – various activities and a light meal is provided. An average of 10 younger people attend each week.

PART F: Service Metrics Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant		Action Undertaken	
Risk Manager	nent			
Date Updated	Risk Details	Existing Controls/Challenges		Required Actions

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)



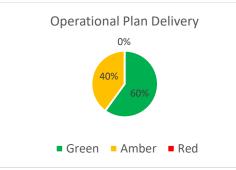
murray river Monthly Operational Report – July 2023	Customer Servi
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PART A: Section Accountabilities and Team Roles

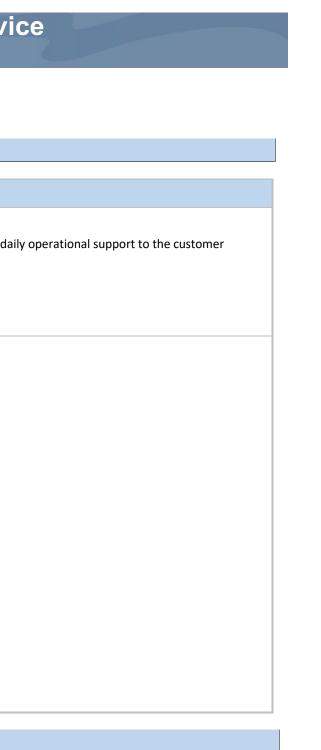
Mana	ger Customer Service – Jodi Lees		Coord	dinator Customer Service – Roger Pinson	
the cu Busine	stomer service team, library team and our inter	tional wide direction for Customer Service, in particular overseeing nal and external call centre operations. digo Bank and WAW Bank are available through our 4 in-house		ing closely with the Manager of Customer Service, this role provide tes team	s dai
Accou	ntabilities		Acco	untabilities	
SBPO	Accountability		SBPO	Accountability	
В	Venue Hire Management	-	0	Bookings of all other Recreation Reserve	
В	Customer First Contact Management			Facilities & Sports Fields	
В	Customer Satisfaction		0	Venue Bookings and availability and rules and	
В	Customer Services			regs and financial transactions	
В	Business Agencies		0	Closing out Customer Enquiries	
В	Public Library Service		0	Collection, Record Management &	
Р	Venue Hire			Distribution of Hard Copy Mail	
Р	Customer Service		0	Customer Counter Services	
Р	Business Agencies		0	Customer Point of Enquiry Service Delivery	
Р	Customer Satisfaction		0	Coordination of User Groups for Recreation	
Р	Public Library			Reserves and Sporting Fields, eg Footy Clubs	
Р	First Contact of Customers		0	Community Halls and meeting rooms hire	
0	Internal Call Centre			service	
0	Public Library Programs		0	Bookings of Moama Recreation Reserve	
0	Visitor Information Service (Mathoura)			Facilities and Sports Fields	
0	Customer Satisfaction Reporting		0	Public Library Operations Service	
0	Business Agencies		0	Public Library Programs Service	
0	Cash Handling		0	Facility and Meeting Space Hire	
0	Customer Experience	_			
0	Engage with Undertaker and Families	_			
0	Volunteer Engagement Cemeteries	_			
0	Plot Administration				

PART B:

4 Year Delivery Program and 1 Year Operational Plan



Under the 4 year Delivery Plan, the Customer Service Unit relates to: Customer Service, Library Services, Business Agencies, After Hours Call Centre. The Community and Economic Development Directorate directly oversees the delivery of these outcomes.



Monthly Operational Report – July 2023 murray river council

Customer Service

4 Year Delivery Program	Deliver,	Performance Measure	Responsible		Ye	ar		Comments
2023-2026	Partner, Advocate		Officer	1	2	3	4	
Theme 2 – Goal 1 – Delive		and consistent service to our internal and exter	nal community	1-	2	5	-	
2.1 – Visitor and Resident	-		nai cominant,					
Development of a	Deliver,	(DP 2.1.1) Ensure Service NSW services are	B: MCUSS	\checkmark	\checkmark			Convice NSW convices are offered in Parham Meama and Meulamein
Community Directory	Partner	communicated and frequently visit outlying	P: MCUSS					Service NSW services are offered in Barham, Moama and Moulamein.
and general information	Advocate	locations	O:MCUSS					The MRC Mobile Library Service Centre visits Murray Downs, Wakool and Tooleybuc every fortnight and has
relevant to Council and								public access computers for assisted access to online Government Services.
local services.								The Service NSW Mobile Customer Service Centre visits Tooleybuc once a quarter.
(S DCED)								All visitations are advertised on social media and via flyers.
Theme 2 – Goal 1 – Delive	er exceptional	and consistent service to our internal and exter	nal community	1				
	•	people can contact Council	•					
Develop a community	Deliver	(DP 2.2.1) Ensure face to face service	B: MCUSS	\checkmark				
access/engagement		centres are retained across the region	P: MCUSS					
strategy including digital			O: CCUSS					
platforms and by phone.	Deliver	(DP 2.2.2) In addition to online information	B: MCUSS	\checkmark				
(S DCED)		capture – continue to use paper-based	P: MCUSS					
		forms for non-tech savvy community	O: CCUSS					
		members						
	Deliver	(DP 2.2.3) Develop a community	B: MCUSS		\checkmark	\checkmark	\checkmark	Permission sought from ELT to engage consultants to assist with creating a Customer Experience Strategy which
		access/engagement strategy including	P: MCUSS					will encompass digital platforms.
		digital platforms and by phone. Implement	O: MCUSS					Voice of Customer surveys commenced in 2022-23 fourth quarter to measure satisfaction rates and track customer
		a customer satisfaction annual survey and						journey.
		rating system to note service satisfaction with Council services						
Theme 2 - Goal 1 - Delive	r excentional	and consistent service to our internal and exter	nal community					
2.3 – Customer Service Ch	-		narcommunity					
Develop and implement	Deliver	(DP 2.3.1) Customer Service Charter to be	B: MCUSS	\checkmark				Implementation of a Customer Service Charter delayed until we have had established our Customer Experience
a fully integrated		aligned and implemented across Council's	P: MCUSS					Strategy which incorporates Community and MRC consultation. This will enable us to create a Charter which will
Customer Relationship		Business Units	O:MCUSS					define the standards customers can expect and provide an obtainable Service Level Agreement.
Management (CRM)	Deliver	(DP 2.3.2) All Council staff to undertake and	B: MCUSS		<	<		
process and system		complete Customer Service Training	P: MCUSS					In consultation with HR.
(S DCED)			OMCUSS					• Customer Service presentation on Dealing with Unacceptable Behaviour took place at the all staff training day and will
								be rolled out to those who were not present.
Theme 3 – Goal 5 – Updat	e and review (Dur open spaces to reflect community wants an	d needs.					
3.12 – Cemeteries / comm								
Cemeteries have an	Deliver	(DP 3.12.1) Investigate level of services and	B: MCUSS		\checkmark			Review commenced and ongoing by CT Management in conjunction with the Revenue Taskforce and council asset
identifiable level of	_	complete an asset review for all of Councils	P: MCUSS					assessments.
service and standard		cemeteries.	O: MCUSS					
across the Council area.								
(S DCED)								
		led strategy with a focus on social connections			nse o	f belo	nging	
	rks - training a	nd networking to fulfil social function and spark		s				
Engage with Community	Deliver	(DP 4.2.3) Increase social interaction /	B: MCUSS	\checkmark	\checkmark	\checkmark	\checkmark	Each Library runs programs targeted to the community. We have regular Book Club, Move and Groove, Friday games,
Groups and develop		library programs	P: MCUSS					Games, Cuppa and Chat, Art Group, school holiday activities and special event months.
social programs.			O: CCUSS					Tech Savvy for Seniors programs in Barham and Mathoura.
(S DCED)	<u> </u>							
		ate for accessible health and wellbeing services			-			
12 – Continue to provide	e and support s	ervices in remote communities with a focus on	communicating th	ne serv	ice av	ailabi	lity ar	id locations.

Monthly Operational Report – July 2023 murray river council

Customer Service

Service Provision (S DCED)	Advocate	(DP 4.12.2) Advocate for increased access to government services in smaller communities across Council - i.e. Service NSW, Services Australia	B: MCUSS P: MCUSS O: MCUSS		 Proposal to include services in our Mobile Library Customer Service Centre advocating for provision of Service NSW services submitted. Still awaiting response. 	•
Theme 7 – Goal 1 – Ember 7.3 – Apply data sources f		driven system into Council processes, includin porate decision making.	g public interface.			
Enable interoperability between internal and Smart City systems (S DCED)	Deliver	(DP 7.3.3) Use AI on recorded calls to provide feedback on customer satisfaction	B: MCUSS P: MCUSS O: MCUSS			

PART C: **Financial Outcomes**



PART D: Project Status

PART E: **Business as Usual**



WAW and Bendigo Bank Monthly Transaction Statistics

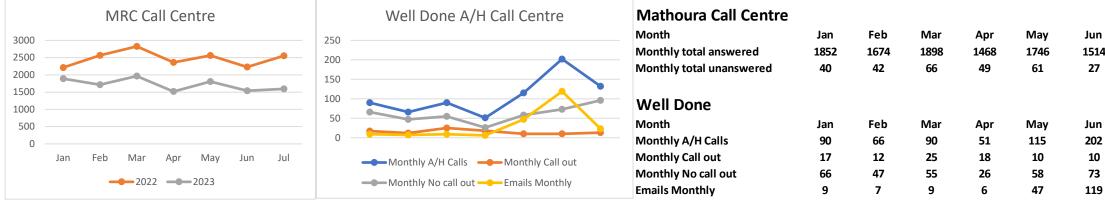
WAW Moulamein								
Month	Jan	Feb	Mar	Apr	May	June	July	
WAW Number transactions	379	501	462	390	375	388	362	
WAW non dep.wdl transactions	72	84	95	67	50	68	77	
Bendigo Bank Mathoura								
Month	Jan	Feb	Mar	Apr	May	June	July	
Bendigo Number transactions	321	287	289	301	358	261	277	
Bendigo non dep. wdl. transactions	112	111	136	110	75	128	105	
ly and there have been issues with t	he hank (omputer v	which acco	unts for th	ne decreas	e in transac	tions. The team at	the MBC have been working w

Moulamein WAW remains consistent in total transactions for the month. Our offices were closed for staff training on the 27th J WAW to rectify the system issues. This agency averaged 22 transactions per day for the month of July.

Mathoura Bendigo Bank Agency also remains consistent in their transactions for July. Balance checks and passbook updates are per day for the month.



MRC Call Centre Monthly Statistics



V/Line

Barham CSC conducted 120 V/Line sales in the month of July.

Service Requests

Service Requests	477
Finalised	411
Phone Messages	272 (included in Service Request figures)
Snap Send Solve	25 (included in Service Request figures)

Cemeteries

We had a total of 8 interments and 4 plaque installations for July.

Cemetery	Interment	Plaques	Occupied	Vacant	Reserv	ved
Barham	3 Burials	3 Plaques	1326	556	60	(1 Unavailable)
Mathoura Pioneer	0	0	429	313	16	
Mathoura Lawn	1 Burial	0	166	63	3	
Моата	1 Burial, 1 Cremated Remains	1 Plaque	1878	1355	111	(80 Unavailable)
Moulamein	1 Cremated Remains	0	442	279	6	
Tooleybuc	1 Burial	0	149	197	31	

Library Services

Murray Rive	er Coun	cil - Libr	ary Mem	bership												
Profile/Branch	Barham	Mathoura	Moulamein	Murray River Mobile												
Adult	699	65	139	7												
Child	38	5	22	7*	* There ar	e a lot of 1	Fooleybuc	and Wakoo	l school st	udents tha	t are still r	egistered a	as Swan Hi	ll Mobile u	sers (appro	ox. 80)
Youth	15	0	1	0												
Institution	4	0	1	0*	* The Too	leybuc and	d Wakool S	chools and	Preschool	s are still r	egistered a	as Swan hil	l Mobile u	sers.		
Online	24	2	2	0												
Temporary	4	0	0	0												
Total	784	72	165	7	1028											

un	Jul
514	1517
27	78
un	Jul
02	132
10	
10	13
73	13 96

Monthly Operational Report – July 2023 murray river council

Customer Service

Barham Library: The Social Book Chat club meets every Tuesday morning at 11.00am and has been enjoying a lively discussion on books and social issues, with some previous members rejoining as time now permits them to do so. Move & Groove has been enjoying some lovely stories read by our wonderful volunteer during July. Move & Groove is on every Thursday morning at 10.30am until 11.30am.

Our Saturday Story time in July featured "How to Catch a Snowman" – thank you to our wonderful volunteer for lovely story reading and assistance.

We had our school holiday activity on Tuesday 11th July with fun winter themed crafts, stories and other winter fun activities, thoroughly enjoyed by all that attended, and a thank you to Di Meddings for her valued assistance. We are regularly taking bookings for Digital help for people with their devices etc. through our partnership with Be Connected and the Digital Mentoring program – a total of 5 people have taken up this opportunity for assistance during July. The Cryptic Crossword workshops have commenced every Friday afternoon from 1.30pm – 3.00pm, people are enjoying some excellent tutoring from one of our participants and are learning how to complete cryptic crosswords in a fun and interactive way. The demonstration day on the 21st July was attended by some enthusiastic potential cruciverbalists who thoroughly enjoyed the session and have since signed up for the regular weekly workshops.

There has been 4 new people register for membership in July, there were 777 people through the door and 143 information requests, July being one of the quietest months in the Library due to the mass exodus of patrons to the northern states for winter. We have once again had patrons taking advantage of the Save Power Kit with 4 people taking the kit on loan over July.

Moulamein Library: July has been a very busy month getting the library back together after painting which was an enormous job but it's now all completed. This has made a big difference to the Library which looks brighter and more welcoming. Friday afternoon games day has become even more popular with the children aged between 7 and 12 enjoying the new additions of lego and the Nintendo switch. Word is also getting around town about the library app Borrow Box. We are seeing more people through the door as a lot more customers attending with enquiries about it and wanting to be set up.

Mathoura Library: Numbers were up from June for both the library and tourism. The Art Group and Games Day are still going well despite having to come out in the cold weather. Another jigsaw has been completed and a new one ready for the ladies to tackle. The social activities are well received by the town residents who enjoy attending sessions for a cuppa, chat and some social interations.

Mobile Library: We did not have any issues with the truck for the month of July enabling us to attend all stops. Murray downs is consistent with 2-3 customers, Wakool stops are all busy and Tooleybuc – preschool and school are really good but the park stop is very quiet. We are hoping that social media posts about council payments, mainly rates, available on the Mobile Library will see further increases in attendance next month.

Campaspe Library Services 534 active Moama residents 19 residents receiving monthly deliveries Murrayvale bulk loan (1 crate of resources per month) Southern Cross bulk loan (1 crate of resources per month) 6 outreach support clients 20 Volunteers 3 Wellbeing group activities per month (1 at Southern Cross, 1 at Murrayvale, 1 at Library Moama Social Support Group)

Our library teams work tirelessly to ensure that the library is a safe place for community members and visitors to go to borrow books, attend a program, socialise and most importantly, build connections. Our volunteers feel a sense of purpose and community engagement which allows them to build relationships with other members. Our libraries are an integral part of our communities.

Service NSW Statistics

Awaiting first quarter results.

GLS – Service NSW: Office of Fair Trading, Maritime, Owner Builder applications, NCAT, Births Deaths & Marriages, Associations, Seniors Cards OLGR – Office Liquor, Gaming & Racing: Responsible Service of Alcohol, Responsible Conduct of Gambling Drives – Transport for NSW: Driver Licensing, Vehicle Registration, Mobility Parking Scheme, Firearms, Security, Commercial Agents & Private Inquiry Agent Licensing, Working with Children Checks

Voice of Customer

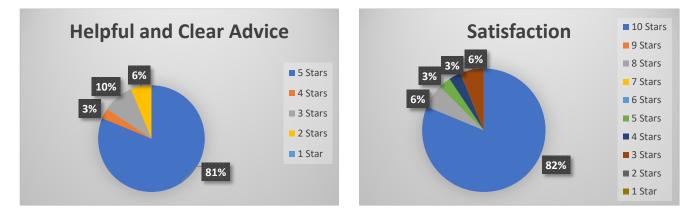
We contacted a total of 32 customers who submitted service requests during July. Our overall score for Helpful and Clear advice was 91.8% while our score for Satisfaction was 90.9%.

11 customers did not answer and further calls were made although no response was received.

We received 2 staff compliments across the organisation for their helpful and clear advice. Other comments centred around length of time for a returned, no contact or still waiting for response and never received an outcome. This is an opportunity to improve our communication with our customers and the introduction of a Customer Experience. We will be engaging consultants to assist with designing and implementing a strategy that provides a clear roadmap that reflects its vision of delivering an improved customer experience across all areas of the business and meets the needs of the community now and into the future.

Monthly Operational Report – July 2023 murray river council

Customer Service



Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
	Business Agency coverage – various Customer Service Centres require staff with specific skills to provide agency support Barham CSC – Council, Allianz, Service NSW, V/Line Barham Library – Library services Mathoura CSC – Council, Library, Bendigo Bank, Visitor Information Centre (Tourism), Call Centre, Services Australia Moama CSC – Council, Service NSW Moulamein CSC – Council, WAW Credit Union, Service NSW, Allianz Moulamein Library – Library services	Roster accordingly utilising staff who have the required skills where possible	Multi skill staff across all Business Agency Units that they may attend	•
	Mobile Library	One trained operator	Source and train second driver to cover leave. Need to have the same skillset. Suitable staff member has expressed interest. Alternatively, seek a HR driver to drive the Mobile Library and have a fully trained Library and Customer Service Officer travel with them to provide service	•

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Complaint	Action Undertaken

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

Customer Experience: We see an opportunity to improve Customer Experience across our organisation. The introduction of a Customer Experience Strategy that provides clear deliverables will go a long way to setting MRC on a path toward achieving excellence in customer experience. We will be engaging consultants to assist with designing and implementation of a strategy that provides a clear roadmap reflecting MRC's vision of delivering an improved customer experience across all areas of the business and meets the needs of the community now and into the future.

TechOne: TechOne Property, Rating and ECR was successfully rolled out in July. Whilst some minor issues were experienced the overall roll out went well and can be credited to the training provided to the team and input from team members for adjustments prior to the release. The Customer Service team embraced the system implementation in a positive manner which made for a smooth transition. This month the Customer Service team all showed the X factor during the transition to the new TechOne system. PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

Staffing Levels – Reduced staffing levels in the Customer Service team have presented challenges over the past month with both the Coordinator and the Manager working on counter to assist the team. One of our team was the successful applicant for a role in Development Services which is a great opportunity for her but will impact our team significantly. Our trainee resigned earlier in the month which impacted the Barham office and staff from Moama and Moulamein have been travelling to assist. This presents an opportunity for the team to build on face to face connections in the community as well as learn the challenges facing that area. We are recruiting to provide additional counter and phone support across the LGA.

Economic Development and Tourism

PART A: Section Accountabilities and Team Roles

<i>Acting</i> Manager of Economic Development and Tourism – <i>Beck Hayward</i>	Econ	omic Development Officer	Econo	mic Development and Tourism Officer	Grants	s Officer	Adm	ninistration/Events Officer
This role is to support and enhance local business and visitor experiences in MRC. Promoting and facilitating economic development, business and employment opportunities and community development in order to promote and revitalise the communities within our LGA. Identification of state and federal funding opportunities to implement Council's priority projects and working with volunteer committees across our communities to help achieve revitalisation projects.		ole is required to build and maintain a variety aborative working relationships with business s, community organisations, local nments and other external stakeholders. ng with community groups, local businesses, overnment agencies to facilitate planning, umic and community development and events local level. osition also provides support to other nal projects and initiatives as required.	region develo tourisn Market tourisn activitie visitatio	the to support and grow the prosperity of our by encouraging and identifying economic opment opportunities, with a focus on m. t the local government area, develop quality m products and services and guide the tes of local tourism organisations to increase ton to the region, enhance the visitor ence and contribute to the local economy.	writing with M proced of the l busine project Meetir commu opport Suppor funding Workir	ole is responsible for researching and g innovative funding submissions in line Aurray River Council's policies and dures. The role offers support to all areas business as well as external stakeholders, esses and community groups, aligning key ts to available funding opportunities. Ing with local business operating and unity groups to identify funding tunities; rting internal departments to apply for g to drive new projects; ng within tight timeframes to submit ative funding applications;	Direct Mana respo and p requi	role provides administrative assistance t ctor of Community and Eco Dev as well a ager Eco Dev and Tourism. The role is onsible for coordinating community ever provides administrative assistance as ired to wider Eco Dev team. contact for Section 355 committees. y management for the Director of munity and Economic Development;
Accountabilities	Acco	untabilities	Accou	Intabilities	Accou	Intabilities	Acco	ountabilities
Accountabilities SBPO Accountability	Acco	Accountability	Accou	Accountability	Accou	Intabilities Accountability	Acco	
SBPO Accountability		Accountability	SBPO	Accountability	SBPO	Accountability	SBPC	O Accountability
SBPOAccountabilityBAdverse Event Planning		Accountability Disability Action Plan	SBPO P	Accountability River Country Branding and Marketing	SBPO P	Accountability Grant Sourcing	SBPC	O Accountability Community and Economic
SBPOAccountabilityBAdverse Event PlanningBTourism and Community SignageBSection 355 Management	SBPO B P	Accountability Disability Action Plan Community Events Community and Economic Development	SBPO P P	Accountability River Country Branding and Marketing Tourism Products	SBPO P	Accountability Grant Sourcing Delivery and Reconciliation Community Grants Organisation Wide Grant	SBPC O	0 Accountability Community and Economic Development Administration
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murray river Monthly Operational Report – July 2023 Economic Deve

PART B: 4 Year Delivery	Program and 1 Year Operational Plan
Operational Plan Delivery	Under the 4 year Delivery Plan, the Economic Development and Tourism actions relate to strengthening eeconomic growth and prosperity.
	Council has a wide range of economic objectives to assist positioning MRC as a great place to live, work, invest and visit. The Economic Development and Tourism financially responsible way that allows flexibility and responsiveness in an ever-changing economic environment. The Strategy is based on four goals:
97%	 Encourage and support economic development; Develop strong and resilient communities; Dremete and group tourism;
■ Green Amber ■ Red	 Promote and grow tourism; Partnering with industry and government to promote and nurture innovation; The Community and Economic Development Directorate directly oversees the delivery of these outcomes.

4 Year Delivery Program 2023-2026	Deliver, Partner,	Performance Measure	Responsible Officer		Y	ear		Comments
	Advocate			1	2	3	4	
		and consistent service to our internal and exte	rnal community					•
2.1 – Visitor and Resident in			T	T .		1	-	
Development of a Community Directory and general information relevant to Council and local services. (S DCED)	Deliver	(DP 2.1.2) Investigate subscription-based program for online community directory	B: MEDT P: O:					Due to the administration resources required and out-of-date nature of a community di different options to make information about community groups available to the public.
		e and consistent information that is easily acco	essible to our cust	tomer	rs			
2.6 – Improve externally pr				1		1		
Further develop and enhance public communication materials.	Partner Advocate	(DP 2.6.3) Investigate and provide a report on relocation of the information centre in Moulamein to the Moulamein Heritage Village	B: MEDT P: O:					To do.
(S DCED)	Deliver, Partner, Advocate	 (DP 2.6.6) Investigate and undertake a business case for creating a Community Directory including housing or 'New to town' concierge service Trades directory 	B: MEDT P: O:					As per above. Due to the administration resources required and out-of-date nature of a document, the eco dev team will consider different options to make this sort of information of the sort of information of the sort of t
	Deliver	(DP 2.6.7) Service signage at front of MRC buildings (what services are available at each location)	B: MEDT P: O:	<				Council buildings have signage.
Theme 2 – Goal 4 – Achiev 2.8 – Community and Coun		driven results through collaboration and engages	gement (commun	ity an	nd sta	keho	lder).	
Increased interaction with Communities. (S DCED)	Advocate	(DP 2.8.2) Provide additional information to community relating to grant opportunities for community driven projects (eg Goodnight Wetlands)	B: MEDT P: O:					ONGOING Grant opportunities are communicated to community groups via direct contact and also sent each month.
		(DP 2.8.3) Further develop partnerships with local community groups to implement community driven projects	B: MCE P: MCE O: MCE		~	~	~	ONGOING During July, economic development staff met with and worked with the Barham Water During July economic development staff discussed event planning with various commur
Theme 4 – Goal 1 – Develo	op community	led strategy with a focus on social connection	s / social fabric an	ld a se	ense o	l of bel	ongin	l Ig.

Economic Development and Tourism

sm Strategy will be achieved in a sustainable and

	•
directory, the eco dev team will consider c.	•
	•
a community directory/new to town nation available to the public.	•
lso via the community email newsletters,	•
er Tower Art Committee. unity groups and event organisers.	•

Engage with Community	Deliver	(DP 4.2.2) Continue to form community	B: MEDT	 ✓ 	\checkmark	<	 	ONGOING
Groups and develop social programs.		networks for training and networking, placed based gathering to fulfill social	P: O:					Economic development staff met with and worked with the following during July:
(S DCED)		function and to spark migration of ideas.						Barham Water Tower Art Committee
								During July, the following events and activities took place:
								Moama Lights 2023
								Moama Lights Ice Skating
Theme 4 – Goal 2 – Foster	and develop	strategy to recognise and celebrate our rich her	itage and indige	enous c	ulture	e (in p	partno	ership with community).
4.5 – Indigenous Recognitio			D. MEDT					
Collaborative	Deliver	(DP 4.5.1) Development of collaborative	B: MEDT		\checkmark	\checkmark	\checkmark	To do.
agreements with local		agreements with local indigenous nations.	P:					
indigenous nations		Establish twice yearly meetings with	0:					
developed	<u> </u>	indigenous leaders.	D. MEDT					
(S DCED	Partner,	(DP 4.5.2) Ongoing support and advocacy	B: MEDT			\checkmark		
	Advocate	for local indigenous sites and development	P:					
		of programs.	0:					
	Deliver,	(DP 4.5.4) Work with Aboriginal artists,	B: MEDT				\sim	
	Partner,	musicians, storytellers, poets etc to assist	P:					
	Advocate	with planning for and execution of events within Councils LGA	0:					
Theme 4 – Goal 2 – Foster 4.6 – Regional History	and develop	strategy to recognise and celebrate our rich her	itage and indige	enous c	ulture	e (in p	partno	ership with community).
Celebrate significant	Deliver	(DP 4.6.1) Facilitate investment and	B: MEDT		1	Γ	\checkmark	
local history milestones		construction to showcase history, art and	P:					
and develop an ongoing		culture of the MRC area	O:					
calendar of milestones	Deliver	(DP 4.6.2) Continue to celebrate our	B: MEDT	\checkmark	\checkmark	\checkmark	\checkmark	ONGOING
(S DCED)		regional history	P:					
			O:					Eco Dev has continued to work with the museum advisor service (MAS) for Murray Rive
								and Galleries NSW, to support our local museums to grow and prosper.
								During July the MA visited the following:
								Friends of Old Moama
								The Border Flywheelers Museum
								Moulamein Heritage Park
								Moulamein Old Courthouse
								Chanter Estate Military Museum
								Good Vibrations Motorcycle Museum Mathoura
Theme 4 - Goal 3 - Active	ly promote an	d resource educational pathways into (working	with) Council (rotain a	and at	tract	new	neonla)
4.8 – Developing future lea			, with council (liaci	IIC W	
Develop a learning and	Deliver	(DP 4.8.3) Ongoing development and use of	B: MEDT	 ✓ 	\checkmark	\checkmark	\checkmark	ONGOING
development strategy		skilled locals within S355 committees	P:					
including leadership			0:					Council works to support its s.355 committees to ensure they are resourced and skilled
opportunities –								
Emerging Leaders								
Program								
(S DCED)								

	•
	-
ver Council, in conjunction with Museums	
, <u>,</u>	
d to deliver on their responsibilities.	

Develop a Public Arts and Culture Strategy (S DCED)	Deliver	(DP 4.9.1) Public Arts and Culture Strategy developed and implemented.	B: MEDT P: O:	~	~			Eco Dev has engaged a consultant to deliver an arts and culture strategy and this project with the consultant to engage the community on the project.
(3 5 6 2 5)	Advocate	(DP 4.9.2) Arts and Crafts Festival – various locations across Council	B: MEDT P:			~	~	
	Advocate	(DP 4.9.3) Actively advocate for Murals to be completed at various locations across Council	O: B: MEDT P: O:				~	
	Advocate	(DP 4.9.4) Actively advocate for Silo Art projects to be completed at various locations across Council	B: MEDT P: O:	~	~	~		Eco Dev staff are working on a Visit River Country Silo/Water Tower Art Trail, which wil Barham, Wakool, Moulamein, Mathoura and Caldwell.
	Deliver, Partner	(DP 4.9.5) Advocate for the Moama Bridge Arts Precinct – undertaken as part of the Meninya Street redevelopment project.	B: MEDT P: O:	~	~	~	~	During July, Council opened a tender process inviting proposals from strategic art consulated The Bridge Arts Project has received \$4.95M funding from Regional NSW to design and significant community art spaces, a cafe / restaurant with open deck and a gift shop. The term of the strategic art consults are spaced and a significant community art spaces.
	Advocate	(DP 4.9.6) Support Community Art groups including performing arts, exhibitions, displays, art classes and tuition	B: MEDT P: O:	~	~	~		Eco Dev staff support community art groups where possible, including support to seek a activities, inclusion in various tourism promotional activities, and also connections with
Theme 4 – Goal 4 – Supp	ort existing and	I new art projects and diverse community even	ts.					Eco Dev staff worked with South West Arts to deliver a NAIDOC Week program in local
4.10 – Regional Events Develop a Regional	Deliver	(DP 4.10.1) Regional Events Strategy	B: MEDT			\checkmark		
Events Strategy (S DCED)	Deliver	developed and implemented.	P: 0:			•		
	Partner, Advocate	(DP 4.10.2) Partner with various groups and Government Departments to bring events to regional locations across Council	B: MEDT P: O:	~	~	~	~	During July, eco dev staff worked to deliver Moama Lights and Moama Ice Skating even however had to be cancelled early, due to the event site being inundated with water, d water event
	Partner, Advocate	(DP 4.10.3) Create ongoing opportunities for schools, community groups and businesses to develop events within the	B: MEDT P: O:	~	~	~	~	Eco Dev staff worked with South West arts to deliver a NAIDOC Week program in local Eco dev staff support various community groups to plan and run events within our com
	Advocate	local community (DP 4.10.4) Continue to support Community Markets – expand to new locations, live	B: MEDT P:	~	~			June 2023 saw the appointment of a new Moama Market operator, with the first market 30 July.
	Advocate	music, food trucks etc (DP 4.10.5) Community led 'indigenous language' classes for interested local community members	O: B: MEDT P: O:				~	
		ate for accessible health and wellbeing services	based on local					
4.12 – Continue to provid Service Provision	e and support s Deliver	ervices in remote communities with a focus on ((DP 4.12.3) Increase information available	B: MEDT	the serv	/ice a	vailat	oility a	and locations.
(S DCED)		relating to services provided and attended across the LGA including Medicare, Legal aid, Centrelink, Doctors, Service NSW, Services Australia.	P: O:					
Theme 5 – Goal 1 – Encou 5.2 – Commercial Investm		ort economic development across the region.						
Develop a prospectus of commercial investment opportunities (S DCED)	Deliver, Advocate	(DP 5.2.1) Develop and begin implementation of a Commercial Investment Strategy	B: MEDT P: O:			~	~	
Theme 5 – Goal 1 – Encou		ort economic development across the region.	-		•			
5.3 – Prepare an Employn Prepare an Employment	Deliver	(DP 5.3.1) Prepare and implement an	B: MEDT		~	~		Eco Dev invited submissions from suitable consultants to undertake Council's Employm
Lands Strategy		Employment Lands Strategy	P: O:					successful consultant on 30 June. The project is underway and is expected to be completed by 30 June 2024.
(S DCED)								

ect is underway. Eco Dev is currently working	•
ill comprise six locations including Tooleybuc, sultants.	•
d construct two art galleries, along with two he project is design is well underway.	•
x funding, promotion of various events and h South West Arts.	•
l schools.	
nt. The event began very successfully, due to the Murray River experiencing a high	•
l schools.	•
nmunities.	
ket for the new operator held successfully on	•
nent Lands Strategy and appointed the	•

	Advocate	(DP 5.3.6) Continue to support and assist with Murray Connect project	B: MEDT P: O:		~			ONGOING
	Deliver, Advocate	(DP 5.3.7) Continue to support and develop business opportunities across the region	B: MEDT P: O:	~	~	~	~	ONGOING Council's Economic Development Strategy is well underway, with its completion expect the EDS will identify which projects are undertaken over the coming years.
		rt economic development across the region.						
5.5 – Chamber of Commerce	e Advocate	(DP 5.5.1) Assist with marketing of local	B: MEDT	\checkmark	\checkmark	\checkmark	~	ONGOING
(S DCED)		Chambers of Commerce / Progress Associations.	P: O:					Eco Dev staff work with local business groups and endeavour to strengthen partnership communities.
Theme 5 – Goal 2 – Continu 5.6 – Increased Educational		strong and resilient communities.			I	<u> </u>	I	
Review the education services available and required by our community including early childhood and adult community education. (S DCED)	Deliver, Partner, Advocate	(DP 5.6.1) Prepare a report and submit to Council on educational services available and required and advocate for the findings	B: MEDT P: O:				~	
Theme 5 – Goal 2 – Continu 5.7 – Development of a resi		trong and resilient communities.						
Develop Action Plans for each community to sit alongside the Adverse Events Plan which covers all of MRC.	Deliver, Partner, Advocate	(DP 5.7.1) Development and implementation of community actions plans	B: MEDT P: O:		~	~	~	To do
(S DCED) Theme 5 – Goal 3 – Promot	te and grow to	urism across the region.						
5.8 – Promotion of local att	-	5						
	Deliver, Partner, Advocate	(DP 5.8.1) Prepare a yearly Events, Marketing and Promotion Plan taking into account community suggestions and innovation forums.	B: MEDT P: O:		~	~	~	To do Ec Dev have developed an annual marketing plan.
Theme 5 – Goal 3 – Promot	-	-					1	
5.9 – Promote advantages t			D. MEDT					To do
River Country Project further developed and implemented. (S DCED)	Deliver, Partner, Advocate	(DP 5.9.1) Development and implementation of Live, Work and Play in River Country Project.	B: MEDT P: O:			~	~	
Theme 5 – Goal 3 – Promot	-	urism across the region.						
5.10 – Growing Tourism acr Develop an Economic	Deliver	(DP 5.10.1) Economic Development and	B: MEDT	✓	\checkmark	~		Underway, expected to be completed in the coming months.
Development and Tourism Strategy.	Deliver	Tourism Strategy developed and implementation has begun	P: O:	•	•	·		
(S DCED)	Deliver, Partner, Advocate	(DP 5.10.2) Increase signage in and around townships relating to tourism	B: MEDT P: O:	~	~	~	~	This work is ongoing and signage is updated as it becomes evident there needs to be im
	Advocate	(DP 5.10.3) Advocate for steam trains and replica train stations across the region	B: MEDT P:				~	

	•
cted in the coming months. Once finalised	•
ips and deliver improved outcomes for our	•
	•
· · · · ·	
	•
	•
	•
mprovements made.	•

	<u> </u>							
Be engaged in	Partner,	(DP 5.11.1) Investigate and undertake pilot	B: MEDT		\checkmark	\checkmark	\checkmark	To do
innovation and	Advocate	programs – cropping	P:					
technology platforms			O:					
and networks.								
(S DCED) Theme 5 – Goal 4 – Partne	er with industr	y, community, and government organisations t	o promote and	nurture	inno	watic	 n	
5.12 – Research & Develop		y, community, and government organisations t	o promote and	inuituie		Jvalit	<i>,</i> ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Engage with universities	Partner,	(DP 5.12.1) Investigate and undertake pilot	B: MEDT		\checkmark	\checkmark	\checkmark	To do
and research	Advocate	programs (including seeking funding	P:					
institutions.		sources) – cropping	O:					
	Advocate	(DP 5.12.2) Consideration of opportunities	B: MEDT				\checkmark	
(S DCED)		to identify problem waste streams and	P:					
		implement circular economy options	O:					
	Partner	(DP 5.12.3) Investigate options for	B: MEDT				<	
		Indigenous employment for trial projects	P:					
		Darts	O:					
Theme 6 – Goal 3 – Advoo	•							
6.6 – Public Transport that					1			
Develop a Public	Advocate	(DP 6.6.2) Advocate for improved public	B: MEDT			\sim	\sim	
Transport Strategy and		transport for our communities	P:					
advocate for			O:					
implementation								
(S DCED)								
7.3 – Apply data sources to		driven system into Council processes, including	public interfac	æ.				
Enable interoperability	Deliver,	(DP 7.3.2) Implement data capture	B: MEDT	1		\checkmark		
between internal and	Partner	mechanisms at attractions to collect data	P:			•		
Smart City systems	rartici	relating to use of locations and collection of	0:					
(S DCS)		on-the-spot feedback	0.					
Collaborate with	Partner	(DP 7.3.5) Partnership in place and	B: MEDT				\checkmark	
Telecommunication		information is being used for effective	P:					
providers to gather		decision making	0:					
public information for								
improved tourism								
promotion and								
Economic Development								
decision making.								
(S DCED)	ro tochnologio	s to forecast possible future opportunities.						
7.6 – Promote advanced to		s to forecast possible future opportunities.						
Support local business to	Deliver	(DP 7.6.1) Business case to develop a	B: MEDT				\checkmark	
access or develop and		technology hub completed.	P:					
introduce advanced			O:					
technologies.	Advocate	(DP 7.6.2) Continue to align strategic plans	B: MEDT		\checkmark	\checkmark	\checkmark	Council's Economic Development Strategy is well underway, with its completion expec
(S DCED)		to future scenario planning	P:					the EDS will identify which projects are undertaken over the coming years.
			0:					
	Advocate	(DP 7.6.3) Continue being an active member	B: MEDT	 ✓ 	\checkmark	\checkmark	\checkmark	Council's Economic Development Strategy is well underway, with its completion expec
		of advocacy groups to promote research	P:					the EDS will identify which projects are undertaken over the coming years.
		and advancement	0:					
Support local business to	Advocate	(DP 7.6.4) Promote the region as a node for	B: MEDT	 ✓ 	\checkmark	\checkmark	\checkmark	Council's Economic Development Strategy is well underway, with its completion expec
access or develop and		New Fibre Optic Network.	P:					the EDS will identify which projects are undertaken over the coming years.
introduce advanced			0:			1		
technologies.						1		
(S DCED)					1	1		
	courage, educa	ate and enable environmentally sustainable app	proaches to en	ergy ma	nagei	ment		
7.7 – Community based er								
					_			

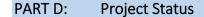
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cted in the coming months. Once finalised	•
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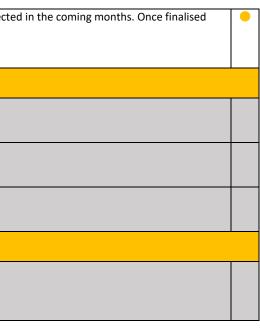
Economic Development and Tourism

Support community led	Advocate	(DP 7.7.1) Support Micro-grid developments	B: MEDT		\checkmark	\checkmark	\checkmark	Council's Economic Development Strategy is well underway, with its completion expected
energy generation		across the region.	P:					the EDS will identify which projects are undertaken over the coming years.
enterprises.			0:					
(S DCED)								
Theme 7 – Goal 3 – To er	icourage, educa	ate and enable environmentally sustainable app	proaches to energy	gy ma	nager	nent.		
7.9 – Electric Vehicle char	ging stations.							
Align public	Deliver,	(DP 7.9.1) Explore options for external	B: MEDT			<		
infrastructure with	Advocate,	funding of EV charging stations to meet	P:					
customer and	Partner	demand.	0:					
community	Deliver	(DP 7.9.2) Prepare a changing station plan	B: MEDT			<		
requirements.		for installation locations for EV charging	P:					
(S DCED)		stations	0:					
	Deliver	(DP 7.9.3) Develop and begin	B: MEDT			<		
		implementation of an Electric Vehicle	P:					
		Strategy	0:					
Theme 7 – Goal 4 – Moni	tor and assess	emerging global technology trends.						
7.12 – Be prepared to lev	erage emerging	technologies for Economic & Community Devel	opment					
Use technology to create	Advocate,	(DP 7.12.4) Investigate options and create a	B: MEDT			<	<	
interactive / talking	Partner	plan to develop interactive tours.	P:					
tours for our region.			0:					
(S DCED)								



Economic Development and Tourism Operating outflow is showing an overspend of \$194k in July, due to a timing difference between budget and expenditure. Moama Lights and darts expenditure is also concentrated in June/July. Contributions to Murray Regional Tourism and Echuca Moama Tourism were also made in July.





murray river Monthly Operational Report – July 2023 council

PART E: Business as Usual

Tourism Officer Update

July saw the disappointing cancelation of Moama Lights, due to the high water event and the event site being inundated.

The event's cancellation required significant work to evacuate the site and to communicate the cancellation with media, sponsors, ticket holders, general public and suppliers. We had to refund all ticket holders. We continued to promote the ice skating, food trucks and roving entertainment.

Other tourism activity included:

- Working with the Backroads Trail Committee to update brochure and organise a new episode on the Backroads Trail Podcast
- Attending Winter Blues Festival launch night
- Distributing River Country visitor guide to local businesses to promote River Country to Blues Festival attendees
- Promotion of upcoming events within River Country including the Darts Extravaganza, Barham Country Music Stampede and Rock N Roll Festivals, Murray Downs 35 Hole Ambrose and Moulamein Sheepdog Trials
- Participation in discussions regarding the closing of the Echuca Visitor Information Centre; consider alternatives and solutions for promoting River Country
- Assisted with the organisation for a proposed Motorcycle event to be held in Mathoura in November. After liaising with organisers of similar events, prepared an Events Plan for organisers and offered services to facilitate the marketing of the event
- filmed a segment with Sam Frost (The Bachelorette/ Home and Away) and her partner Jordie (Australian Survivor) for a new travel show on channel 7. They also covered their trip to Echuca Moama on their socials (1.6 million followers), on their Jordie & Sam's Rural Roadtrip podcast. I spoke to Sam about Echuca- Moama and the importance of Tourism after the floods and reasons to visit Echuca- Moama, the segment was filmed for 'My Road to Adventure' airing on channel 7 Home » My Road To Adventure
- Administer high water messaging across River Country Social Media Channels: Liaised with local Tourism businesses and Murray Regional Tourism to ensure we have consistent Tourism messages and ensure the High Water does not affect Tourism numbers (particularly for the Blues Festival)
- · Met with Mark Frances in regards to a proposed event at the Port of Echuca in September and how I can assist and how it can benefit River Country

July Social Media Report

Moama Lights

Facebook Overview: Due to the cancellation of Moama Lights on the 7th July, reach was considerably down from last month. We continued to promote the Ice Skating and other events happening up until the 23rd July.. Audience is 20% Melbourne based, mainly women ages 35-44.

Facebook Reach = 145,039 reach was down 29.9% from previous month

Top Posts:

1) MOAMA LIGHTS SOUNDS AND LIGHT SHOW CANCELLED (July 6th)

Performed best on Facebook with: 78,475 Reached, performing 3,221% higher than any other posts on our Facebook posted in 2023 with 1,147 reactions including 1,037 comments

2) Low Sensory Session This Thursday Night (July 4th)

Performed best on Facebook with: 15,900 Reached 186 Reactions, Comments & Shares

3) Join us this weekend at the Moama Soundshell for entertainment & ice skating! (July 13th)

Performed best on Facebook with: 11,900 Reached 156 Reactions, Comments & Shares

Instagram Reach = 10,551, Down 54% from previous month

Visit River Country

Facebook Overview: Reach significantly down as predicted due to Moama Lights posts in June having a significant reach. 2 of the top performing posts are specific to towns. Tailoring our content to specific towns allows us to create a more personalized experience for our audience. We can highlight unique attractions, events, and local businesses, making our page a valuable resource for travellers seeking authentic experiences.

Facebook Reach = 41,200 down 34.2% from previous month (as expected as we had a lot of Moama Lights posts in June that were very popular). Current page followers= 10,547 New following: 21 (net)

Top Posts:

- Tooleybuc: Perhaps a little less well-known compared to our other riverside destinations (July 10th) Performed best on Facebook with: Reached 9400 people And 395 Reactions, Comments & Shares
- 2) Save the date! PS Alexander Arbuthnot's 100 Year Celebration, this October, 2023! (July 23rd)

Performed best on Facebook with: 4003 people Reached 51 Reactions, Comments & Shares

3) Go on a Day trip to Mathoura!

Performed best on Facebook with: 2884 Reached 487 Reactions, Comments & Shares

Instagram Reach = Instagram Reach = 5166 up 28.6% from previous month Current following = 2,049 New following: 41 (net)

GRANT OUTCOMES announced in the month JULY

There were no announcements made on outcomes relating to grants for the month of July.

Murray River Council's - Community Grants Program 2023-24 Round 1 – Opened 1st July 2023.

SUBMITTED Grant applications for JULY

1.	Small Business Month (Oct)	NSW Small Business Month is a month-long program created for small businesses across New South Wales to attend events aligned to their individual business interests. The theme for October 2023 is My Small Business and is focused on providing assistance and tips on how small businesses can strengthen their business in seven key areas – branding and marketing, cyber security, business health, ecommerce, current market conditions, resilience and teams.	Capped Councils
		MRC submitted an application to run a Small Business Seminar on Oct 13 th at Rich River Golf Club, with keynote speak Michael Licenblat who is a resilience expert and teaches people how to achieve more in high-pressure environments by bouncing back from pressures, setbacks, and rejections.	

Award applications

			2023 RH Dougherty Events & Communications Awards – (Moama Lights 2022)	Receive		
		Least Courses at Meak Amarda 2022	Planning Awards – (Development Services Restructure)	Comme		
1	L.	Local Government Week Awards 2023	The Local Covernment Week Awards were presented on Thursday 2 August 2022 at Deltane House, Hude Park	Awards		
			The Local Government Week Awards were presented on Thursday 3 August 2023 at Doltone House, Hyde Park. Both received a Highly Commended,, which is fantastic.	categor		
-				Nomine		
2	2.	Australian Event Awards and Symposium	Best Regional Event – (Moama Lights 2022) Awards Ceremony 11 – 13 September TBC			
		······································				
3	3.	2023 National Economic Development Awards for Excellence	Economic Development Initiatives - Regions Under 15,000 Residents - (Darts Australia 2022) MRC has been selected as a Finalist! The Award Gala evening will be held at the National Economic Development Conference 2023 in Karratha, WA.	August Award (evening 23 Augu		
4	1.	NSW Australian Tourism Awards	Festivals and Events - (Moama Lights 2022) Winners will be announced at the Gala Dinner to be held in Sydney on 8 November 2023.	Finalists announ Wednes Septem		

Economic Development and Tourism

ed funding for cils **\$2,500**

eived "Highly imended" rds in both gories ninees to be punced 9th

ust 2023 rd Gala ning held

ugust 2023 lists to be

ounced Inesday 27 ember

murray river Monthly Operational Report – July 2023	Economic Develo
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PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

Even though Moama Lights had to be cancelled, it was looking to be a huge success, with opening weekend sold out and very positive feedback received from those who did attend and extreme disappointment expressed from those who were not able to attend.

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

Unfortunately, Moama Lights had to be cancelled due to high water and inundation of the event site. Eco Dev organised NAIDOC Week activities to be held in Murray River Council during July.

Ec Dev currently have the following projects underway:

- Development of Council's Economic Development Strategy
- Development of Council's Arts and Culture Strategy
- Development of Council's Employment Lands Strategy
- Development of the River Country Silo Art Trail

Planning is underway for a business seminar to be held in Moama during Small Business Month in October.

opment and Tourism

Planning and Environment Directorate

Director of Planning and Environment – Rod Croft	SBPO	Accountability	Key Performance Indicators 2023/2024	Evidence/Comments:			
The Planning and Environment	S	Waste and Compliance Services	Work with Campaspe Shire Council's Director Sustainability to harvest				
Department has approximately 65 full	S	Parks, Gardens, Open Space and	synergies that may exist to expand services and therefore gain scale etc.				
ime equivalent staff spread across 3		Bio-Security					
Branches – Waste and Regulatory	S	Commercial Building Codes	Deliver "Plannings" operational outcomes as determined by the 355 Special				
Services, Parks&& Open Spaces and	S	Private Building Compliance	Revenue Committee, once the concept plans are finalised.				
Biosecurity and Development Services.	S	Building Compliance					
The Director is responsible for an		Assist `the Director Community and Economic Development as required with	Quotes have been sought by multiple company's to complete this piece of				
Operating Budget of \$10 M and a	S	Local Strategic Planning	information that will contribute to the Employment Lands Strategy.	work, input has and will continue to go into the project that relate to planning			
Capital Budget of \$3M (on average) The Director of Planning and Environment provides high-level	S	Intergovernment Relations –		matters in particular commercial and industrial land and the relationship with			
	5	Planning and Environment		the housing strategy. Consultant is expected to be appointed in June.			
	S	Section 138's Driveways and					
trategic advice to the CEO and	5	Crossovers	Advocate on behalf of MRC, in concert with RAMJO if required, to influence the	DPE workshop held late May to understand the population growth and the			
leadership and management of the	c	Solar Energy	NSW Government with regional planning issues and policies.	need for aggressive rezoning of land in the short to medium term. A			
Planning & Environment directorate to	S	Building and Development		ministerial letter has been prepared with a solution-focused approach to			
ead the Planning and Environmental	5			influence changes to how the NSW stage government address fundamental			
Services Department of Council	5	Internal Approvals Part 5		flaws in the Housing strategy guideline in relation to the definition of "Vacant			
effectively and efficiently through and	S	Planning Advisory Service		land" amongst other aspects.			
vithin legislative requirements and	S	Meninya Street Project					
accounting practices.	В	Intergovernment Relations –	Jointly project manage the input into re-development of the Planning Portal	24/4/2023 - Lead and delivered the EOI process for the integration with the			
Ensure proactive development,		Planning and Environment		EPlanning Portal. Prepared EOI statement and documentation to run the			
deployment, and maintenance of				process and lead the interview process for 5 x IT providers. Two IT providers			
Planning, and Environmental Services				were determined as being the strongest in the process, which RAMJO councils			
strategies, policies, and practices to				will be given the opportunity for 'economy of scale" type contracts with a			
meet Murray River Council (MRC)				provider with multiple councils. Process concluded 24/4/2023. Draft Developer Contribution Plan has been completed, awaiting budget			
strategic direction and organisational							
goals.			By Dec 23 Gain a mandate for a revised Developer Contribution Plan				
Provide leadership and direction to all				confirmation to move to a % based model from Finance and the 2023/2024			
planning and environment functions to				budget to understand capital project forecasts.			
deliver projects, operations, and				buuget to understand capital project forecasts.			
statutory approvals within budget and			By Dec 23 Gain a mandate for a disincentive to land bank.	Legal advice sought in relation to legal pathways for establishing a sub-			
time.			by Dec 25 Gain a manuale for a disincentive to fand bank.	category for residential rates, including any potential IPART processes.			
in time.				category for residential rates, including any potential in Art processes.			
			By Dec 23 in conjunction with the Director of Community and Economic				
			Development lead the investigation and subsequent re-zoning of suitable land				
			for IN1 (Industrial Land)				
			TOF INT (Industrial Land)				
			By March 24 provide a detailed design for the Meninya Street Precinct	Procurement for successful supplier remains in progress and is expected to be			
			שי זיזמי כוו 24 פוטיועב מ עבומוובע עבאצוו וטו נווב זיזפווווזאַמ אנו בנו דובנווננו	submitted to Council in September.			
			By Sept 23 produce a prospectus for the Meninya Street Precinct and EOI for	Lucid Economics has been angreed for the development of a Dress stud for			
				Lucid Economics has been engaged for the development of a Prospectus for			
			the redevelopment of the old council offices (in conjunction with the	the Meninya Street Precinct Project.			
			Employment Lands Strategy Process).				
					──		
			By Sept 24 assist the Director of Corporate Services and the CEO in developing		1		
			the funding model for the Meninya Street Precinct.				

Planning and Environment Directorate

			ger Parks, Gardens, Open Spaces & Biosecurity – Luke Keogh	Brian Holm	Vaste and Regulatory Services – nes		iya Street Project Manager t Sherman	Acting Senior Administration Officer/Executive Officer –
The Manager Development Services is responsible for the nanagement and delivery of all planning and certification ervices within Council. The role requires detailed knowledge of all relevant legislative requirements in New South Wales, a strong customer service focus and the ability to negotiate and resolve conflicts to achieve required outcomes. The Manager works closely with colleagues with internal and external stakeholders on a variety of issues in order to ensure effective communication, streamline and fast track processes and to produce effective planning and building outcomes for he community.			f all planning and certification role requires detailed knowledge uirements in New South Wales, a us and the ability to negotiate and required outcomes. with colleagues with internal and variety of issues in order to ensure reamline and fast track processes			This is a contracted position to manage the Meninya Street Precinct Project.		The Acting Senior Administration Officer/Executive Officer is to provi administrative support to the Development Services team, Manager Development Service and Director Planning & Environment. Additional to this the role services customers/applicants in relation to planning and building related development approvals and certificates.
Account	abilities	Accou	ntabilities	Accountab	ilities	Accou	ntabilities	
SBPO	Accountability	SBPO	Accountability	SBP	Accountability	SBPC	Accountability	
	Building Compliance Management	В	Boat Ramps	0	,	В	Meninya Street Project	
	Building Services	В	Bushcare Volunteer Management (non 355's)	В	Waste to Energy	Р	Meninya Street Project	
В	LG Act Approvals (eg Caravan Park)	В	Sport & Recreation Facility	В	Development Services Investigation	0	Meninya Street Project	
	Building Codes	В	Rural Weed Program	В	Parking Management			
0	Caravan Park Regulation Compliance	В	Open Spaces	В	Commercial Waste Management			Accountabilities
0	Post Certificate Services	В	Horticulture Services	В	Domestic Waste Management			Accountabilities cannot be split
0	Building Advisory Service	В	Natural Bushland	B	Waste Transfer Station Managemer			between people. If there is more
0	Building & Information Certificate Services	В	Weed Action Plan					than one person performing a
0	Building Development Applications	В	Public Tree Management	В	Construction Materials Recycling ar			role, they will undertake tasks to
0	Compliance Certificates	В	Retaining Walls		Management			support the person holding the
В	Subdivision Planning	В	Vertabrate Pests	В	Landfill Sites			accountability.
В	Local Environment Plan Preparation	В	Aquatic Services	В	Public Roadside Bin Management			·····
В	Statutory Planning Management	В	Riverside Infrastructure	В	Public Health Management			
В	Strategic Land Planning Statement	В	Playgrounds	В	Management of unauthorised Activ			
В	Section 45 Notices	В	Landscape Approvals					
	Planning Advisory Services	В	Town Maintenance (Public Furniture P&G's)	В	Management of unauthorised Activ			
В	Private Trees Management	В	Fruit Fly Control		& Camping			
	Heritage Services	В	Parks, Open Spaces & Biosecurity Small Plant and Equipment	В	Pollution Regulation			
	Planning Services	В	Public Trees	В	Management of UPSS			
	Statutory Planning Projects	Р	Open Spaces Facilities (public amenities, structures, BBQ's)	В	Management of Illegal Dumping			
	Development of Local Environment Plan	Р	Public Trees	В	Animal Regulatory Service Manage			
	Planning Projects	Р	Open Spaces and Biosecurity Small Plant					
	LG ACT Approvals, ATO	Р	Sport & Recreation Facilities	Р	Illegal Dumping (Waste and Other)			
	Planning Advisory Services	Р	Natural bushland footpaths and cycleways	Р	Illegal Dumping Systems and Proces			
	Implement Local Environment Plan	P	Landscape Approvals					
	Implementation of Flood Study Data Interpretation	P	Town Maintenance (Public Furniture P&G)					
	Planning Development Assessment Services	P P	Sports and Recreation Facilities					
	Heritage Information Service	P	Aquatic Services					
	Private Tree Regulation Service		Arbicultural Services Urban and rural					
	Planning DA Processing	0	Approval for Hire/Lease of Open Space Venues					
	Private Planning Compliance Approvals Statutory Planning Certificate Services	0	Stakeholder Engagement Sports & Recreation Facilities Landscape Approvals					

murray river Monthly Operational Report – July 2023 Planning and Environment Directorate

PART B: 4 Year Delivery Pr	ogram and 1 Year Operational Plan
Operational Plan Delivery	Under the 4 year Delivery Plan, the Section relates to The Planning and Environment Directorate directly oversees the delivery of these outcomes.
■ Green ■ Amber ■ Red	

4 Year Delivery Program 2023-2026	Deliver, Partner,	Performance Measure	Responsible Officer		Ye	ar		Comments
	Advocate			1	2	3	4	
	•	d sustain the natural environment						
1.6 - Stewardship agreeme	1	1	1					
Work with relevant	Advocate	(DP 1.6.1) MRC / DPIE Sustainable Councils	B: DPE		\checkmark	\checkmark	\checkmark	
agencies to identify any		and Communities Program findings to be	P: W&BC					
projects that Council can		reviewed and implemented.	O:W&BC					
support and contribute								
to relating to								
biodiversity, carbon or								
other offset agreements.								
(S DPE)		-fellerate de ser						
Theme 1 – Goal 3 - Plan fo 1.7 – Environmental Susta								
Develop & begin	Deliver	(DP 1.7.1) Develop an Environmental	B: DPE	1 1		\checkmark	. /	
implementation of an	Deliver	Sustainability Strategy taking into account	B: DPE P:			~	\sim	
Environmental		energy efficiency & the impacts of climate	P: 0:					
Sustainability Strategy,		change	0.					
containing energy		change						
efficiency and the								
impacts of climate								
change.								
(S DPE)								
	ue to be a tru	sted and ethical leader that leads by example						
2.5 – Leadership that is tru								
Develop and implement	Deliver,	(DP 2.5.1) Revitalisation of Meninya Street	B: DPE	\checkmark	· 🗸	· 🗸	~~	Project in progress. Extensive consultation and investigation completed to formulate Co
a Corporate Strategy.	Partner,	Moama	P:					for Civil Design and investigations to facilitate future construction.
(S DPE)	Advocate		O:					
Theme 3 – Goal 4 – Strate	gic planning w	hich produces consistent, strategic, transpare	nt outcomes.					
3.10 – Streetscaping / Mas	ster planning /	Placemaking						
Investigate and prioritise	Deliver	(DP 3.10.1) Review of priority Streetscapes	B: DPE		~	, </td <td>/</td> <td></td>	/	
townships for		and Masterplans within MRC, to be	P:					
placemaking,		undertaken with community consultation	O:					
masterplans and		considering township identity and sense of						
streetscaping, to be well-		place.						
planned, design and	Deliver	(DP 3.10.2) Meninya Street Moama is the	B: DPE	\checkmark	· 🗸	、 く	<	
implemented.		initial priority for MRC	P:					
(S DPE)			O:					
-	te and review	our open spaces to reflect community wants a	nd needs.					
3.15 – Water Play								

Concept Designs. Procurement underway	

Planning and Environment Directorate

Investigate commercial	Partner,	(DP 3.15.1) Advocate for private investment	B: DSP	\checkmark	\checkmark	\checkmark	\checkmark	A private developer is in the early stages of designing a splash park, that will reside in the a commercial/retail hub of a residential
and public sector	Advocate	of these facilities at appropriate locations	P:					estate in Moama. Other opportunities will be advocated for in other townships outside of Moama.
opportunities for splash		linked to commercial business	O:					
and water parks		arrangements to allow sustainable funding						
throughout the region.		model to maintain the asset and renew						
(S DPE)		when required.						
Theme 7 – Goal 3 – To enc	ourage, educa	ate and enable environmentally sustainable app	proaches to ene	ergy mar	nagem	nent.		
7.8 – Waste to Energy.								
Maintain currency with	Deliver	(DP 7.8.1) Energy from waste is embedded	B: DPE				<	
EPA's Energy from Waste		in the Environmental Sustainability	P:					
Policy.		Strategy.	O:					
(S DPE)	Partner	(DP 7.8.2) Investigate feasibility and provide	B: DPE			~		
		a report to Council on options for future use	P:					
		of the WW2 fuel storage area in Mathoura	O:					
		in relation to waste to energy uses on the						
		site.						

PART C: Financial Outcomes



PART D: Project Status

Meninya Street Precinct Project:

Project Manager returned from secondment position on the 31st July 2023. Procurement underway for successful supplier to complete Civil Design for the streetscape including service locating, geotechnical studies, surveying and electrical network design.

PART E: Business as Usual

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

	Date	Customer Compliant	Action Undertaken				

	•••

Planning and Environment Directorate

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
15/2/2023	Development Services resourcing	Attracting and retaining planning and building staff to Moama remains a challenge. These issues aren't isolated to MRC, there appear to be national shortages across Australia. Investment NSW is conducting a review in relation to the number of planners that are in NSW to service the needs of the State and Local Governments. MRC have advertised a "try before you buy" type deal where Council will pay accommodation, flights etc from anywhere in Australia to work for MRC as a planner or building surveyor for a month at no cost to the applicant. There has only been one interested candidate at this stage, and therefore we will extend the advertisement to herald sun and the Age newspapers nationally to see if we can't attract candidates.	 government forums and consider international recruitment of planning staff Advocacy at high levels through NSW Government to understand the impact on MRC growth etc. A proposed Development Services realignment has been proposed internally to organise the team in a higher functioning and less administrative way. This has 	

Council resolutions completed

Meeting	Subject	Resolution Number	Resolution	Of																																					
Council 25/07/2023	DA10.2013.90.1 ELEVATED DWELLING HOUSE	220723	RESOLUTION 220723	0'I																																					
			Moved: Cr Neil Gorey																																						
			Seconded: Cr Dennis Gleeson																																						
			1. The officers report be received and noted by Council.																																						
			 Development Application 10.2013.90.1 (DA 090/13) for the construction of a dwelling house on Lots 20 and 21 DP 262658, Chanter Street, Moama, be refused development consent due to the following reasons: 																																						
		a) The application is inconsistent with Section 7.4 'Development on river front areas' of the Murray Local Environmental Plan (LEP) 2011, as the dwelling house is proposed to be setback less than the required 100m from the top of the bank of the Murray River.																																							
			b) The proposal is inconsistent with the flood hazard applicable to the subject land. As a consequence the application	ı:																																					
					 is inconsistent with Section 5.21(3) of the Murray LEP 2011 resulting in the development not satisfying Sectio 4.15(1)(a)(i) of the Act; 	n																																			
								 does not provide sufficient justification to adequately address Section 4.15(1)(c) of the Act as to the suitabilit of the site for the development; 	у																																
						 is inconsistent with Chapter 6 Strategic Land Use Plan of the Murray Development Control Plan (DCP) 2012 which outlines 'No urban or intensification of development on land not protected by town flood levee'; and 																																			
			 c) The application is inconsistent with Chapter 5 River Murray lands of the State Environmental Planning Policy (Biodiversity and Conservation) 2021. 																																						
			CARRI	ED																																					
			In Favour: Crs Nikki Cohen, Neil Gorey, Thomas Weyrich, Frank Crawley, Kron Nicholas and Dennis Gleeson																																						
			Against: Nil																																						
			CARRIED 6	6/0																																					

Officer	Status
O'Brien, Christopher	G A or R
	•

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Meeting	Subject	Resolution Number	Resolution	(
Council 25/07/2023	Model Contaminated Land Policy	<u>130723</u>	RESOLUTION 130723 Moved: Cr Neil Gorey Seconded: Cr Nikki Cohen That: 1. Council supports the amendments made to the RAMROC/REROC Model Contaminated Land Policy that as originally adopted by Council in June 2017. 2. Council approves the amended Model Contaminated Land Policy and authorises the policy to be placed on public exhibition for a period of 28-days.	
			CARF	IED

buncil	onthly Operational Report –	July 2023	Planning and Enviro	onment Dir	ectorate
-	rien, Christopher - Completion ristopher (action officer) on 03 August 2023 at 10:41:51 AM - DA Ref	usal Determination has been sent (out		
eeting	Subject	Resolution Number	Resolution	Officer	Status
ouncil 25/07/2023	Model Contaminated Land Policy	130723	1	O'Brien, Christopher	G A or R
			RESOLUTION 130723		•
			Moved: Cr Neil Gorey		
			Seconded: Cr Nikki Cohen		
			That:		
			1. Council supports the amendments made to the RAMROC/REROC Model Contaminated Land Policy that as originally adopted by Council in June 2017.		
			2. Council approves the amended Model Contaminated Land Policy and authorises the policy to be placed on public exhibition for a period of 28-days.		
			CARRIED		
-	r ien, Christopher - Completion istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy 1	o be publicly exhibited as per norn	nal process		
ompleted by O'Brien, Chri		to be publicly exhibited as per norm	nal process Resolution	Officer	Status
eeting	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy 1		Resolution	Officer O'Brien, Christopher	Status G A or R
mpleted by O'Brien, Chri	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy 1	Resolution Number	Resolution RESOLUTION 250623		
mpleted by O'Brien, Chri	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy 1	Resolution Number	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise		
eeting	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy 1	Resolution Number	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson		
eeting	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy 1	Resolution Number	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson 1. That the Officers Report be received and noted.	O'Brien, Christopher	
mpleted by O'Brien, Chri	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy 1	Resolution Number	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson	O'Brien, Christopher	
mpleted by O'Brien, Chri	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy 1	Resolution Number	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson 1. That the Officers Report be received and noted. 2. That Council endorse the Voluntary Planning Agreement (VPA) between Murray River Council and Layfield Road	O'Brien, Christopher	
eeting	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy 1	Resolution Number	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson 1. That the Officers Report be received and noted. 2. That Council endorse the Voluntary Planning Agreement (VPA) between Murray River Council and Layfield Road Pty Ltd and authorise the CEO to execute the agreement on Councils behalf.	O'Brien, Christopher	
mpleted by O'Brien, Chri	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy 1	Resolution Number	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson 1. That the Officers Report be received and noted. 2. That Council endorse the Voluntary Planning Agreement (VPA) between Murray River Council and Layfield Road Pty Ltd and authorise the CEO to execute the agreement on Councils behalf. CARRIED In Favour: Crs Chris Bilkey, Nikki Cohen, Neil Gorey, Thomas Weyrich, Frank Crawley, Kron Nicholas, Geoff Wise and	O'Brien, Christopher	
bompleted by O'Brien, Chri	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy 1	Resolution Number	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson 1. That the Officers Report be received and noted. 2. That Council endorse the Voluntary Planning Agreement (VPA) between Murray River Council and Layfield Road Pty Ltd and authorise the CEO to execute the agreement on Councils behalf. CARRIED In Favour: Crs Chris Bilkey, Nikki Cohen, Neil Gorey, Thomas Weyrich, Frank Crawley, Kron Nicholas, Geoff Wise and Dennis Gleeson	O'Brien, Christopher	
eeting uncil 27/06/2023	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy 1	Resolution Number	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson 1. That the Officers Report be received and noted. 2. That Council endorse the Voluntary Planning Agreement (VPA) between Murray River Council and Layfield Road Pty Ltd and authorise the CEO to execute the agreement on Councils behalf. CARRIED In Favour: Crs Chris Bilkey, Nikki Cohen, Neil Gorey, Thomas Weyrich, Frank Crawley, Kron Nicholas, Geoff Wise and Dennis Gleeson Against: Nil	O'Brien, Christopher	
Jul 2023 12:42pm O'Brien	ristopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy to Subject Planning Agreement for 13 Maidensmith Drive, Moama	Resolution Number	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson 1. That the Officers Report be received and noted. 2. That Council endorse the Voluntary Planning Agreement (VPA) between Murray River Council and Layfield Road Pty Ltd and authorise the CEO to execute the agreement on Councils behalf. CARRIED In Favour: Crs Chris Bilkey, Nikki Cohen, Neil Gorey, Thomas Weyrich, Frank Crawley, Kron Nicholas, Geoff Wise and Dennis Gleeson Against: Nil	O'Brien, Christopher	
Jul 2023 12:42pm O'Brien, Chri mpleted by O'Brien, Chri	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy f	Resolution Number	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson 1. That the Officers Report be received and noted. 2. That Council endorse the Voluntary Planning Agreement (VPA) between Murray River Council and Layfield Road Pty Ltd and authorise the CEO to execute the agreement on Councils behalf. CARRIED In Favour: Crs Chris Bilkey, Nikki Cohen, Neil Gorey, Thomas Weyrich, Frank Crawley, Kron Nicholas, Geoff Wise and Dennis Gleeson Against: Nil	O'Brien, Christopher	
mpleted by O'Brien, Chri eeting uncil 27/06/2023 Jul 2023 12:42pm O'Bri mpleted by O'Brien, Chri Jul 2023 12:42pm O'Bri	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy f Subject Planning Agreement for 13 Maidensmith Drive, Moama Hen, Christopher - Completion istopher (action officer) on 18 July 2023 at 12:42:40 PM - To be sign	Resolution Number 250623 ed by CEO	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson 1. That the Officers Report be received and noted. 2. That Council endorse the Voluntary Planning Agreement (VPA) between Murray River Council and Layfield Road Pty Ltd and authorise the CEO to execute the agreement on Councils behalf. CARRIED In Favour: Crs Chris Bilkey, Nikki Cohen, Neil Gorey, Thomas Weyrich, Frank Crawley, Kron Nicholas, Geoff Wise and Dennis Gleeson Against: Nil CARRIED 8/0	O'Brien, Christopher	
empleted by O'Brien, Chri leeting ouncil 27/06/2023 B Jul 2023 12:42pm O'Brien ompleted by O'Brien, Chri B Jul 2023 12:42pm O'Brien roft, Rod (first authoriser)	istopher (action officer) on 03 August 2023 at 10:47:25 AM - Policy for a subject Planning Agreement for 13 Maidensmith Drive, Moama ien, Christopher - Completion ristopher (action officer) on 18 July 2023 at 12:42:40 PM - To be sign ien, Christopher - Notification	Resolution Number 250623 ed by CEO	Resolution RESOLUTION 250623 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson 1. That the Officers Report be received and noted. 2. That Council endorse the Voluntary Planning Agreement (VPA) between Murray River Council and Layfield Road Pty Ltd and authorise the CEO to execute the agreement on Councils behalf. CARRIED In Favour: Crs Chris Bilkey, Nikki Cohen, Neil Gorey, Thomas Weyrich, Frank Crawley, Kron Nicholas, Geoff Wise and Dennis Gleeson Against: Nil CARRIED 8/0	O'Brien, Christopher	

Planning and Environment Directorate

Council resolutions outstanding within 3 months							
[
Meeting	Subject	Resolution Number	Resolution	Officer	Status		
Council 25/07/2023	Draft Pesticide Use Notification Plan - For Approval and	<u>140723</u>		Sherman, Matthew	G A or R		
	Consultation		RESOLUTION 140723		•		
			Moved: Cr Neil Gorey				
			Seconded: Cr Dennis Gleeson				
			That Council review and approves the Draft Pesticide Use Notification Report to go out for the required 28-day public notification process.	,			
			CARRIEL	1			

Council resolutions outstanding outside 3 months

Meeting	Subject	Resolution Number	Resolution
Council 18/04/2023	Draft Murray River Council Housing Strategy 2023 - Part 1 &		
Council 18/04/2023	2	<u>120423</u>	
	2		RESOLUTION 120423
			Moved: Cr Thomas Weyrich
			Seconded: Cr Geoff Wise
			That Council:
			1. Notes the place-based actions outlined in the Strategy (Part 2 Implementation plan) to deal with issues and impediments to progressive development in all Murray River Council townships.
			2. Endorsed the attached Draft Murray River Council Local Housing Strategy - Part 1 and 2 (the Strategy) and authorises the Strategy to be placed on public display to undertake the required 28-day public consultation process. Noting that a further report will come back to Council for formal adoption of the Strategy.
			3. Approves the notion of the expansion area of the Moama township to the west through the suggested rapid release of residential land products and provide a balance in protecting key tourism interests and environmental values from Moama through to the Torrumbarry Weir.
			CARRIED
13 Jun 2023 1:18pm Croft, Ro	bd		

18 Submissions received. Mostly small minor changes required. The large submissions will take some time to go through and finalise the document for July

Meeting	Subject	Resolution Number	Resolution		Off
Council 28/02/2023	Planning Proposal - PP-2021-5594 - Post Consultation Report - Planning Proposal for amendment of Murray Local	<u>120223</u>	MOTION		Mc
	Environmental Plan 2011 to reduce the minimum lot size from 3000m2 to 1000m2 at Lot 17 DP258661, 17 Maiden Smith Drive, Moama		Moved:	Cr Geoff Wise	
			Seconded:	Cr Ann Crowe	
			That Council r	esolve to:	
			1. Cons	der this report and submissions for information, and	

Officer	Status
Croft, Rod	G A or R
	•
Officer	Status
McFarlane, Jessica	G A or R
	•

Planning and Environment Directorate

proceed with the Planning Proposal as submitted to reduce the minimum lot size provisions of Lot 17 DP 258661 from 3000 square metres to 1000 square metres in accordance with the current Planning Proposal, and

3. Due to the comments received from NSW Department of Planning and Environment (DPE), develop a Precinct Plan for the Maiden Smith Drive area and include it into Council's Development Control Plan prior to the determination of any subsequent Development Applications affecting the subject land.

SEE AMENDED RESOLUTION WITH ADDITIONAL ITEM

RESOLUTION 120223

2.

ank Crawley
ank Crawley

Seconded: Cr Neil Gorey

That Council resolve to:

- 1. Consider this report and submissions for information, and
- 2. proceed with the Planning Proposal as submitted to reduce the minimum lot size provisions of Lot 17 DP 258661 from 3000 square metres to 1000 square metres in accordance with the current Planning Proposal, and
- 3. Due to the comments received from NSW Department of Planning and Environment (DPE), develop a Precinct Plan for the Maiden Smith Drive area and include it into Council's Development Control Plan prior to the determination of any subsequent Development Applications affecting the subject land.

Amendment - Additional item for resolution:

4. Any subsequent DA relating to the sub division as a whole be brought to Council for a decision by Council.

CARRIED

In Favour:	Crs Chris Bilkey, Ann Crowe, Neil Gorey, Frank Crawley, Kron Nicholas, Geoff Wise and Dennis Gleeson
Against:	Crs Nikki Cohen and Thomas Weyrich

CARRIED 7/2

16 Mar 2023 11:08am Gunter, Maddison

The report went to Council meeting, then following the resolution, the Planning Proposal was sent to DPE to finalise the Murray LEP 2011 changes. Council are awaiting confirmation on the completion of the LEP map amendements.

04 Apr 2023 8:02am Gunter, Maddison

Planning proposal has been finalised and Murray LEP map amendment has been finalised.

08 May 2023 3:46pm Leyonhjelm, Lindy - Reallocation

Action reassigned to McFarlane, Jessica by Leyonhjelm, Lindy - Maddison Gunter has left the organisation

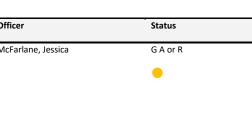
14 Jun 2023 8:49am Leyonhjelm, Lindy

this is now with DPE for assessment.

14 Jun 2023 8:49am Leyonhjelm, Lindy - Target Date Revision

Target date changed by Leyonhjelm, Lindy from 14 March 2023 to 01 August 2023 - Waiting on assessment from DPE

Meeting	Subject	Resolution Number	Resolution	C
Council 14/03/2023	Update - Planning Proposal PP-2022-2347 Reclassification of Land from 'Community' to 'Operational' at Lot 3 DP813704, Centre Road, Moama	<u>020323</u>	RESOLUTION 020323 Moved: Cr Thomas Weyrich Seconded: Cr Kron Nicholas That:	N



murray river council	Monthly Operational Report – July 2023		Planning and Environ
		1.	This council report be considered for information.
			Proceeds with the planning proposal to reclassify the land (Lot 3 DP 813704, Centre Road, Moama) to operational and send the planning proposal to the NSW Department of Planning and Environment to finalise the process.
		In Favou	vour: Crs Chris Bilkey, Nikki Cohen, Ann Crowe, Thomas Weyrich, Frank Crawley and Kron Nicholas
		Against	nst: Nil
			CARRIED 6/0

30 Mar 2023 3:31pm Gunter, Maddison

30/03/2023 - Council has uploaded the finalisation information onto the Planning Portal following the council report and recommondation to proceed to finalisation., The Proposal has now been sent to the plan making authority (PMA) and Council have notified their DPE contact of this.

08 May 2023 3:46pm Leyonhjelm, Lindy - Reallocation

Action reassigned to McFarlane, Jessica by Leyonhjelm, Lindy - Maddison Gunter has left the organisation

14 Jun 2023 8:54am Leyonhjelm, Lindy

planning proposal has been sent to to the NSW Department of Planning and Environment in March, still waiting on approval

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

2023 NSW Local Government Awards - Highly Commended: 'LGNSW Planning Awards' (Development Services Restructure)

Not unlike other NSW councils, Murray River Council has struggled to attract qualified town planning and building surveying staff due to the short supply of expertise and the high demand seen within the industry. This has not only put pressure on our ability to manage high-level strategic planning matters but has put large pressure on the processing times of the 550+ development applications submitted to council each year.

So, council looked to review our departments restructure as a first step to address the problem, with a focus on improved and increased administration functions to better support local approval processes and enquiries that had been tying up the certified staff from processing applications.

It was from here that the merger of the 'Building' and 'Planning' teams into one Development Services Team was inspired, and the new roles of a Local Approvals Officer and Parra Town Planners were born. These roles can help manage more generalised approvals, like some section 68 applications, so that lower risk approvals are processed faster, and releases our technical staff to focus on the more complex approvals.

The merger of the two teams also sought to reduced inconsistencies and promote communication by establishing common processes and procedures, as a lot of the approvals for housing is completed jointly between planners and building surveyors.

The changes have strengthened council's capacities and performance within the Development Services area and will help the organisation to better meet community expectations. The development services team is committed to continuing its momentum and monitoring its progress, identifying any barriers, and adjusting as needed.

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

- Planning resourcing in the lead up to the normal "busy season" are light on, and we will be pushing to get resourcing into the Development services team. Contract planners will be considered as a last resort, and may feature in future budget variations.
- Flood waters receding – Parks and Gardens will be looking at the Moama Beach in the coming weeks to do an assessment of the damage to the area, it is expected that the turf will need to be re-laid, however, Council is confident that damage to the remaining area will be minimal.
- Housing Strategy being finalized, delays due to some critical data for Murray Downs and Moama. Should see the Housing Strategy be formally adopted in the September Council meeting. The adoption and reiteration does not impact the planning proposals for rezoning currently in the system.

ment Directorate

CARRIED

Section Accountabilities and Team Roles PART A:

Vanager Development Services – essica McFarlane	Senior Bu	ilding Surveyor		Building Surveyor (Including Cadet BS)	Senior Town Planners	Administration Officers	
The Manager Development Services is responsib or the management and delivery of all planning and certification services within Council. The ro equires detailed knowledge of all relevant egislative requirements in New South Wales, a strong customer service focus and the ability to negotiate and resolve conflicts to achieve require outcomes. The Manager works closely with colleagues with nternal and external stakeholders on a variety of ssues in order to ensure effective communication treamline and fast track processes and to produ- effective planning and building outcomes for the community.	e level of adv building se customers with set po requirement d To carry ou under the v Acts, Regul Procedures professiona	ut all duties and functions po various Planning and Enviro lations, Codes and Council P s in an efficient, expedient, al manner without favour to tion of the built and natural	o to the the accordance egislative rescribed onmental Policies and and o ensure	The objective of this role is to provide developers, ratepayers, staff, and Council with specific advice on all building related matters. To carry out all duties and functions prescribed under the various Planning and Public Health and Environmental Acts, Regulations, Codes and Council Policies and Procedures in an efficient, expedient, and professional manner without favour to ensure the protection of the built and natural environment.	The objective of this role is to ensure that all planning and development activity, and Town Planners, in the Council is controlled under Council Policy and in accordance with applicable legislation. Managing Development Applications assessment and determination and prepare Local Environmental and Development Control plans and policies in accordance with Councils Strategic Plans and other legislative requirements. Professional Planners dealing with both strategic and statutory planning matters.	The objective of this role is t provide administrative supp the planning service team, w specific planning administrat duties under the direction of supervisor. The incumbent w expected to make a valuable contribution to the level and quality of support provided the Development Services Department.	
Accountabilities	Accounta	bilities		Accountabilities	Tasks	Accountabilities	
SBPOAccountabilityBSubdivision PlanningBLocal Environment Plan PreparationBStatutory Planning ManagementBStatutory Planning ManagementBStrategic Land Planning StatementBSection 45 NoticesBPlanning Advisory ServicesBPrivate Trees ManagementBHeritage ServicesBPlanning ServicesPStatutory Planning ProjectsPDevelopment of Local Environment PlanPPlanning Advisory ServicesOPlanning Advisory ServicesOImplement Local Environment PlanOImplementation of Flood Study Data InterpretationOPlanning Development Assessment ServicesOHeritage Information ServiceOPlanning DA ProcessingOPlanning DA ProcessingOPlanning ProposalsOStatutory Planning Certificate	B E B L O E O F O F O E O E O E O E O E O E O E O E O E O C	Building Compliance Management Building Services G Act Approvals (eg Caravan Park) Building Codes Caravan Park Regulation Compliance Post Certificate Services Building Advisory Service Building & Information Certificate Services Building Development Applications Compliance Certificates G ACT Approvals, ATO		Accountabilities cannot be split between people. If there is more than one person performing a role, they will undertake tasks to support the person holding the accountability.	Accountabilities cannot be split between people. If there is more than one person performing a role, they will undertake tasks to support the person holding the accountability.	Accountabilities cannot be split between people. If th is more than one person performing a role, they wil undertake tasks to support the person holding the accountability.	

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PART B: 4 Year Delivery Program and 1 Year Operational Plan **Operational Plan Delivery** Under the 4 year Delivery Plan, the Development Services provides a service as part of the Planning and Environment Directorate 0%

4 Year Delivery Program 2023-2026	Deliver, Partner,	Performance Measure	Responsible Officer		Ye	ear		Comments	•
	Advocate		Unicer			3	4		
		d sustain the natural environment							
1.4 - Improving areas of na	tural habitat								
Identify and enhance natural values/habitats as part of any landscape upgrades to Council Reserves (S DPE)	Deliver	 (DP 1.4.1) Development of the Waterfront Strategy encompass protection of the riverine environment regeneration and restoration of river frontages including erosion and bank stabilisation works 	B: MDS P: O:	~	~				
Sensitive urban design, green spaces included in developments where appropriate (S DPE)	Deliver, Partner	(DP 1.4.2) New subdivisions will incorporate green spaces in their urban design for Council to manage in the future.	B: MDS P: O:		~				
		and consistent service to our internal and exten	nal community						
2.4 - Statutory Planning an	d Building								
Encourage improved standards of development	Deliver	(DP 2.4.1) Percentage of approvals completed within statutory timeframes. Update Development Services Charter.	B: MDS P: O:	~	~				
applications		(DP 2.4.2)						All line items relocated to and reported under (DP 3.11.1)	
(S DPE)		(DP 2.4.3)						All line items relocated to and reported under (DP 3.11.2)	
	Deliver	(DP 2.4.4) Waterfront Strategy developed and implemented	B: MDS P: O:	~	~	~			Γ
Provide sufficient resources to meet statutory delivery	Advocate	(DP 2.4.5) Undertake and complete process mapping of planning processes and efficiencies.	B: MDS P: O:	~	~				
timeframes. (S DPE)	Advocate	(DP 2.4.6) Undertake and complete process mapping of planning processes and efficiencies.	B: MDS P: O:	<	-				
Provide improved communication measures for planning	Deliver	(DP 2.4.7) Reduced number of general planning enquiries into Council. Allowing more focus and timely approvals of DA's.	B: MDS P: O:	>	>				
enquiries. (S DPE)	Deliver Advocate	(DP 2.4.8) Increase education and training for locals on use of NSW Planning Portal and other requirements.	B: MDS P: O:	<	<				

	development	t of sustainable liveable communities					
3.7 – Housing Strategy					r –	1	r
Development of a	Deliver	(DP 3.7.1) Develop a Residential Housing	B: MDS	\checkmark			
Residential Housing		Strategy.	P:				
Strategy which will guide			0:				
the rezoning of future	Deliver	(DP 3.7.2) Review and update the Local	B: MDS			\checkmark	\checkmark
residential land over the		Environment Plan in relation to the Housing	P:				
next 5-10 years and		Strategy Outcomes.	0:				
beyond.							
(S DPE)							
		hich produces consistent, strategic, transparen	t outcomes.				
3.11 – Town Planning / Lan					Т	1	1
Prepare new	Deliver	(DP 3.11.1) Review and develop a new	B: MDS	✓			
Development Control		Development Control Plan	P:				
Plan and New Local			0:			_	
Environment Plan for	Deliver	(DP 3.11.2) Review and develop a new Local	B: MDS			\checkmark	\checkmark
MRC		Environment Plan	P:				
(S DPE)			0:				
		our open spaces to reflect community wants an					
		arks and Open Spaces that connect Communitie		cessible.	1		-
Investigate and review	Deliver	(DP 3.13.3) Feasibility and demand	B: MDS			\checkmark	
current standards of		investigated for Teenage hangout spaces	P:				
existing parks and		across the region	O:				
identify upgrades	Deliver	(DP 3.13.5) Increase in public access points		\checkmark	\checkmark	\checkmark	\checkmark
required including	Partner	to rivers – being assessed via the					
accessibility and amenity	Advocate	Waterfront Strategy					
blocks where							
appropriate.							
Consider new areas of							
Parks & Open Spaces							
where they link to high							
use areas, such as							
residential subdivisions.							
(S DPE)							

Financial Outcomes PART C:

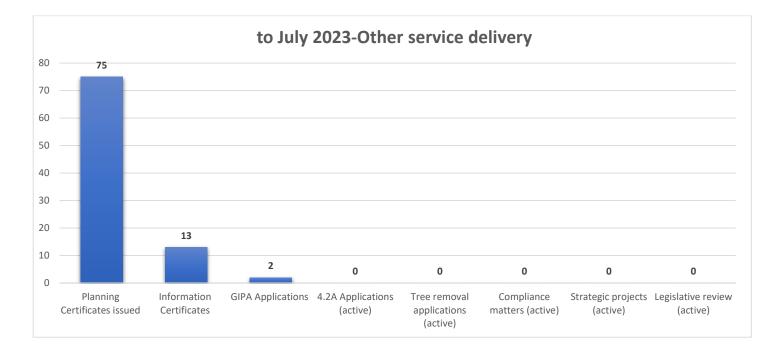


Development Services

PART D:	Project Status	
August 2022	Residential Housing	
	Strategy	
August 2022	Waterfront	
2022	Strategy	

PART E: **Business as Usual**

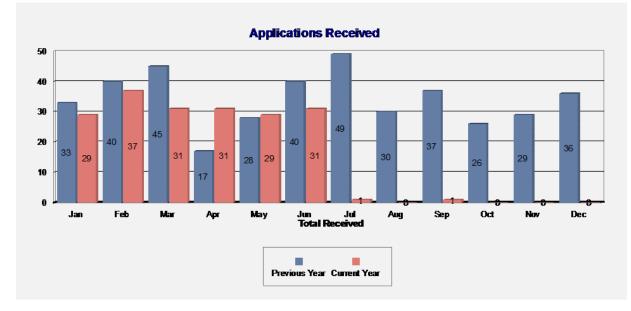
Planning Certificates issued	110
Planning Certificates issued	75
Information Certificates	13
GIPA Applications	2
4.2A Applications (active)	0
Tree removal applications (active)	0
Compliance matters (active)	0
Strategic projects (active)	0
Legislative review (active)	0

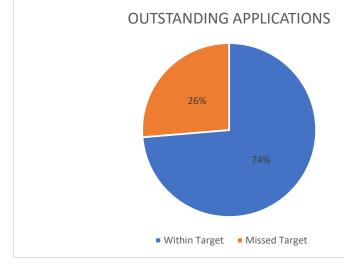


murray river Monthly Operational Report – July 2023 council

Development Services

DEVELOPMENT APPLICATIONS:





APPLICATIONS LODGED, DETERMINED and INSPECTIONS

31

12 1 4

1 10

17

5

0

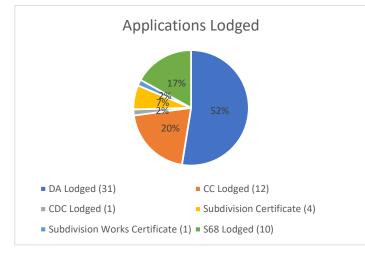
5 0 11

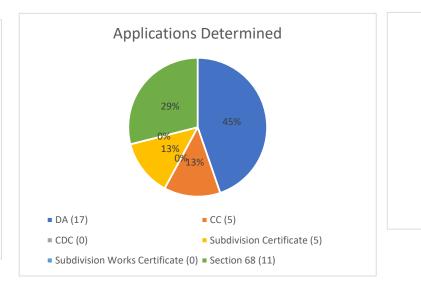
Applications Lodged:

DA Lodged	
CC Lodged	
CDC Lodged	
Subdivision Certificate	
Subdivision Works Certificate	
S68 Lodged	

Applications Determined:

DA
CC
CDC
Subdivision Certificate
Subdivision Works Certificate
Section 68







murray river Monthly council	Operational Report – July	y 2023		Development S
Pre-assessments lodgement App	plications in the Portal, under Request for In	formation:		
Development Applications – 24	Construction Certificates- 16	Section 68 - 9	Complying Development Certificate – 2	Principal Certifier – 1
Occupation Certificates –11	Building Information Certificates - 0			

PART F:	Service Metrics

Date	Customer Compliant	Action Undertaken

PART F:	Service Metric	S			
Escalated Cus	tomer Service Reconc	iliations to CEO level			
Date	Customer Compliant			Action Undertaken	•
Risk Manager	nent				
Date Updated	Risk Details	Existing Controls/Challenges	Required Actions		
June 2022 December 2021	E Planning Portal Errors Development contributions reform	Log and record the errors and raise these issues with the E Planning Portal technical support team. See previous comments in SWOT analysis. The proposed reforms will result in a likely loss to Council as development contributions captured to fund local infrastructure delivery will be affected. Additional funding will likely be captured by the State Government, at the expense of local government	processing building r Issues with the E plan Update to the Develor portal in a straightfo Council and applican Update: June 2022 - to discuss the NSW P Update May 2023 – as possible. The mair support from the cor	submission as part of the second round of consultation. Council have again raised objection to the subject reforms.	•
May 2022	Builder's Forum / Industry Forum	areas. In May 2022, Council launched a 'Builder's Forum' which is aimed at sharing industry information amongst developers, builders and the like to assist in ensuring smoother transition of development applications from the portal to the assessment officer and back to the applicant resulting in faster turnaround times for approvals. This forum focuses on the use of Council's various checklists to ensure better quality applications to ensure faster acceptance in the portal, thus ensuring faster assessment times amongst other issues such as inspections, applications, town planning matters etc.	The meeting of 26 th s attendees. Update April 2023 – community. This mee	b be held every 6-8 weeks with the next meeting 26 September 2022. September 2022 was a meeting with low attendance. We had 3 representatives attend in person and perhaps 5 online Next meeting to be held 23 rd May 2023 with presentations from Council staff and the introduction of new staff to the eting was well attended and a strategy for further meetings discussed. 23 – this was well attended and it is proposed the next meeting for November 2023 to include presentation from all mmunity.	•
April 2023	Standard conditions of consent and standard format notice of determination	More information to come on how the changes affect our timeframes, whether positively or negatively during the transition stage. MDS to ensure all staff are kept on top of the changes to promote seamless transition into the process.		tandard conditions of development consent is an initiative under the <u>NSW Planning Reform Action Plan</u> . From 30 June anning panels will be required to use the standard format notice of determination on the NSW Planning Portal.	•

ervices

Development Services

Council Annual Report Checklist

Description	Reference	Included?
Disclosure of how development contributions and development levies have been used or expended under each contributions plan. (Commencing 1 July 2022. Reporting does not apply retrospectively – not required 21-22)	Environment Planning and Assessment Regulation 2021 cl 218A(1)	No
Details for projects for which contributions or levies have been used must contain: project identification number and description the public amenity or public service the project relates to amount of monetary contributions or levies used or expended on project percentage of project cost funded by contributions or levies amounts expended that have been temporarily borrowed from money to be expended for another purpose under the same or another contributions plan value of the land and material public benefit – other than money or land Whether project is complete (Commencing 1 July 2022. Reporting does not apply retrospectively – not required 21-22) 	Reg 218A (2)(a),(b),(c),(d),(e),(f),(g)	No
Total value of all contributions and levies received and expended during the year. (Commencing 1 July 2022. Reporting does not apply retrospectively – not required 21-22)	Reg 218A(3)(a),(b)	No

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

This month Council welcomed our new Development Servies Business Unit Support Officer, Beck White into the role. Beck come with a wealth of experience in administration and customer service and her start time was bitter sweet as we also farewelled Ashleigh Cartlidge who had been with Council for just over two years.

July was a big month for development Servies as out recruitment drive hit an all time high as we completed interviews for 5 roles within the section.

During August, Council will welcome new starters being John Guilfoyle and Kellie Richmond as Parraplanners, Daniel Tayles as Local Government Approvals Officer and Nancy Johns and Sharon Steele as Administration Officers.

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

Development Services has been nominated for a Local Government Planning Award for Innovation, Excellence and Change.

Monthly Operational Report – July 2023 murray river council

Parks, Gardens, Open Spaces and Biosecurity

PART A: Section Accountabilities and Team Roles

Manager Parks and Biosecurity – Luke Keogh	Parks Coordinator	Biosecurity Coordinator	Parks Team Leaders (By Location)
To manage and coordinate parks, Open spaces and Bio Security within Murray River Council and the public spaces and amenities including but not limited to playgrounds, trees swimming pools, sport and recreation facilities and grounds, public amenities and natural areas in the Murray River Council area. Accountable for the effective management of major sections or projects within their area of expertise. As a specialist, advice would be provided to executive level and to the employer on major areas of policy or on key issues of significance to the organisation. The position's influence would have an important role in the overall performance of the function.	 The primary objective of the Parks & Gardens Coordinator is to manage and supervise the team on a day to day basis, ensuring the provision of a high standard of service delivery in accordance with Murray River Council's policies and procedures and any legislative requirements. Responsible to provide a specialist/technical service and to complete work which has some elements of complexity. Makes recommendations to the public and council staff. 	The objective of this role is to manage noxious weeds throughout Murray River Council boundaries in accordance with NSW Biosecurity Act 2015 and Murray River Council policies and procedures. To undertake invasive weed identification and inspections on private and public lands. To participate in the planning and supervision of invasive weed control works to ensure weed management or eradication Responsibility as a trainer/coordinator for the operation of a small section which uses staff and other resources, or the position completes tasks requiring specialized technical/administrative skills.	The Team Leader is responsible for the supervision of staff and resources in the Parks & Gardens unit to ensure that all operations, maintenance and reporting related to the relevant services are carried out in accordance with relevant legislation Murray River Council's Policies and Procedures. To assist with the management of external contractors and new capital infrastructure under the direction of the Manager Parks & Ope Space. Responsibility as a trainer/coordinator for the operation of a su section which uses staff and other resources, or the position completes tasks requiring specialized technical/administrative skills.
Accountabilities	Accountabilities	Accountabilities	Accountabilities
SBPOAccountabilityBBoat RampsBBushcare Volunteers (Non 355'S)BSport & Recreation FacilitiesBRural and Urban Weed ManagementBOpen SpacesBHorticultural ServicesBNatural BushlandsBWeed Action PlanBPublic TreesBRetaining WallsBVertebrates Pest ManagementBAquatic ServicesBRiverside InfrastructureBPlaygroundsBLandscape ApprovalsBFruit Fly ControlBParks, Open Spaces and Biosecurity Small Plant and EquipmentPOpen Spaces and Biosecurity Small Plant and EquipmentPOpen Spaces and Biosecurity Small Plant and EquipmentPOpen Spaces and Biosecurity Small Plant and EquipmentPSport and Recreation FacilitiesPNatural Bushland footpaths and cyclewaysPLandscape ApprovalsPTown maintenance (Public Furniture P&G)PAquatic ServicesPAquatic ServicesPAquatic ServicesPAquatic ServicesPArboriculture Services Urban and Rural	SBPO Accountability P Open Space Projects P Horticulture Services P Playgrounds O Onsite stakeholder engagement of Open Space Venues O Public Trees Maintenance (incl Arborist Service) O Fire/Fuel Hazard Areas O Liston Caravan Park Maintenance O Natural Bushland Improvement and Maintenance O Riverside Infrastructure O Cleaning and Rubbish Removal Liston Caravan Park O Boat Ramp Maintenance O Urban Road Reserve Maintenance O Cemetery Maintenance of Public Facilities O Maintenance of Crown Land O Grave Digging O Open Space – gardens O Aquatic Services O Maintenance of Heritage Sites O Arboriculture Services Urban and Rural O Bushcare Volunteer ({Non 355's)	SBPO Accountability P Weed Action Plan P Fruit Fly Control P Rural and Urban Weed Management P Vertebrate Pest Management O Fruit Fly Control O Deliver Weed Action Plan O Deliver Weed Action Plan O Vegetation Management on Rural and Urban Roads O Small Plant for Biosecurity O Vertebrate Pest Management	SBPO Accountability O Horticulture Services O Cemetery Maintenance and Public Facilities O Open Spaces Facilities (Public amenities, structure, BBQ's and furniture) O Boat Ramp Maintenance O Maintenance of Town (Public Furniture P&G) O Open Spaces including Playgrounds O Open Spaces – gardens O Riverside Infrastructure O Commercial Area Manual Street Cleaning O Small Plant and Equipment Open Spaces & Recreation

f staff and all e relevant egislation and sist with the rks & Open

ion of a small oosition nistrative

murray river Monthly Operational Report – July 2023 council

PART B: 4 Year Delivery Program and 1 Year Operational Plan **Operational Plan Delivery** Under the 4 year Delivery Plan Parks, Open Space & Bio Security relates to: consultation, planning, development; amenity; maintenance and operations; public trees; sportsgrounds (active and passive); cleanliness and administration. Further to this Bio Security relates to the management of Priority Weeds within the LGA under the NSW Bio Security Act 2015. The Planning and Environment Directorate directly 14% 0% oversees the delivery of these outcomes Green Amber Red

4 Year Delivery Program 2023-2026	Deliver, Partner,	Performance Measure	Responsible Officer		Ye	ar		Comments	
	Advocate			1	2	3	4] •
		safe and accessible community spaces that en	hance healthy liv	ing ar	nd pro	mote	activ	ve lifestyles.	
3.1 – Sports and recreation				1.	т., т				_
Outcomes of the Asset and service delivery review to be planned for and prioritised.	Deliver	(DP 3.1.1) Develop a Service standards strategy for all Parks, Recreation reserves.	B: MPOSB P: MPOSB O:CPG					Project commenced and ongoing. CT Management consultants have reviewed asset conditions and assessed current service standards. Councillor workshops undertaken and Parks & Reserves hierarchies have been agreed upon pending public consultation and formal adoption and documentation.	•
(S DPE)	Deliver	(DP 3.1.2) Investigate and plan for development of various boat ramps across the region.	B: MPOSB P: MIP O:CPG	~				Project commenced and ongoing. Assets assessments have been completed. Murray Downs Boat ramp currently under construction.	•
	Deliver	(DP 3.1.3) Ongoing monitoring and management of sports grounds across the region.	B: MPOSB P: CPG O:CPG	~	~	~	>	All sportsgrounds currently maintained in accordance with service delivery schedules and applicable adopted master plans. Sportsgrounds and facilities managed in consultation with user groups and relevant Section 355 committees of management.	
	Deliver	(DP 3.1.4) Investigate and develop business cases and feasibility studies for outdoor exercise stations across the region	B: MPOSB P: O:				>		
	Deliver, Partner	(DP 3.1.5) Investigate and develop business cases for change of ownership of Moulamein swimming pool and associated facilities	B: MPOSB P: O:			~			Ī
	Deliver, Partner	(DP 3.1.6) Ongoing monitoring and management of Moama and Mathoura outdoor swimming pools and associated facilities	B: MPOSB P: MPOSB O:CPG	~				Preparation for 2023/23 season commenced. Tender to be prepared for public submission to apply to manage both Moama and Mathoura facilities for upcoming season. Successful tenderer to be approved at September Ordinary Council Meeting. 2023/24 Pool season to commence 11 th November 2023.	
	Deliver	(DP 3.1.7) Investigate and plan for development and upgrades of Skate Parks across the region.	B: MPOSB P: O:		~	~	>	Project not yet commenced.	
	Deliver	(DP 3.1.8) Ongoing monitoring and management of existing sports and recreation buildings.	B: MPOSB P: MPOSB O:CBF	~	~	~	>	All sports & recreation buildings currently maintained in accordance with service delivery schedules and applicable adopted master plans. Facilities managed in consultation with user groups and relevant Section 355 committees of management.	
	Deliver	(DP 3.1.9) Undertake Master Planning for new sport and recreation buildings and grounds across the region.	B: MPOSB P: MPOSB O:MPOSB		~	~	>	Project commenced and ongoing subject to approved budgets.	
	Deliver	(DP 3.1.10) Undertake feasibility study for development of BMX / Mountain / Motor bike / Pump tracks across the region.	B: MPOSB P: MPOSB O:CPG		~	~	~	Project not yet commenced.	

Parks, Gardens, Open Spaces and Biosecurity

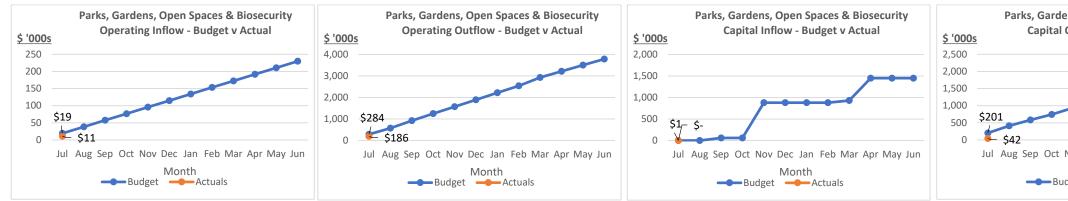
Parks, Gardens, Open Spaces and Biosecurity

									<u> </u>
eview and support the nalisation of existing ommunity & Botanical ardens.	Deliver	(DP 3.8.1) Continue to support existing community and botanical gardens	B: MPOSB P: MPOSB O:CPG	~		~		Completion of Stage 5 commenced and ongoing in accordance with approved budget. Consultation with volunteer group to be undertaken to determine FY23/24 capital works to complete project. Maintenance of existing works ongoing.	•
DPE)									
		our open spaces to reflect community wants an							
		arks and Open Spaces that connect Communitie					1		
vestigate and review Irrent standards of Kisting parks and	Deliver	(DP 3.13.1) Investigate level of services and complete an asset review for all Parks and Open Spaces.	B: MPOSB P: MPOSB O:CPG						
entify upgrades	Deliver,	(DP 3.13.2) Murray Downs Riverside Park –	B: MPOSB	 ✓ 	\checkmark	\checkmark	\checkmark	Concept design completed by Thompson Hay Landscape Architects. Boat ramp stage has been designed and is currently under	
quired including ccessibility and amenity	Partner, Advocate	designed and implementation has begun	P: MIP O:CPG					construction.	(
ocks where ppropriate.	Deliver	(DP 3.13.4) Ongoing installation of drinking water fountains across the region	B: MPOSB P: CPG O:TLPG	~	~	~	~	Project commenced and ongoing in accordance with Capital budget allocation.	
onsider new areas of arks & Open Spaces here they link to high	Deliver	(DP 3.13.6) Deliver Township Beautician Projects in accordance with Master Plans / Streetscape Plans	B: MPOSB P: O:			~	~		
residential subdivisions. (S DPE)	Deliver	(DP 3.13.7) Review of Council wide toilet / amenity blocks, their future use and accessibility features including parents room, disability access, amenity	B: MPOSB P: O:		~	~		Asset condition assessments completed by CT Management and relevant documentation has been forwarded to Council. Multiple projects delivered and commencing in accordance with capital budget allocations. Continued scoping of future needs and demands to continue	
	Deliver	(DP 3.13.8) Ongoing feasibility assessments for new and existing picnic areas.	B: MPOSB P: O:			~			
	Deliver, Partner, Advocate	(DP 3.13.9) Smarty benches (USB charge stations, power points, wifi hot spots) - Consideration in future design and grant opportunities	B: MPOSB P: O:	~	~	~	~	Project commenced and ongoing. Inclusion of these items is currently being considered and assessed in all open space planning and design concepts.	
	Deliver	(DP 3.13.10) Playgrounds - Feasibility and demand investigated for various locations across the region, complete an asset review and define level of service	B: MPOSB P: O:		~	~		Project commenced and ongoing. CT Management consultants have reviewed asset conditions and assessed current service standards. Councillor workshops undertaken and Parks & Reserves hierarchies have been agreed upon pending public consultation and formal adoption and documentation.	•
	Deliver	(DP 3.13.11) Park bench program of works to be developed and considered for various locations across the region	B: MPOSB P: MPOSB O:TLPG	~	~	~	~	Project commenced and ongoing in accordance with Capital budget allocation.	
	Deliver	(DP 3.13.12) Shade Sails program of works to be developed and considered for various locations across the region	B: MPOSB P: CPG O:TLPG	~	~	~	~	Project commenced and ongoing in accordance with Capital budget allocation.	(
	Deliver	(DP 3.13.13) Investigate opportunities for Jetties, Pontoon's and floating wharfs around the region.	B: MPOSB P: MIP	~	~	~	~	Project not yet commenced.	•
	Deliver	(DP 3.13.14) Investigate and develop feasibility studies for retaining walls around the region.	B: MPOSB P: MIP	~	~	~	~	Several projects scheduled for design, maintenance and upgrades including Riverside Caravan Park and Picnic Point Caravan Park retaining walls. 2022 floods have significantly impacted on riverside infrastructure. Project ongoing in accordance with budget and grant funding.	•
		ur open spaces to reflect community wants an	d needs.						
14 – Public Space Waste a				-	-	-			4
vestigate and pplement a program for aste and recycling bins public spaces. DPE)	Deliver	(DP 3.14.1) Ongoing installation of dog poo bag dispensers across the region	B: MPOSB P: CPG O:TLPG		~	~		Project commenced and ongoing in accordance with Capital budget allocation and Council's Compliance Officers recommendations.	

murray river Monthly Operational Report – July 2023 Parks, Garden

Review and further	Deliver,	(DP 3.16.1) Development of an Urban Weed	B: MPOSB	\checkmark	\checkmark	\checkmark	\checkmark	Project commenced and ongoing. Biosecurity Co-ordinator currently developing the Pla
development the Weed	Partner	Management Plan for adoption by Council.	P: CB					
Management Strategy			O:CB					
(S DPE)								
	Deliver,	(DP 3.16.2) Weed Management Priorities	B: MPOSB	\checkmark	\checkmark	\checkmark	<	Project commenced and ongoing. 2023/24 WAP allocations and targets identified and a
	Partner,	are communicated annually with the	P: CB					and NSW DPI. Stakeholder and land owner engagement and education included in the
	Advocate	community.	O:CB					Monthly BIS reports submitted to NSW DPI.
	Deliver	(DP 3.16.3) A reduction of priority weeds	B: MPOSB	\checkmark	\checkmark	\checkmark	>	Project commenced and ongoing. 2023/24 WAP allocations and targets identified and a
		reducing over time.	P: CB					and NSW DPI. GIS mapping and reporting of priority weeds ongoing.
			O:CB					
Theme 7 – Goal 1 – Embe	d a geospatial	driven system into Council processes, including	public interface					
7.2 – Leverage the GIS to i	mprove the ex	tent, efficiency and effectiveness of data captur	e.					
Use new technology and	Deliver	(DP 7.2.3) Implement artificial intelligence	B: MPOSB			\checkmark	\checkmark	
software to capture		to assist in identification of priority weeds	P: CB					
information.			O:CB					
(S DI)								
Theme 7 – Goal 1 – Embe	d a geospatial	driven system into Council processes, including	public interface					
7.3 – Apply data sources t	o improve corp	oorate decision making.						
	Deliver	(DP 7.3.4) Implement Artificial Intelligence	B: MPOSB			\checkmark	\checkmark	
Better management of	Deliver							
	Deliver	to assist in the management of priority	P: CB					
Better management of Biosecurity risks through	Deliver		P: CB O:CB					
Better management of	Deliver	to assist in the management of priority						

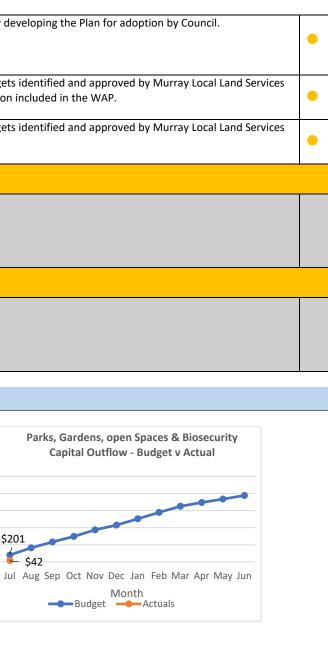
PART C: Financial Outcomes



PART D: Project Status

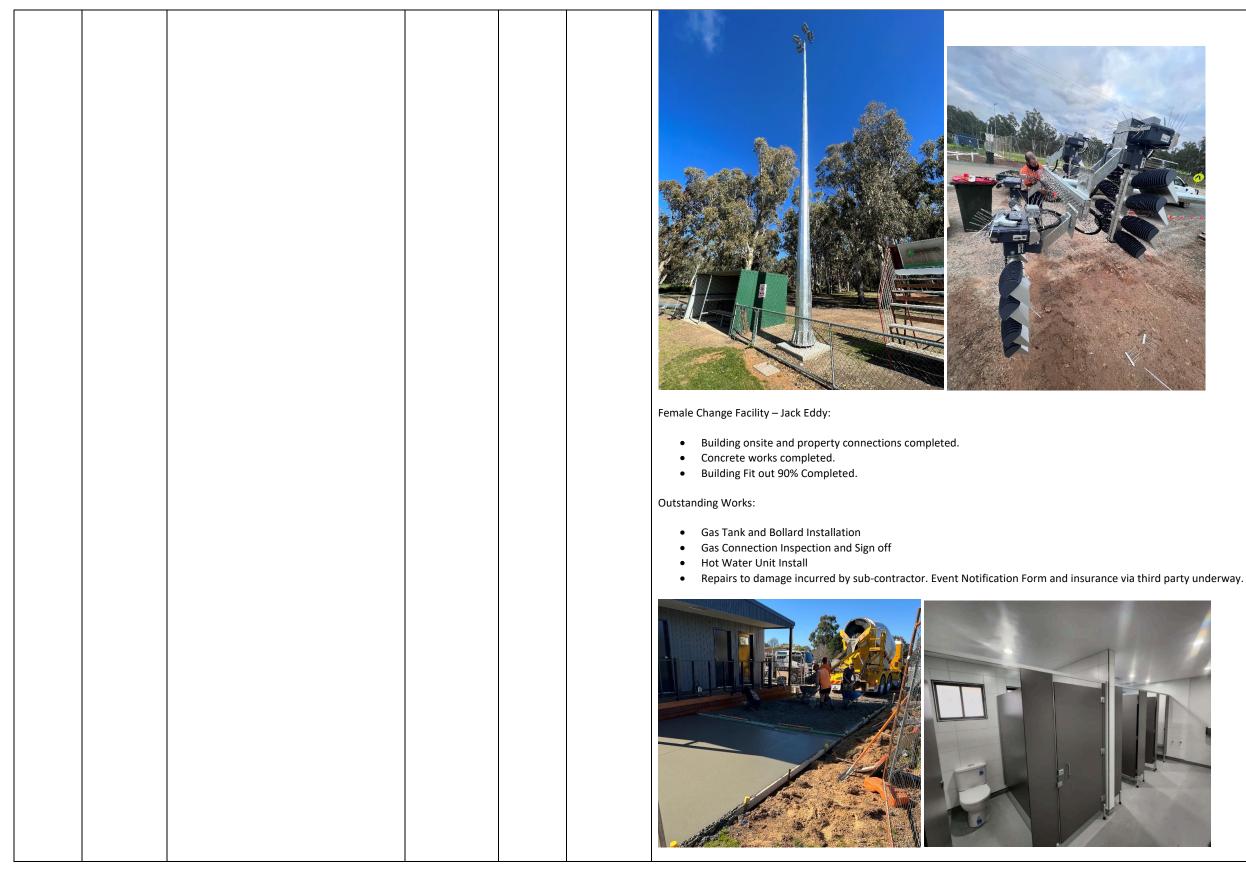
Location &	Fund	Project Title	Project Phase	% Works	Status	Comments
Fund				Complete		
Various Locations	SCCF4	Sports field lighting upgrades to LED: Mathoura, Barham, Tooleybuc, Moulamein & Bunnaloo. New Female Change facilities - Jack Eddy Oval	Delivery	75%	Delivery	 Sportsfield Lighting Projects – Project approaching final stages. Moulamein – Towers, lights, cabling and grouting complete. Lights operational. Awaiting f Barham – Lights installed and operational. Awaiting remote switching and testing to occur Bunnaloo – Lights installed and operational. Awaiting remote switching and testing to occur Mathoura – Netball and Tennis Complete. Football Oval awaiting delivery of light element install of lights, switching and testing/commission. Tooleybuc – Lights installed and operational. Awaiting Completion of Grouting and handow

Parks, Gardens, Open Spaces and Biosecurity



ng final commission and testing to occur. cur onsite. Doccur onsite. ents for installation onsite. Remaining works include dover to reach practical completion.

Parks, Gardens, Open Spaces and Biosecurity







Parks, Gardens, Open Spaces and Biosecurity

Moama Soundshell Playground	Everyone Can Play NSW	Replacement of Moama Soundshell Playground with all abilities play space	Construction	70%	Delivery	Stage one currently being delivered by AV Builders. Project due for completion late Auguinpacting on completion deadlines. Progress to date: • Ground works complete • Play equipment elements supplied and installed • Shelter and furniture installed. Outstanding works are: • Softfall installation • Soft landscaping • External audit of play equipment for certification and sign off.
						<image/>
Moama Recreation Reserve	CAPEX 23/24	Botanic Garden Stage 5	Construction	0%	Delivery	Stage five works ongoing. Replanting of multiple areas ongoing due to pest infestations i commence with volunteer group to determine outstanding stage five deliverables.
Barham Recreation Reserve	SCCF5	Barham Recreation Reserve Art & Tourism project viewing platform	Planning	0%	Planning	Project scoping and stakeholder engagement to commence late August.
Moulamein	SCCF5	Moulamein Lake Accessibility & Infrastructure upgrade	Scoping	0%	Scoping	Project scoping and stakeholder engagement to commence late August
Mathoura/ Moulamein Depots	CAPEX	Biosecurity- Chemical transfer pumps & 12 volt systems	Delivery	30%	Delivery	Procurement commenced. Contractor engaged.
Moama	CAPEX	Soundshell Precinct	Design	15	Planning	Kerrabee Soundshell Precinct including Car Park Design in progress. Civil and Landscape I
Moama	SCCF5	Horseshoe Lagoon Landscaping	Design	20%	Delivery	Final Landscape Design Completed. Specification of products, irrigation design and procurement for contractors to commence

gust 2023 due to delays in equipment supply

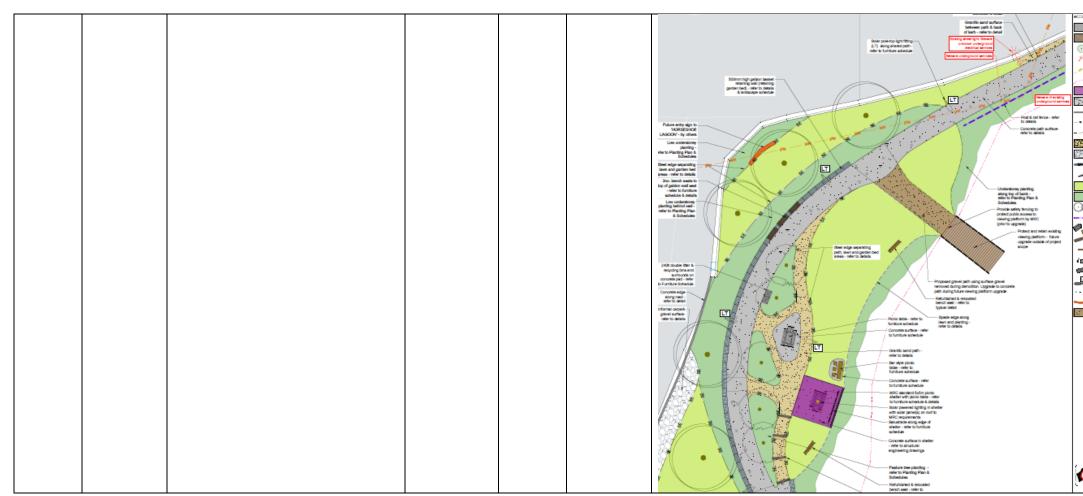


is impacting on plant growth. Future planning to

e Design commenced.

ence during August and September.





PART E: Business as Usual

Weed Action Plan (WAP) agreed targets met. BIS reports being prepared for Murray Local Land Services. Roads, Reserves and Waterways Sprayed for WAP – Sweet Briar, Spiny Burrgrass, Silverleaf Nightshade, Khaki Weed, African Boxthorns, Horehound, Creeping Knapweed, Prickly Pear, Bridal Creeper, ETC.

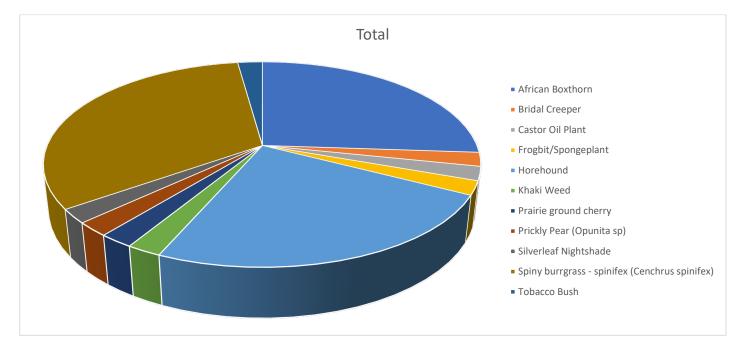
OPERATIONS:

- Weed Action Plan Targets met and reported to NSW DPI & Murray Local Land Services.
- WEED ACTION PLAN – 55 Points recorded and reported to BIS.
- ٠ NIL infestations – 9
- Infestations 49 •

20 Sites Inspected and 651km Roads sprayed.

1	Skiding terb	
	Solding concrete surface	
100	Briding deck surface	
)	Solding here	
	Science street light	
	Existing server dailing math	
	Solding top of bank	
	Proposed picels sheller (MRC standard)	
	Proposed gray concrete surface	
	Proposed concrete edge (Rush)	
	Proposed devi edge (fusic)	
	Proposed spade edge	
1	Proposed granitic send surface	
	Proposed gravel road surface	
	Proposed galaxy basist retaining well (or similar)	
•	Proposed Sider skeper step (192mm Mgb)	
	Proposed intgated term surface	
	Proposed garden last - low indigenous understancy species	
Đ	Proposed Sea	
_	Proposed Image	
۵	Proposed plants furniture	
2	Proposed Brider bench seel top to galdon wall	
	Relicated & relationed bench seed	
	Proposed dividing fourtain	
5	Proposed laters like &	
ī	Propresed lates - Mari B. recipiling Roder pole top path light	
•	Proposed todards	
	Future entry sign - by others Proposed reclaimed provel path - to be concreted in future	
1	Proposed reclaimed gravel path - to be concreted in future	
è	BEFORE	
ð	YOU DIG	
Ĩ	•	

Parks, Gardens, Open Spaces and Biosecurity



GENERAL WEED CONTROL - Road Spraying – 703 km sprayed (Horehound, Silverleaf Nightshade, African Boxthorn, Cape Broom, Thornapple, Spiny Burrgrass etc.)

Mathoura Tip	Mathoura Filtration Plant	Mathoura Township	New bridge – Cobb HWY	MRC sealed road network	Bunnaloo Township	Moama Township
Moama Water and Sewer	Moulamein Township	Tooleybuc Township	Goodnight Township	Barham Township	Womboota Township	Wakool Township
Wakool Tip	Barham Tip	Moulamein Water and Sewer	Murray Downs	Moama Bike paths	Perricoota Unsealed road edge	Moama Business Park
					cuge	



Barham- Biosecurity staff joint workshop

Prohibited Biosecurity matter- Confiscated Frogbit

Media release

Moama Landfill Cummeragunja water and Sewer



Roadside spray program

Parks, Gardens, Open Spaces and Biosecurity

GENERAL PARKS OPERATIONS:

Town Maintenance- All locations as per service delivery.	Mowing- As per service delivery	Roadside Mowing- Town entries All locations
Arborist Services- Tree pruning and lifting all Parks and towns. Moama Street trees. Barham Street Trees	Horticulture: Rose pruning all locations, mulching, plant replacements Botanic Gardens Moama. Nicholas drive.	Cemeteries-Multiple burials-All locations
Irrigation maintenance: NIL	Sportsfield- Fertiliser application Moama Rec Res.	Park Furniture: Installations & upgrades Barhan
Moama Lights: Emergent works	Other: Urban spraying and continued playground maintenance.	



Barham Furniture Installation

Moama Botanic Garden Replanting

Barham Furniture Installation

PART F: Service Metrics

Escalated Cus	tomer Service Reconciliations to CEO level				
Date	Customer Compliant		Action Undertaken		
Risk Manager	nent				
Date Updated	Risk Details	Existing Controls/Challenges	Required Actions		
	Injury/illness or property damage to users of Council's recreational spaces	Regular inspection and maintenance Remote Supervision signage	Project - Ensure all r	equired signage is erect and visible	•

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

Biosecurity: - Murray River Council 22-23 WAP final report submitted to LLS. - Organised and delivered weeds training day for Forest NSW staff and MRC parks staff at Barham. Workshop included officer responsibilities, reporting potential weed sighting, weed ID training and reducing the spread of weeds further.

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

Murray River Council 2022/23 WAP final report submitted to Murray Local Land Services ٠

- Organised and delivered weeds training day for Forest NSW staff and MRC parks staff at Barham. Work shop included officer responsibilities, reporting potential weed sighting, weed ID training and reducing the spread of weeds further. •
- Biosecurity staff engaging in development of cross border weeds working group to improve communication and compliance relating to prohibited and invasive weeds. •
- Echuca Moama Bridge landscape works commenced. Excell Gray Bruni returned to site to commence irrigation installation and soil preparation. •

Threats:

- Identified Prohibited Matter under the NSW Biosecurity Act. Weed identified as Frogbit (Limnobium laevigatum). Reported to NSW DPI. Frogbit is an invasive aquatic weed threat to our waterways.
- Handover of Echuca Moama Bridge landscape works from TNSW to Council expected in early September. Potential impact on Operational Parks staff in Moama to deliver services in other areas with increased work load. •

am, Wakool.

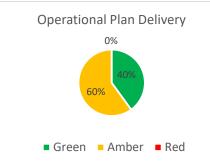
Horseshoe Lagoon - Cat D Works

Waste and Compliance

Manager Waste and Holmes	Regulatory Services – Brian	Coord	linator Compliance Ranger	Coor	dinator Waste Management	Envir	onmental Health Coordinator	Busi	Business Unit Support Officer		
to Council in the delive services. Ensure the ra appropriate, effective encourage the commu waste minimisation. Pr direction to the waste to legislation, projects Areas of Focus/Accoun	tability: Compliance & Regulatory nd recycling kerbside and street	progra comm and an and re in legi docum within Areas roster aband manag	wide high quality monitoring, control and awareness ams and initiatives to ensure compliance by the unity with statutory requirements for environmental himal control standards, as well as investigate, action, present Council in relation to complaints and breaches slation and local government laws and to prepare hentation and represent Council in Court hearings the scope of the position. of Focus/Accountability: Compliance operations, Staff ing and on call, Companion animals, Parking and oned vehicles, unauthorised signage, and animal gement, POEO and any legislation applicable to MRC is constituents.	Mana Strate on te and c ratep effect relate educa minin Areas opera	ovide leadership to the Waste agement team to achieve Council's Waste egy objectives and outcomes with a focus amwork, service delivery, productivity, ustomer service, as well as ensuring ayers are provided with appropriate, tive, and efficient provision of waste ed services, which encourages and ates the community in all areas of waste nisation and recycling s of Focus/Accountability: Waste facility ation, kerbside & street litter collection ation, waste customer service and urce recovery.	ncil's Waste with a focus ductivity, isuring opriate, s and as of waste ste facility collection high level of effective and efficient environmental services support to custom of Murray River Council in accordance wit policies and procedures and legislative requirements. Areas of Focus/Accountability: Undergrou petroleum storage systems management compliance, Regulating food premises and food vance, Regulating food premises and			provide a high standard of administrative port to the Waste and Regulatory Services ness Unit through effective, efficient, and ble customer service. Coordinate the ness unit's day to day diary management, etings, training needs, phone calls & chasing requirements in an effective and cient manner. Collate and collect data to k with team members to drive the business forward and capture any operational data ghten efficiencies. as of Focus/Accountability: Waste and inpliance customer service, work scheduling inistration, data collection and project ctions.		
Accountabilities		Accountabilities			untabilities	Acco	untabilities	Acco	Accountabilities		
B Parking Manage B Commercial W B Domestic Wass B Waste Transfer B Construction M Disposal Manage Disposal Manage B Landfill Sites B Public Roadside B Public Health I B Management G Activity Management G B Pollution Regular B Management G B Management G	Services Investigations gement aste Management te Management r Station Management Aaterials Recycling and gement e Bin Management Management of unauthorised firewood & Camping lation of UPSS of Illegal Dumping	SBPO B B P P P P P O	AccountabilityDead Animals Side of Rural RoadsFire/Fuel HazardMosquito PopulationPollution RegulationUnauthorised Activity (Fire, Firewood Collection and Camping)Animal Regulatory ServiceDead Animals Side of Rural RoadFire/Fuel HazardProcesses and Systems for Unauthorised ActivityCompanion Animal Regulatory ServiceIllegal Dumping Regulatory ServiceExternal Signage ComplianceDead Animals Side of Rural RoadsPollution RegulationIdentification of Fire/Fuel HazardUnauthorised Activity (Fire, Firewood and Camping) InvestigationPest Management Public Health Regulatory ServiceUnauthorised Activity Investigation ServiceParking and Traffic Regulatory ServiceMosquito population compliance managementPrivate Building and Planning Compliance	SBPC P P P P O O O O O O O O O O O O O O	 Accountability Domestic Waste Commercial Waste Public Roadside Bins Waste Transfer Stations Landfill Sites Construction materials recycling and disposal Collection & Removal of Waste from Transfer Station Delivery of Kerbside Waste Service Commercial Waste Delivery Service Public Roadside Bin Management Landfill Disposals Customer Service at Transfer Stations Construction materials recycling and disposal Landfill Services 	SBPC P P P P O O O O O O O O O	 Accountability Regulated Food Premises Public Health (Hairdressing, beauty and skin penetration) Public Pool Health Compliance Onsite domestic wastewater applications UPSS Projects Liquid Trade Waste UPSS Regulatory Service Public Health (Hairdressing, beauty and skin penetration) Regulated Food Premises Public Pool Health Compliance Onsite domestic Wastewater applications Liquid Trade Waste 	SBP P O O O	20 Accountability Compliance Administration Waste Administration Compliance Administration Compliance Administration Environmental Health Administration		



PART B: 4 Year Delivery Program and 1 Year Operational Plan

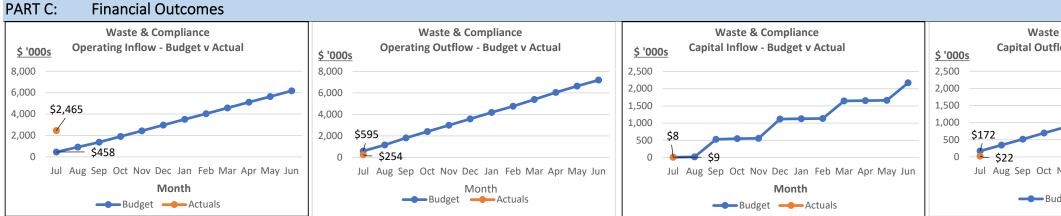


Under the 4-year Delivery Plan, the Section relates to ongoing and sustainably managing waste: reduction; recycling; landfill remediation and development; and public education. The Planning and Environment Directorate directly oversees the delivery of these outcomes.

4 Year Delivery Program 2023-2026	Deliver, Partner,	Performance Measure	Responsible Officer		Ye	ar		Comments
	Advocate			1	2	3	4	
Theme 1 – Goal 1 - Facilita	te Circular Eco	onomy						•
1.1- Designing and promot	ing products t	hat last and that can be reused, repaired and rer	nanufactured					
An increase of waste diversions of reclaimed, recycled and remanufactured materials out of the landfill sites. (S DPE)	Deliver, Partner, Advocate	(DP 1.1.1) Plan for and build an Automated Depot to recycle bottles and cans at Moama Landfill.	B: MWCS P: CWS O: CWS	~	~			Final engineering designs have been received and the tender is out for construction of the Urbanism have prepared documents and lodged the Development Application.
Theme 1 – Goal 1 - Facilita	te Circular Eco	onomy				L		
		ims to increase resource recycling across LGA						
Investigate, design and construct a resource recovery facility in Moama. With further programs to be considered across the Council area. (S DPE) Theme 1 – Goal 2 - Protec 1.5 - Landfill Rehabilitation Develop & begin implementation of Waste Management Strategy to rehabilitate landfill sites over the next 10 years.	•	 (DP 1.2.1) Encourage Council's Community to participate in the National Garage Sale Trail. Council to support the National Garage Sale Campaign. 4 sustain the natural environment (DP 1.5.1) Upgrades to landfills and transfer stations to be carried out on a risk-based approach. 	B: MWCS P: CWS O: MCE B: MWCS P: MWCS O:CW	>	*	× ×	*	Promotion of the Garage Sale Trail will be undertaken in the lead up to the event in Nove Landfill Risk Assessment project is complete, and outputs have been included in the 10 Y Station upgrade designs are being completed for all other sites and will also be included Projects will then be prioritised for delivery over the coming years giving consideration to engineering designs are being developed by Talis.
(S DPE)	ring best prac	tice and compliant waste and recycling service a	and infrastructu	ire tha	at me	ets c	omm	unity needs.
3.9 – Kerbside, landfill and				-	_			
Design and implementation of the Food Organics and Garden Organics (FOGO) program. (S DPE)	Deliver	(DP 3.9.1) FOGO kerbside collection service rolled out to all townships across the Local Government Area	B: MWCS P: CW O: CW					

the Automated Depot. Planning consultants	•
vember.	•
Year Waste Capital Program. Transfer d in the 10 Year Waste Capital Program. to risk presented and available funding. Full	•
	•

Develop & begin implementation of the Waste Management Strategy.	Deliver	(DP 3.9.2) Additional waste and recycling options investigated and actioned as per the strategy.	B: MWCS P: CW O:CW	~	~	~	<	This is an ongoing action that is considered by the Waste Unit continuously.
(S DPE)								
Theme 3 – Goal 5 – Update	e and review o	ur open spaces to reflect community wants ar	nd needs.					
3.14 – Public Space Waste	and Recycling							
Investigate and	Deliver	(DP 3.14.2) Ongoing installation of public	B: MWCS	\checkmark	<	<	<	Public space waste and recycling services are considered adequate.
implement a program for		space waste and recycling services across	P:					
waste and recycling bins		the region	O:					
in public spaces.								
(S DPE)								



PART D: **Project Status**

Waste

- ٠ Landfill cell 5 project is 98% complete. The leachate sump pipework requires the concrete headwall to be completed. However, waste is now being placed into the cell with a temporary leachate pump in place.
- Leachate pond construction project is currently yet to commence due to the delays in acquiring Development Consent. The application has been submitted and a request for information was sent back to the planning consultant Urbanism. •
- Automated Depot project tender finalisation is nearing completion with civil company Civil & Earth awarded the earthworks portion of the tender, with a recommendation going to Council for the shed builder and a tender to be released for the fire services. ٠ Development Consent has not yet been obtained.
- An Emergency Management Plan was developed for the Moama Waste Management Facility and has now been toolboxed with staff.
- The NSW EPA have verbally approved the use of spray cover at Moama Landfill, a license variation will now be done to officially include this on the site license. •
- Council received a report in relation to groundwater monitoring in the vicinity of the Moama Landfill. This was required after discussions with the EPA to identify additional bore locations to improve the monitoring regime and protect the environment. An • additional 4 bores will be installed shortly and these will also be added to the license when the variation is done.
- Councillors and Executive toured the recently completed Moama Landfill Cell 5 Project. ٠
- Mathoura Transfer Station site cleanup and resource recovery area hardstand area installation has been completed by a contractor. This will provide better all-weather access to residents across the site. •

Compliance

• Vehicle and personal GPS locators ordered for all Ranger Vehicles and staff to allow monitoring when working remotely and in isolation. To be integrated with afterhours call centre for monitoring 24/7. Operational procedure to be developed once installed.

Environmental Health



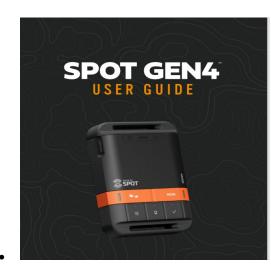
- Completed the first UPSS site inspection with the assistance of Matthew Dudley from RAMJO. Over the next few months all UPSS sites within Murray River Council that are operative will be inspected to assess the sites compliance with the POEO Act and UPSS regulations. The intent is to provide education and work with the site operators to achieve compliance.
- Developed a document for the customer service team to provide information about food safety requirements for fundraising and charity events. This document can also be provided to the event organiser and volunteers.
- Initiated a working group to develop a policy for mobile food vans who wish to trade on public land. It has been identified that there is currently no such document at Council and this has recently created a lot of frustration for local business owners who would like to operate within Murray River Council but do not have a clear direction of where they are allowed to trade.
- Finalised process mapping for Environmental Health inspections within Tech1. ٠

PART E: Business as Usual

Personal GPS Locator.

Compliance

- Above average rainfalls during winter have spurred vegetation growth throughout the LGA. Social media advice to landowners to commence during August requesting to reduce vegetation and maintain during spring and summer to mitigate the risk of fire hazard.
- Mandatory reporting of pound movements completed to Companion Animals for the 2022/23 financial year. Council housed 80 animals (cats and dogs) within the Barham and Moama facilities during this period of which 43 were rehomed through a • registered rehoming organisation. All animals sent for rehoming are desexed, identified then matched to suitable homes all outside of the MRC LGA.
- ٠ Feral cat trapping continues at a higher-than-normal average for this time of the year throughout the LGA.
- Council continues to receive an increased number of requests to surrender companion animals (cats and dogs). Feedback from owners is due to increased cost of living. To date, all animals surrendered to Council have been rehomed. •
- ٠ Truck rollover occurred in Caldwell on the Deniliquin, Barham Road. No people were injured. Truck was carrying produce. Clean up to be conducted during July.



Vehicle GPS Locator.

Caldwell Truck Rollover.





Waste

- The waste team received a visit from Oscar Gallagher from Resource Hub who has 12 years' experience in local government waste operations at larger landfills such as Maitland and Newcastle Council run landfills. Oscar had a tour of the facility and provided some feedback and advice. Overall, Oscar was impressed by the site and cleanliness.
- Tomra Cleanaway attended the Moama Waste Management Facility to see where the Automated Depot is flagged to be built once construction commences. Tomra Cleanaway are the Network operator for NSW under the container deposit scheme and will • work with Councils waste team once the infrastructure is in place to provide the sorting singulators and support.
- The Waste team have progressed filling Cell 5 and are around one third of the way to filling the cell floor with the "fluff" waste layer.
- The Waste team visited Councils remote waste facilities to assess compliance and operations/opening hours. ٠
- The first quote has been obtained to conduct a site tidy up and spread crushed concrete around the Moulamein landfill site to provide all weather access. •

Item 9.1.5 - Attachment 1 - Chief Executive Officer - 22 August 2023

Waste and Compliance

Waste and Compliance

- New truck liveries have been designed for a new fleet of trucks coming in from JR Richards to service the Murray River region. The Communications and Waste teams combined to present messages on the side of the trucks that were key messages taken from the kerbside composition audit that took place earlier in the year as part of the FOGO project.
- Council has officially written to Cleanaway to inform them that their services will no longer be required at Koraleigh and Goodnight Landfill/Transfer Stations. This is in line with the current agreement, they will leave site on 4 October 2023.





Newly installed all weather hardstand at Mathoura Transfer Station.

Environmental Health

- Mandatory food safety and compliance activity reporting was completed for 2022-23 year and submitted to NSW Food Authority.
- Scores on Doors certificates for all eligible food business have now been printed and provided to businesses to proudly display.
- The program has recommenced for the financial year.

Outcomes of 2022-23 food safety inspections for fixed food premises within Murray River Council:



*Not all businesses were eligible to participate in the Scores on Doors program, such as Supermarkets, Canteens, and Childcare Centres.

PART F: Service Metrics

Date	Customer Compliant	Action Undertaken

Date	Customer Compliant	A	ction Undertaken		
Risk Manager	nent				
Date Updated	Risk Details	Existing Controls/Challenges		Required Actions	
12/09/22	No CCTV cameras at Barham Pound facility. High risk to on call Ranger who may be required to attend 24/7 should a break in occur. Identify / reduce incidents.	No existing controls.		Inspection conducted by MRC IT, 2x cameras to be installed and mobile access provided to all on call Rangers. IT to provide recommendation and advise time of completion. No notification of such received.	
09/05/2021	Public dropping waste at Moama landfill directly to cell around heavy equipment.	Low height skip bins placed at the front of h to drop into these and have them transferre	- · · ·	Build infrastructure for push pit or retaining wall for transfer station to have safer options for public drop off. Component of current Upgrade Design and Quantity Survey Project	
09/05/2021	Barham and Wakool waste facility fencing is damaged and outdated providing easy unauthorised.	Boundary checks and facility monitoring.		Budget to upgrade fencing at both locations. Barham complete, Wakool a component of current Upgrade Design and Quantity Survey Project	•
28/05/2022	Working in isolation/ limited phone signal / locating team members	Phone calls and team meetings to understar	nd members work	Remote and Isolated Work Risk Assessment completed. GPS vehicle and personal GPS locators identified and information on products and costs received from supplier. Call centre identified to monitor after hours call outs. Currently assessing options.	
29/08/2022	Exposure to Japanese Encephalitis Virus through mosquito trapping and working outdoors.	Long sleeve clothing and insect repellent spr	ray	Environmental Health and Rangers have received Japanese Encephalitis Vaccination	•

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights) PART H:

Waste and Compliance

Infrastructure Directorate

PART A: Section Accountabilities and Team Roles

Director of Infrastructure – ack Bond

Aligning and giving direction for all Council infrastructure of the Council region.

A focus of ensuring an adequate level of service and expectation is delivered for our communities.

Accountabilities

#	SBPO	Accountability
	S	Water and Sewerage
	S	Transport Services
	S	Strategic Assets
	S	Project Management
		Office
	S	Infrastructure
		Integration
	S	Intergovernmental
		Relations –
		Infrastructure
	В	Intergovernmental
		Relations – Operations
		and Major Projects
	В	Bridge Collapse
		Planning

Key Performance Indicator	Evidence/Comments:	
By Nov 23 Investigate and work with other councils to harvest synergies.	Monthly meeting with Edward, Berrigan, and Murrumbidgee Director Engineering. Meet with new SHCC Director prior to cross Council meeting. Organising meeting with new Campaspe Director.	•
By Dec 23 lead the council wide energy reduction and management program: investigate, plan, business case, funding and delivery.		•
Consider opportunities to on-sell services, eg other councils, Transport for NSW etc	Offering Project Management services for the Murray Irrigation bridge inspection funding project. Post flood recovery, there will be opportunity to utilise fleet for projects	•
Flood expenditure under the DRFA to be claimed and reimbursed within 6 months.	Yes. Refer to Works update for up to date break down of submission	•
Advocate on behalf of MRC, in concert with RAMJO if required, to influence the NSW Government with regards to infrastructure issues and policies.	Attended many meetings to highlight the additional need of betterment within DRFA guidelines.	•
Manage the development of extra capacity in relation to the Water Filtration Plant, trunk mains, and corresponding sewerage transportation and treatment systems.	Hydraulic models are being completed for filtered water, raw water and sewerage networks. This will determine medium/long term location for a new water treatment plant. Working with consultant and DPE to do short term solutions on existing plant to assist	•
Continue to strongly advocate and liaise with Transport for NSW and Swan Hill Regional Council to further the replacement of the one-lane bridge across the Murray River	Next Project meeting in June. Councils now both aligned on the alignment.	•

Infrastructure Directorate

Aanager Water Services – Phillip Smith	Manager Infrastructure Projects – Onisimo Mukodi	Manager Plant, Fleet and Stores – Chris Godfrey	Manager Works – Ricki Thompson	Manager Building and Facilities – Glenn Bulmer
his team is now solely focused on implementation nd the "doing".	This group will be a one-stop-shop for all things Project Management.	This team will manage Council's Commercial Functions that are the responsibility of Public Works	This team is now solely focused on implementation and the "doing".	Manage the ongoing viability of Council's approximately 300 buildings and facilities through
	1.technical advice and information to the rest of the			robust asset management plans and practices.
nis team will provide these services based on	organisation	 Fleet – heavy and light 	Ricki is the Implementation Agent	Engage and consult with stakeholders to identify
ervice Level agreements with Delivery Managers	2. Delivery Manager for some projects (almost all hard	Stores - buying	This team will provide these services based on	requirements, develop strategy and compile the l
Water source access (including alternative supply	assets) If you have a 'soft' asset project it can still be handled	 Depots – facilities management and optimisation 	Service Level agreements with Delivery Managers	term financial plan.
options)	here.		Civil Works	Manage the annual capital and operational budg
Water and wastewater treatment processes	Their services include:	O Including Real Estate services (Delivery	Roads	
Water distribution and quality	Scoping, Pricing, documentation	Management) to other Business Managers who are	Bridges	
Waterwater collection	 Designing, project managing, on-site supervision Cost planning, procurement and contract 	responsible for building assets (eg community	Ancillary furniture	
Water efficiency and reuse	 Cost planning, procurement and contract administration, writing tenders, advertising and 	buildings, park buildings)	Emergency Services and After Hours Response	
Emergency Services and After Hours Response	auditing.	O Leases, Deeds high level agreements to do with all	Their work will include:	
neir work will include:	Next year Business Managers must bid for projects-	property issues. (Not to be confused with Building		
otable and raw water supply, safe water and	and provide a Business Case & use the MRC Project	Maintenance or Building Asset Management	Roads, Footpaths, Stormwater, , Bridges, Signage and	1
astewater treatment plant operations, stormwater	Management Framework. This team will provide	Planning)	Linkemarking, Bus shelters, Seats, Street scaping,	
use, leak detection & repair, planned and	advice on high level costing & scope of the project,		Kerb and gutter, pavements, Verges, Traffic islands,	
planned pipe maintenance, pump operations and	then if successful in getting funding through ELT &	This team will also provide commercial due diligence	Streetlighting etc	
pair, customer response.	Council, provide a detailed project brief, cost plan	on any proposed "money making" projects within the		
	and project management (the delivery management).	Organisation.		
ccountabilities	Accountabilities	Accountabilities	Accountabilities	Accountabilities
# SBPO Accountability	# SBPO Accountability	#r SBPO Accountability	# SBPO Accountability	# SBPO Accountability
B Potable Water	B Project Office Development and	B Landlord for Depots	B Hazardous Spills Preparation	B Building Capital Works
B Sewer System	Management	B Purchasing Outdoor Supplies	B Flood Preparation	B Disability Asset Management Plan
B SCADA	B Flood Studies Management	B Plant, Fleet & Equipment	B Kerb & Guttering	B Asset (Non IT) Security
B Stormwater & Sewerage Reuse	B Major Project Framework	Administration	B Driveways and Crossovers	B Pest Management (Buildings)
B Stormwater Pipe and Pump	B Infrastructure Project Stakeholder	B Light Motor Vehicles (White)	B Town Maintenance Areas	B Cleaning Management
Network	Engagement	B Toll & Fleet	B GPS in Graders	B Council Building (Pre 2004) Asbestos
B Planning for Utilities Failure	B Internal Approvals Part 5	B Testing of Pressure Vessels	B Grant Funding Applications for Roads	Register
B Water Quality & Reuse	P Water Quality & Reuse	B RFS Asset Management	B Ancillary Transport Infrastructure	B Open Spaces amenity buildings and
B Water Meters	P Retaining Walls	B Plant, Vehicle & Equipment (Yellow)	B Traffic Management	facilities (public amenities, structure
B Liquid Trade Waste	P Project Office Delivery	Management	B Regional Road Repair Program	BBQ's, public furniture)
B Water Administration	P Infrastructure Projects Stakeholder		B Road to Recovery Program	B IT Security Systems B Utility Bills Management
B Raw Water	P Boat Ramps	P Plant, Vehicle & Equipment (Yellow) P Plant, Fleet & Equipment	B Heavy Vehicle Permits	B Safety Equipment Compliance
B Public Health (Water) B Water Meter Application Registers	P Design & Infrastructure Pipe	Administration	B Road Cleaning Management B Transport for NSW Services	(Buildings)
B Water Meter Application Registers P Utilities Failure Planning	Culverts and Storm Water	P Toll & Fleet Arrangements	B Transport for NSW Services B Bridge Maintenance	B Community Cultural and Heritage
P Internal Water Supply	P Survey, Investigation & Design of	P Testing of Pressure Vessels	B Bridge Capital Works	Buildings
P Public Health (Water) Projects	Works	P Depot Management Projects	B Streetlights	B Buildings and Facilities Cleaning
P Water Meters	P Stormwater & Sewerage Reuse	O Purchasing Delivery Service	B Geotechnical Infrastructure and Soil	Management
O Utilities Failure	P Riverside infrastructure	O Purchase of Waste Plant, Fleet &	Testing	B Property (Buildings & Facilities)
O Setting Water and Wastewater	P Sewer System	Equipment	B Works Project and Safety Plans	Operations Management
Annual Charges	P Bridge Collapse Planning	O Plant, Fleet & Equipment Stakeholder	B Management of Town Maintenance	P Pest Management (Buildings)
O Stormwater Pipe and Pump	P Flood Preparation and Planning	Consultation & Engagement	(Public Furniture – Transport)	P Asset (Non IT) Security
Network	P Internal Approvals Part 5	O Chair Plant and Heavy Fleet Liaison	B Grant Funding applications for	P Heritage Systems and Processes
O Caravan Park Maintenance Water	P Raw Water Infrastructure	Committee	Footpaths and Bike paths under RMS	P Disability Asset Management Plan
				D Uniter Dille
Services	P Bridge Capital Works	O Purchase of Outdoor Plant Vehicle &	B Private Road Maintenance	P Utility Bills
	P Bridge Capital Works P Levee Banks	Equipment (Yellow)	B Private Road Maintenance B Emergency Traffic Response	P Caravan Park Projects

Infrastructure Directorate

P P	Potable Water Infrastructure Survey, Investigation & Design	0	Management and Maintenance of Light Motor Vehicles (White)	B	Sealed Road Management Road Drainage	0	Location Management Site Specific Operations
	projects that are unique	0	Toll & Fleet Arrangements	В	Pathway Management	0	Disability Asset Management Plan
Р	Flood Studies Projects	0	Depot Maintenance	В	Road Opening Application Register		
Р	Bridge Maintenance	0	Purchase of Light Motor Vehicles	В	Rural Road Management		
Р	Building Capital Works		(White)	В	Road Safety Program		
Р	Stormwater Pipe and Pump Network	0	Management of Pool Vehicles	В	Works and Fleet Administration		
0	Infrastructure Grant Acquittals	0	Plant, Fleet & Equipment	В	Management of Levee Banks		
0	Liaise with Utility Providers prior to		Administration	Р	Supply Requests and Budget		
	Construction				Oversight		
0	Infrastructure Projects Stakeholder			Р	Major Traffic Incident Preparation		
	Engagement				and Planning		
0	Project Office Team Delivery			Р	RFS Minor Construction and		
0	Inspection of Levee Banks				Maintenance		
				Р	Roads Grant Funding		
				Р	Transport for NSW Services		
				Р	Road Cleaning		
				Р	Lift Bridge		

PART B: 4 Year Delivery Program and 1 Year Operational Plan

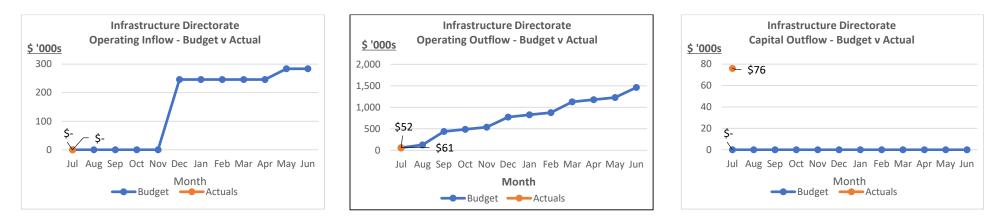
Under the 4-year Delivery Plan, the Infrastructure Directorate relates to: providing strategy and oversight for Council infrastructure assets and associated services. The Infrastructure Directorate directly oversees the delivery of these outcomes. The infrastructure birectorate has no actions in the 1st year of the Delivery Program.

4 Year Delivery Program	rogram Deliver, Performance Measure		Responsible					Comments		
2023-2026	Partner,		Officer							
	Advocate			1	2	3	4			
Theme 1 – Goal 2 - Protect, enhance ar	nd sustain the na	atural environment.	•					•		
1.3 - Integrated Water Cycle Manageme	ent									
Review and update the Residential	Deliver	(DP 1.3.1) Construction of the Moulamein			\checkmark	\checkmark		Two residential towns needing existing catchment analysis to move tow		
Drainage / Flood Management		Levee						Moama's growth area is progressing well with good water integration v		
Strategies (S DI)								residential.		
Theme 3 – Goal 1 – Create and maintai	in safe and acces	sible community spaces that enhance healthy liv	ing and promote	active	lifes	tyles.				
3.4 – Community Safer Spaces										
Develop and implement a Community	Deliver	(DP 3.4.1) Community Safer Spaces Plan and	B: DI		<	\checkmark				
Safer Spaces Plan and associated		associated documentation developed and	P:							
documentation		embedded into Council's operations	O:							
(S DI)										

PART C: Financial Outcomes

towards a staged construction opportunity. on with re-use in the raw water network for	

Infrastructure Directorate



*Flood Recovery Costs centres have been assigned to the Infrastructure Directorate. Both funding and expenditure for the recent flood event and recovering are all aligning to these Financial Outcome graphs.

Date	Customer Compliant	Action Undertaken

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions

PART D:	Project Status						
For specific det	tails regarding these projects, please refer to the individual Bu	isiness Unit Monthly Operati	ional Reports.				
PART E:	Business as Usual						
PART F:	Service Metrics						
FANI F.	Service Metrics						
	tomer Service Reconciliations to CEO level			1			
Date	Customer Compliant			Action Undertaken			
Risk Managen	nent						
Date Updated	Risk Details	Existir	ng Controls/Challenges		Required Actions		
Council reso	olutions completed						
Meeting	Subject	Resolution Number	Resolution			Officer	Status
Council 25/07/20	023 Joint Murray River Council & Edward River Council Local Emergency Management Committee	<u>120723</u>	RESOLUTION 120723			Donald, Jan	G A or R
			Moved: Cr Neil Gorey				•
			Seconded: Cr Dennis Gleeson				
			on 8 June 2023 be received and the inf	Iurray River Council & Edward River Council Local formation noted by the Council.	Emergency Management Committee held		
					CARRIED		
01 Aug 2023 4:48	8pm Donald, Jan - Completion						
Completed by Do	onald, Jan (action officer) on 01 August 2023 at 4:48:38 PM - No further actio	n required. The draft minutes were	e noted and carried at the meeting.				

murray river council	Monthly Operational Report – July 2023		In
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Meeting	Subject	Resolution Number	Resolution	0
Council 25/07/2023	Critical Communications Enhancement Program	<u>110723</u>	RESOLUTION 110723	D
			Moved: Cr Nikki Cohen	
			Seconded: Cr Neil Gorey	
			That this report on the Critical Communications Enhancement Program be received and the information noted by the Council.	
			CARRIED	
01 Aug 2023 4:48pm Donal	d, Jan - Completion			

Completed by Donald, Jan (action officer) on 01 August 2023 at 4:48:55 PM - No further action required. For information purposes only.

Meeting	Subject	Resolution Number	Resolution
Council 27/06/2023	Murray River Council Local Traffic Committee	<u>120623</u>	RESOLUTION 120623
			Moved: Cr Thomas Weyrich
			Seconded: Cr Nikki Cohen
			That Council note the DRAFT minutes of the Murray River Council Local Traffic Committee meeting held on Wednesday 5 April 2023.
			CARRIED
10 Jul 2023 2:58pm Donald, Jan -	Completion		
Completed by Donald, Jan (action	officer) on 10 July 2023 at 2:58:06 PM - No further action require	ed. This action can now be close	ed.
10 Jul 2023 2:58pm Donald, Jan -	Notification		
Bond, Jack (first authoriser) notifi	ed by Donald, Jan (action officer) on 10 July 2023 at 2:58:24 PM,	Sent to Jack Bond for authorisat	ion, Notified by Jan Donald
12 Jul 2023 1:10pm Bond, Jack - /	Authorisation		
Croft, Rod (second authoriser) no	tified by Bond, Jack (first authoriser) on 12 July 2023 at 1:10:49 P	M, Authorised by Jack Bond, Ser	nt to Rod Croft for authorisation, Notification sent to Jan Donald
03 Aug 2023 9:17am Leyonhjelm	, Lindy - Authorisation		
Authorised by Leyonhjelm, Lindy	(delegate) on behalf of Croft, Rod (second authoriser) on 03 Augu	ist 2023 at 9:17:49 AM, Authoris	sed by Lindy Leyonhjelm on behalf of Rod Croft, Notification sent to Rod Croft, Jan Donald and Jack Bond

Council resolutions outstanding within 3 months

Council resolutions	outstanding outside 3 months			
Meeting	Subject	Resolution Number	Resolution	0
Council 25/01/2022	Mathoura Residential Development	150122	RESOLUTION 150122 Moved: Cr Thomas Weyrich Seconded: Cr Nikki Cohen That Council	Br

Directorate		
Officer	Status	
Donald, Jan	G A or R	
	•	
Officer	Status	
Donald, Jan	G A or R	
	•	
Officer	Status	
Bond, Jack	G A or R	
,		
	-	

murray river council	Monthly Operational Report – July 2023		Infrastructure D
		A)	Approve a budget variation of \$130,000 to progress the survey, planning and detailed engineering design to complete detailed construction costs and budget the construction of the residential development in the 2022/23
		OR	financial year.
			hat Council note that to progress the development is \$130,000 and that it be considered in the determination of the 2022/2023 Operational Budget.
		Amendment to	(A) budget variation of \$130,000 in the 2021/2022 financial year.
		Option A was n	noved by Cr Thomas Weyrich and seconded by Cr Nikki Cohen.
			CARRIED
		In Favour:	Crs Chris Bilkey, Nikki Cohen, Neil Gorey, Thomas Weyrich and Kron Nicholas
		<u>Against:</u>	Crs Ann Crowe and Frank Crawley
			CARRIED 5/2
08 Feb 2022 1:08pm	Donald, Jan		
Works have commen	ced on the engineering design following on from meeting with the consultants.		
12 Jul 2022 4:16pm F	Bond, Jack		
DA has been applied	for		
30 Nov 2022 10:22ar	n Donald, Jan		
Design and planning	still underway. More information available in 2023.		
04 Apr 2023 8:49am	Donald, Jan		
Design and planning	nearing completion. Actively seeking funding opportunities to support the development.		
09 May 2023 3:56pm	n Donald, Jan		
No further update at	this time.		
08 Jun 2023 9:03am	Bond, Jack		
Motion passed at Ma	ay meeting to progress to detailed costing stage.		
12 Jul 2023 1:09pm I	Bond, Jack		
Detailed design unde	rway		

Subject	Resolution Number	Resolution		Officer	Status
Notice of Motion - Perricoota Road sealing of unsealed 22km of road	<u>250721</u>	Moved: Seconded: That Council	Cr Geoff Wise Cr Alan Mathers	Bond, Jack	G A or R
		2. Ask the (
		<u>In Favour:</u> Against:	Crs Chris Bilkey, Nikki Cohen, Tony Aquino, Ann Crowe, Neil Gorey, Alan Mathers, Thomas Weyrich and Geoff Wise Cr Gen Campbell		
	Notice of Motion - Perricoota Road sealing of unsealed	Notice of Motion - Perricoota Road sealing of unsealed 250721	Notice of Motion - Perricoota Road sealing of unsealed 22km of road RESOLUTION 250 Moved: Seconded: That Council 1. Resolve: 2. Ask the of In Favour:	Notice of Motion - Perricoota Road sealing of unsealed 2150721 RESOLUTION 250721 Moved: Cr Geoff Wise Seconded: Cr Alan Mathers That Council 1. 1. Resolve that the sealing of the 22Km unsealed section of Perricoota Road is a priority. 2. Ask the Chief Executive Officer to do all that is necessary to obtain funds to complete the works by 30 June 2025. CARRIED In Favour: Crs Chris Bilkey, Nikki Cohen, Tony Aquino, Ann Crowe, Neil Gorey, Alan Mathers, Thomas Weyrich and Geoff Wise	Notice of Motion - Perricoota Road sealing of unsealed 250721 Bond, Jack Account of road RESOLUTION 250721 Moved: Cr Geoff Wise Seconded: Cr Alan Mathers Seconded: Cr Alan Mathers That Council In Resolve that the sealing of the 22Km unsealed section of Perricoota Road is a priority. In Resolve that the sealing of the 22Km unsealed section of Perricoota Road is a priority. CARRIED In Favour: Crs Chris Bilkey, Nikki Cohen, Tony Aquino, Ann Crowe, Neil Gorey, Alan Mathers, Thomas Weyrich and Geoff Wise Vise

Directorate

10 Aug 2021 4:22pm Leyonhjelm, Lindy CEO Terry Dodds to take on until new Director Operations & Major Projects commences as MRC 10 Aug 2021 4:24pm Leyonhjelm, Lindy - Reallocation Action reassigned to Dodds, Terry by: Leyonhjelm, Lindy for the reason: Scott Barber leaving MRC 12 Oct 2021 1:46pm Leyonhjelm, Lindy - Reallocation Action reassigned to Bond, Jack by Leyonhjelm, Lindy - Jack Bond is now the director Infrastructure to manage this action 22 Nov 2021 3:35pm Donald, Jan Further investigation into viability of sealing Perricoota Road (unsealed section) and future funding opportunities to be considered to be considered by Council. 17 Jan 2022 11:18am Donald, Jan Engineering seeking funding opportunities. Further detailed report in March 2022. 14 Jul 2022 2:39pm Bond, Jack Funding had been applied to Federal and still yet to hear an announcement. 30 Nov 2022 10:20am Donald, Jan Council has not yet been success with funding opportunities, maintenance works planned to improve level of service. 16 Mar 2023 12:50pm Bond, Jack Council have been successful in \$1.4mil to resheet that problem areas of the road and improve drainage issues., Planning to hold community meeting in coming weeks to hear concerns of the users of the road to ensure alignment of priorities. 04 Apr 2023 8:50am Donald, Jan Currently in early planning stages. 10 May 2023 12:27pm Donald, Jan Perricoota Road Community Update is being conducted on Thursday 18 May 2023 from 2pm to 6pm at the Womboota Hall. Residents are encouraged to pop in and bring along ideas for increasing safety measures along the road. 08 Jun 2023 9:03am Bond, Jack Communty session was well represented by community. Comments have been taken into consideration is we progress into detailed design and scope. 12 Jul 2023 1:09pm Bond, Jack Project planning well underway 07 Aug 2023 8:20pm Bond, Jack

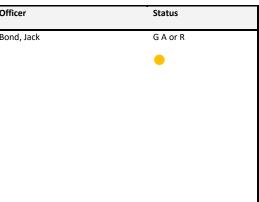
Design contract awarded

Meeting	Subject	Resolution Number	Resolution	
Council 27/11/2018	Barham Water Supply Fluoridation	<u>331118</u>	RESOLUTION 331118 Moved: Cr Thomas Weyrich Seconded: Cr Alan Mathers That Council: 1. Notes the request from the Local Health Medical Trust to consider fluoridation of water in Barham. 2. Undertakes community consultation regarding fluoridation of the water supply in Barham. 3. Following community consultation refer the results to NSW Health Seeking approval for water supply Barham to be fluoridated.	at

Item 9.1.5 - Attachment 1 - Chief Executive Officer - 22 August 2023

Infrastructure Directorate

CARRIED 8/1



Crs Chris Bilkey, Nikki Cohen, Alan Mathers and Thomas Weyrich In Favour: Against: Crs Gen Campbell, Neil Gorey, Ann Crowe and Geoff Wise The Mayor used his casting vote to pass the resolution. 16 May 2019 12:11pm France, Malcolm Meeting to be had with Josh Tickle and James Allwood of NSW Health on the 23rd of May 2019 to plan a community consultation strategy 20 Aug 2019 2:30pm France, Malcolm Recieved email from DPI Health on 16th August 2019 suggestions for consultation 15 Oct 2019 11:40am France, Malcolm I have been waiting on information from the NSW Health Dept but have had no response. I have now contacted our communications officer to work out what is the best approach by MRC to impliment a communications plan with the community 19 Nov 2019 12:23pm Keogh, Kerri No further comment received on the matter as at 19/11/19. 10 Dec 2019 11:54am Keogh, Kerri No further comment received on this matter as at 10/12/19. 14 Jan 2020 1:30pm Keogh, Kerri - Reallocation Action reassigned to Barber, Scott by: Keogh, Kerri for the reason: Direct report to Manager. 17 Mar 2020 11:45am Keogh, Kerri No further comment received on this matter as at 17/03/20. 01 Apr 2020 4:06pm Barber, Scott Management has decided to hold off on Barham fluoridation until the Smart Meter Project is complete. Review in January 2021. 01 Apr 2020 4:10pm Barber, Scott - Target Date Revision Revised Target Date changed by: Barber, Scott From: 11 Dec 2018 To: 11 Jan 2021 23 Oct 2020 11:27am Barber, Scott - Target Date Revision Revised Target Date changed by: Barber, Scott From: 11 Jan 2021 To: 01 Oct 2021, Reason: Review post NSW Health requirements for COVID, including checkpoints, building access, sewage sampling and other. 23 Oct 2020 11:29am Barber, Scott - Target Date Revision Revised Target Date changed by: Barber, Scott From: 1 Oct 2021 To: 01 Oct 2021, Reason: MRC priorities include completion of LGA Smart Meter Project, Integrated Water Cycle Management Strategy with Public Works Advisory, DPIE and NSW Health. 12 Oct 2021 1:51pm Leyonhjelm, Lindy - Reallocation Action reassigned to Bond, Jack by Leyonhjelm, Lindy - Sent to director Infrastructure Jack Bond 22 Nov 2021 3:06pm Donald, Jan Revised date December 2022. Due to Smart Meter Project being completed early 2022 and NSW Health able to provide assistance (post COVID). 14 Jul 2022 2:37pm Bond, Jack Progressing with December 2022. Working on booster pump station for the town to complete both projects at the same time 30 Nov 2022 10:21am Donald, Jan Booster pump station underway. Fluoridation design completed. Work recommencing in 2023. 04 Apr 2023 8:51am Donald, Jan Works are underway to boost town water pressure in the first instance. Project is on track for completion late 2023 pending community consultation. 09 May 2023 3:56pm Donald, Jan

Item 9.1.5 - Attachment 1 - Chief Executive Officer - 22 August 2023

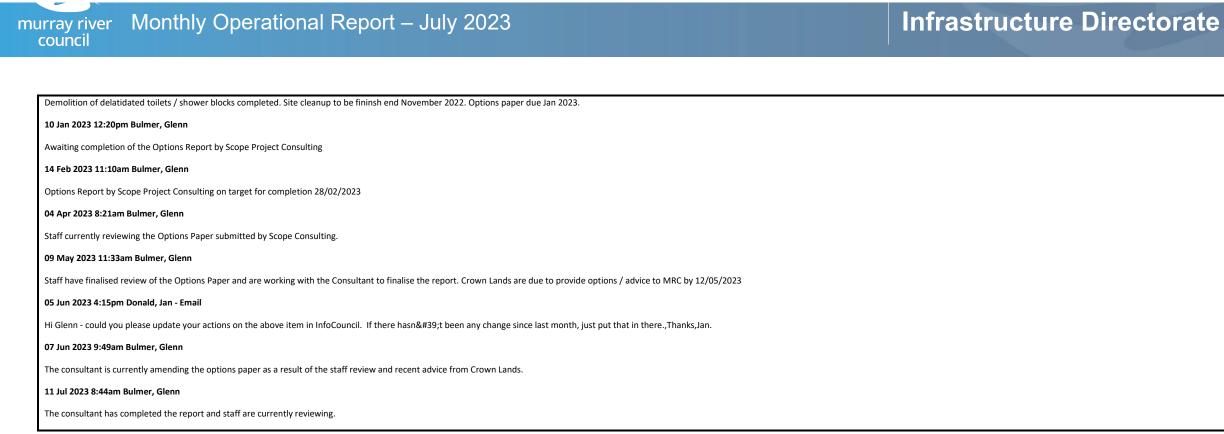
Infrastructure Directorate

CARRIED

mι

No further update at this time.
08 Jun 2023 9:04am Bond, Jack
No further update at this time
12 Jul 2023 1:09pm Bond, Jack
No further update at this time

rray river Mon council	thly Operational Re	eport – July 2023		Infrastructure I	Directora	ite
No further update at this time. 08 Jun 2023 9:04am Bond, Jack No further update at this time 12 Jul 2023 1:09pm Bond, Jack No further update at this time 07 Aug 2023 8:21pm Bond, Jack Construction of Booster Pump co	mmencing. Staff completing requried training	g by DPI in coming months.				
Meeting	Subject	Resolution Number	Resolution		Officer	Status
Council 25/01/2022	Liston Caravan Park	<u>290122</u>			Bulmer, Glenn	G A or R
			Moved: Seconded: That Council ru 1. 2. a) b) c)	Give notice of termination of a site agreement to each tenant of Liston Caravan Park in accordance with the provisions of the Residential Tenancies (Caravan Parks and Manufactured Home Estates) Amendment Act 1994. Request a further report that identifies councils' options in relation to the future of the Liston Caravan Park Mathoura, including: Cost to upgrade the park to a compliant standard. Management and operating models.		•
08 Feb 2022 7:47am Harvie, Joh	1					
		al tenants will be sent once legal advice is received.				
07 Mar 2022 3:23pm Harvie, Joh						
		s. A further onsite meeting to be held on Monday 1	4 March.			
04 Apr 2022 4:30pm Harvie, Joh						
Further report to council in April. 11 May 2022 11:17am Leyonhjel						
	by Leyonhjelm, Lindy - Change of personnel					
12 Jul 2022 8:07am Ryan, Sarah	, , , , , ,,					
JH/SR - GB will prepare a report t	o Council.					
12 Jul 2022 4:50pm Leyonhjelm,						
Action reassigned to Bulmer, Gle	nn by Leyonhjelm, Lindy - GB is currently actio	oning the steps required for the upgrade of Liston C	aravan Park to adł	ere to current regulations		
14 Jul 2022 2:43pm Bond, Jack						
G Bulmer progressing with closu	e and preparation of options					
04 Oct 2022 4:25pm Bulmer, Gle	nn					
Liston CP temporary closure effe	ctive 19/09/2022. Minor demolition works to	remove old toilet blocks now scheduled for mid Oc	ober 22. Redevelo	opment options currently being prepared.		
29 Nov 2022 4:24pm Bulmer, Gl						



PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

This month we held 2022 operation flood review meetings. Lessons learnt will be captured and a document is being prepared for future flood events.

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

PART A: Section Accountabilities and Team Roles

Mana	ger Buildings and Facilities – Glenn Bulmer	Coord	Coordinator Buildings and Facilities				
300 bu	e the ongoing viability of Council's approximate ildings and facilities through robust asset ement plans and practices.	ly Provid	Provide an internal operational service for corporate buildings.				
require	e and consult with stakeholders to identify ements, develop strategy and compile the long-t al plan.	erm					
consult of land	in an accurate inventory of contractors and tants for the management of Council's diverse ra , buildings and facilities.	ange					
	e the annual capital and operational budgets. ntabilities	Accou	ntabilities				
SBPO	Accountability	SBPO	Accountability				
B	Building Capital Works	P	Heritage Projects				
В	Disability Asset Management Plan	Р	Council Building (Pre 2004)				
В	Facilities Security Management		Asbestos Register				
В	Pest Management (Buildings)	Р	Safety Equipment Compliance				
В	Council Building (Pre 2004) Asbestos		(Buildings)				
	Register	0	Property improvement and				
В	Open Spaces amenity buildings and		maintenance service				
	facilities (public amenities, structures,	0	RFS Asset Maintenance				
	BBQ's, public furniture)	0	Asset (Non IT) Security Service				
В	IT Security Systems	0	Caravan Park Maintenance				
В	Utility Bills Management	0	Council Building (Pre 2004)				
В	Safety Equipment Compliance		Asbestos Register				
	(Buildings)	0	Pest Management Public				
В	Community Cultural and Heritage		Health (Buildings)				
	Buildings	0	Safety Equipment Compliance				
В	Buildings and Facilities Cleaning		(Buildings)				
	Management	0	Retirement Villages				
В	Property (Buildings & Facilities)	0	Emergency Management				
D	Operations Management		planning for Buildings and				
P	Pest Management (Buildings)		Facilities				
P P	Asset (Non IT) Security	0	Maintenance of Sport and				
	Heritage Systems and Processes		Recreation Buildings				
P P	Disability Asset Management Plan Utility Bills						
P P	Caravan Park Projects						
P P							
0	Property Operations						
0	Location Management Site Specific Operations						

Buildings and Facilities

irray river Mont	hly Operat	tional Report – July	2023			Buildings and I
PART B: 4	Year Delivery P	Program and 1 Year Operati	onal Plan			
Operational Pla 0% 100% • Green • Amb			-			asset maintenance and operations, planning, development, amenity and deliver new buildine Infrastructure Directorate directly oversees the delivery of these outcomes.
4 Year Delivery Program 2023-2026	Deliver,	Performance Measure	Responsible		Year	Comments
	Partner,		Officer	1		

B: MB&F

P: MP&B

P: MMP

O:CB&F

PART C: **Financial Outcomes**

3.2 - Public Buildings

Delivery of a feasible level of

service for the community in

Building Asset Management Plan

to determine Council's long term

financial plans to deliver fit for

purpose public buildings.

(S DI)

relation to public buildings.

Deliver

(DP 3.2.1) Town hall / public facility

upgrades will be undertaken in line

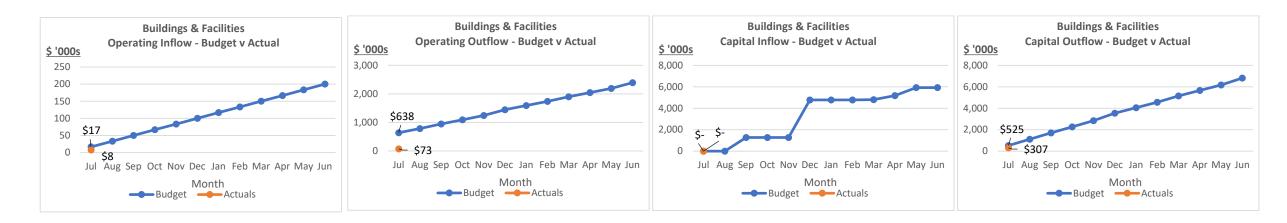
Building and Open spaces review -

design requirement will be subject

completed 2022. Feasibility and

to grant funding availability.

with the priorities set from the



 \checkmark

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required.

replacement of defective components, render and painting.

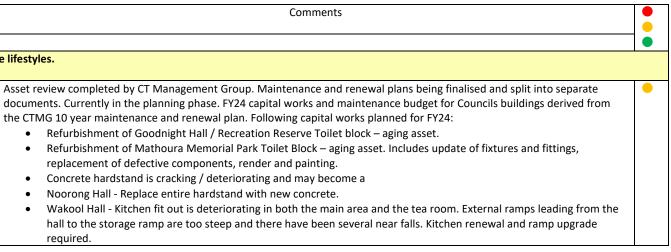
Noorong Hall - Replace entire hardstand with new concrete.

Concrete hardstand is cracking / deteriorating and may become a

 \checkmark \checkmark



that are well planned, connected, safe and



Buildings and Facilities

Project Title	Total Project Budget	Expenditure to date	Budget Remaining	% Works Complete	Status/Comments	
Asbestos remediation works – Council Buildings	\$47,000	\$26,089	\$20,911	40%	Planning phase. Contactors contacted to quote and conduct removal of asbestos in high priority buildings. Completed removal of some high priority floor coverings at Moulamein Business Centre. More asbestos removal works being planned. Asbestos removal and demolition of the old Barham Football clubrooms completed.	•
Security & Compliance upgrade	\$86,000	\$72,507	\$13,493	80%	Ongoing rollout of the Salto system and the commencement of the installation of the Promaster system in the western area of the Council.	•
New Moama Preschool – Moama Rec Res (Construction phase)	\$5,902,492	\$919,054	\$4,983,438	20%	PCG meeting scheduled for 24/05/2022 to finalise architectural, carpark and landscaping design. Tender documents on track for 28/06/2022. Native title assessment completed 26/05/2022. Moama Rec Res PoM lodged with Crown Lands. Tender documents issued 06/07/2022. Architects making amendments to the plans to address CELA recommendations. Tender process on hold until PPP issues resolved. Tender process recommenced as per Council resolution 27/09/2022. Council resolved on the 28/03/2023 to award Tender to AV Builders on the proviso that further cost savings are identified prior to the CEO signing off on the Tender. Currently working with Architects and Builder to implement further cost savings. Works are progressing well and are on target despite the wet weather experienced during the first month of the build. All underground services have been installed, building slab has been completed and steel / timber framing is being erected. Building colour schemes have been finalised. Carpark works have commenced, and the kerbing being installed. Works to re-align the internal Recreation Reserve access track have commenced. Designs and delivery of the rear landscaping / play space currently being finalised.	
Liston CP Revitalisation	\$75,500	\$67,717	\$7,283	85%	Current site holder notified to fully vacate sites by 01 Sept 2022. Full site audit and associated report completed. Councillor briefing session held 31/05/2022. RFQ for options paper sent to specialist tourist park consultants 08/06/2022 (closes 22/06/2022). Awaiting legal opinion regarding several matters. MRC to send further communication to site holders once received. Additional correspondence sent to site holders 22 June 2022. Large skip bin supplied to assist site occupants with disposal of smaller items. Stage 1 works will commence in mid August 2022 to demolish derelict buildings (old toilet blocks & shed). Demolition works now scheduled for mid October – delayed due to weather. Only one site remaining which has been partially decommissioned – due to be finalised by 18/10/2022. Demolition works completed November 2022. Scope Consulting have submitted draft final report. Staff currently reviewing findings and recommendations. Report being revised based on staff review and recent advice from Crown Lands.	
Moama Main Office – Stage 1a (Ground floor office expansion)	\$60,000	\$0	\$60,000	5%	Moama Ground Floor office refurbishment and fit out to create additional 14 work stations to accommodate fluctuating demand / shortages, two additional meeting rooms (former massage and IT storage rooms), finalise conversion of former change rooms to temporary storage areas, rectify floor slip issue in airlock and east corridor, install printer, upgrade kitchen / loading bay stairs (safety – lighting, non-slip stair nosing's, hand rail both sides). Currently addressing identified safety issues. Currently investigating multiple water leaks and developing remediation options. Project carried over to FY24 due to leak rectification works being delayed.	
Moama HQ Leak Rectification Work (C)	\$61,000	\$44,894	\$16,106	80%	Water leak rectification works nearing completion. Painting of the external cladding and internal wall linings completed. Works on the east side balcony almost completed.	•
Moama Water Treatment Plant - Auto Sliding Gate	\$35,000	\$0	\$0	5%	Quotes currently being obtained for the works.	•

PART E: Business as Usual

Mathoura Retirement Village: Surface water drainage upgrade works have been completed.



Buildings and Facilities

Moama HQ: Water leak rectification works nearing completion. Painting of the external cladding and internal wall linings completed. Works on the east side balcony almost completed.



Moama Preschool Development:

Works are progressing well and are on target despite the wet weather experienced during the first month of the build. All underground services have been installed, building slab has been completed and steel / timber framing is being erected. Building colour schemes have been finalised. Carpark works have commenced, and the kerbing being installed. Works to re-align the internal Recreation Reserve access track have commenced. Designs and delivery of the rear landscaping / play space currently being finalised. Note: Whilst works are in progress access to the northern section of the Moama Recreation Reserve will be closed and there will be detours within the Reserve as the build progresses.



PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

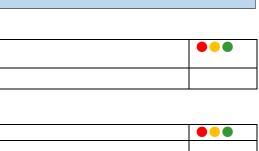
Date	Customer Compliant	Action Undertaken

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)



Monthly Operational Report – July 2023 murray river council

Major Projects

PART A: Section Accountabilities and Team Roles

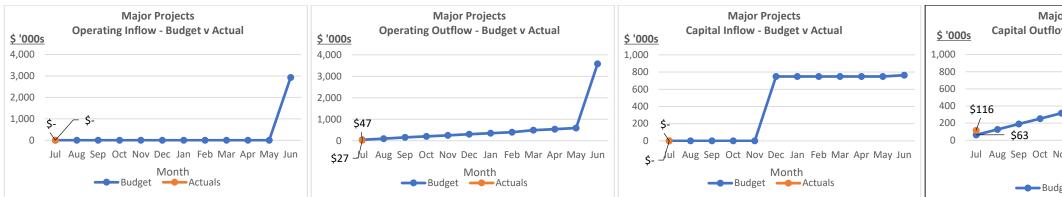
Aanager M	lajor Pr	ojects – Onisimo Mukodi	Project Manager	Project Manager Design and Development Technician (Vacant)			
Manage the Major Projects Business Unit. Developing, implementing, and updating the framework and tools for project management; and the quality infrastructure design services and delivery of outsourced capital projects for roads, bridges, drainage, water, sewer and other civil infrastructure. Infrastructure design standards; infrastructure project development; investigation, design, and configuration of GPS systems for construction teams. Management of the Project Office; oversee the management of major projects, project managers, project teams, consultants, contractors in delivery of infrastructure projects. Ensuring that the projects are delivered within exceptions of: Scope; Time; Cost; Quality; Risk and Benefits. Design standards which satisfy Council's adopted levels of service; best practice; legislation; Australian Standards and Codes of Practice. Accountable to users and stakeholder for project development; investigation; design; procurement; delivery and close out of projects on completion. Provision of major project development; investigation; design; procurement; construction/delivery; and project close out for Transport Services and Water Services and other business units.		; and the quality infrastructure design services and delivery of outsourced capital projects for age, water, sewer and other civil infrastructure. Infrastructure design standards; infrastructure ;; investigation, design, and configuration of GPS systems for construction teams. Project Office; oversee the management of major projects, project managers, project teams, tors in delivery of infrastructure projects. Ensuring that the projects are delivered within ; Time; Cost; Quality; Risk and Benefits. Design standards which satisfy Council's adopted levels ice; legislation; Australian Standards and Codes of Practice. Accountable to users and ect development; investigation; design; procurement; delivery and close out of projects on roject development; investigation; design; procurement; construction/delivery; and project	Procurement; Delivery/Construction; and Project Close out. Delivery of major infrastructure projects within exceptions of: Scope; Time; Cost; Quality; Risk and Benefits Accountable to users and stakeholder for project development; investigation; design; procurement; delivery and close out of projects on completionsystems for construction teams; setting Council design standards (drawings). Designing infrastructure in accordance best practice; legislation; Australian Sta infrastructure works setting out configu quality assurance and updates of as-buil Accountable to users, construction and			cture in accordance with Council's adopted levels of service; ation; Australian Standards and Codes of Practice. Accurate is setting out configuration with GPS systems, control and	
	:1:+:~~			A	h: :+:		
Accountabi	SBPO	Accountability	Accountabilities	Accounta Number	SBPO	Accountability	
Number	B	Project Office Development and Management	Accountabilities cannot be split between people. If there is		B	Accountability Design and Survey Management	
	B	Flood Studies Management	more than one person performing a role, they will undertake		B	Design and survey Management Design Standards	
	B	Major Project Framework	tasks to support the person holding the accountability		P	Survey, Investigation and Design Projects, business as	
	B	Infrastructure Project Stakeholder Engagement				usual	
	B	Internal Approvals Part 5			Р	Design Standards	
	P	Water Quality & Reuse			P	Development of Town Maintenance Areas	
	P	Retaining Walls			P	Kerb and Guttering Development	
	P	Project Office Delivery			P	Pathway Development	
	P	Infrastructure Projects Stakeholder Engagement			D	Ancillary Transport Infrastructure	
	P	Boat Ramps			P	Street Light Planning	
	P	Design & Infrastructure Pipe Culverts and Storm Water			P	Road Drainage Design	
	P	Survey, Investigation & Design of Works			г	Noau Drainage Design	
	P	Stormwater & Sewerage Reuse					
	P	Riverside infrastructure					
	P	Sewer System					
	P	Bridge Collapse Planning					
 	P	Flood Preparation and Planning					
	P	Internal Approvals Part 5					
	r D	Raw Water Infrastructure					
	P	Bridge Capital Works					
	P P						
	r D	Levee Banks Stormwater Infrastructure					
 	r D	Potable Water Infrastructure					
	P	Survey, Investigation & Design projects that are unique					
	r D	Flood Studies Projects					
	P	Bridge Maintenance					
 	P	Building Capital Works					
 	P P	Stormwater Pipe and Pump Network					
	0	Infrastructure Grant Acquittals					
	0	Liaise with Utility Providers prior to Construction					
	0	Infrastructure Projects Stakeholder Engagement					
	0	initiastructure riojects stakenoluer Liigagenient					
 	0	Project Office Team Delivery					

Major Projects

PART B: 4 Year Delivery Program and 1 Year Operational Plan

Under the 4-year Delivery Plan, the Section relates to Major Projects in the Built/Physical Environment to deliver infrastructure that is well planned, connected, safe and designed to support our communities, industries, and businesses. The Operations and Major Projects Directorate directly oversees the delivery of these outcomes. This section has no direct deliverable outcomes under the 2022-2026 Delivery Program. This Business Unit will contribute to other MOR reports as required.

PART C: Financial Outcomes



PART D: Project Status

Projects	Comments:
Moama Foreshores Development – Beach Amenities Block (including water,	Project complete.
sewer and electrical service connections) (Regional Growth Fund/Community	
Building Partnership/Council)	
Moama Foreshores Development – Riverside Retaining Walls (Regional Growth Fund/Council)	Project complete.
Sandys Road/Barber Creek Bridge (Fixing Country Bridges)	Project complete.
Frasers Road/Murrain Yarrein Creek Bridge (Fixing Country Bridges)	Project complete.
Tooranie Road/Yarrein Creek Bridge (Fixing Country Bridges)	In progress. Monitoring the water level on the Yarrein Creek. Due to recent floods, water level too high for construction works. There
	before the water level drops at the bridge site. There is a crest downstream which causes water to bank up.
Murray Downs Foreshore Boat ramp and associated works (Boating Now Round 3/Council)	In progress. Delayed by very high river levels on the Murray at this location.
Echuca-Moama Floodplain Risk Management Study and Plan (NSW Floodplain	Recalibration of the Flood Model to 2022 flood event scheduled for completion at end of August 2023. Flood Study report is expected
Management Program/Council)	2024.
River Estate and Jamieson Levee Upgrade Detailed Investigation and Design	Project complete.
River Estate Levee Upgrade	Will proceed subject to grant funding.
Moulamein Water Treatment Ring Levee, Riverine/Stormwater Backflow	Preparation for procurement of survey, REF, and Design in progress.
Prevention and upgrade of points of weakness in the levee	
Design for Barham Sewage Treatment Upgrade	Drafting of the Request for Tender for Design Consultants in progress.
Moama Boat Pump Out Station upgrade design	Preparation for procurement In progress.
Moama Raw Water Intake Protection Works	Preparation for procurement In progress.
Murray Irrigation Limited Structures Load Assessment	Preparation for procurement In progress. Will commence once the funding deed has been executed by NSW Treasury.



murray river council	Monthly Operational Report – July 2023	Major Projects
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PART E: Business as Usual

Nothing to report.

PART F:	Service Metrics	
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Nothing to report

ſ	Date	Customer Compliant	Action Undertaken
		Nil	

Risk Management

_	mentionalitagem			
Γ	Date Updated	Risk Details	Existing Controls/Challenges	Required Actions
		Construction risks: Scope, Time, Cost, Quality, WHS, Environmental	Construction Contract, REF, CEMP	Implement existing controls
	January 2022	Availability of internal resources to complete project tasks while managing	Relying on resources available	Fill vacancies of Technical Design Office
		business as usual		
Γ		Temporary works installations for staging construction works bridge	Design Certification, Design Proof Engineering, Certificate of Compliance Issued	Monitor and manage
		construction	by the Design Engineer upon completion.	

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

Strategic procurement utilising providers who deliver the best value for money for their component of the project.

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

Progress has been achieved in recalibration and validation of the Echuca-Moama Flood study model to the 2022 floods. Monitoring and managing risks associated with the delays to the Murray Downs Boat Ramp Project and Tooranie Road/Yarrein Creek Bridge.

	•••	
	•••	
ficer position. Position not yet filled.		
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Plant, Fleet and Stores

PART A: Section Accountabilities and Team Roles

Manager Plant	t, Fleet and Stores – Chris Godfrey	Fleet	and Wo	orkshop Manager	Procure	ement Officer Stores			
arge and small earthmoving plant, heavy vehicles - trucks and cranes, pumps, electric, hydraulic, and pneumatic machinery, fixed plant sewer, water, and waste management), minor plant and equipment, and pressure vessels. Directly manage council's store functions, as an internal service to the organisation.		d pneumatic machinery, fixed plant earth electr (sewe	moving p ic, hydra r, water,	ry service: maintenance of large and small lant, heavy vehicles - trucks and cranes, pumps ulic, and pneumatic machinery, fixed plant and waste management), minor plant and d pressure vessels.	, receival	Provide internal (operational) services, ordering and receival of stores, goods and services, storage and allocation of stores, liaison with external suppliers.			
Accountabilitio	es	Ассо	untabili	ties	Accour	tabilities			
Number SBPO	Accountability	Num	per CEDA	Accountability	Number	SBPO Accountability			
Number 36PU			0	RFS Vehicle Maintenance	Number	O Stores and Procurement Services			
В	Purchasing Outdoor Supplies		0	Maintenance of Plant, Fleet and Equipment					
B	Plant, Fleet & Equipment Administration	┥ \└	Ŭ	maintenance of Flant, Fleet and Equipment	_ ↓				
B	Light Motor Vehicles (White)	_							
B	Toll & Fleet	_							
B	Testing of Pressure Vessels								
B	RFS Asset Management								
B	Plant, Vehicle & Equipment (Yellow) Management								
Р	Light Motor Vehicle (White)								
Р	Plant, Vehicle & Equipment (Yellow)								
Р	Plant, Fleet & Equipment Administration								
Р	Toll & Fleet Arrangements								
Р	Testing of Pressure Vessels								
Р	Depot Management Projects								
0	Purchasing Delivery Service								
0	Purchase of Waste Plant, Fleet & Equipment								
0	Plant, Fleet & Equipment Stakeholder Consultation & Engagement								
0	Chair Plant and Heavy Fleet Liaison Committee								
0	Purchase of Outdoor Plant Vehicle & Equipment (Yellow)								
0	Management and Maintenance of Light Motor Vehicles (White)								
0	Toll & Fleet Arrangements								
0	Depot Maintenance								
0	Purchase of Light Motor Vehicles (White)								
0	Management of Pool Vehicles								
0	Plant, Fleet & Equipment Administration								

PART B:

4 Year Delivery Program and 1 Year Operational Plan

Under the 4 year Delivery Plan, the Section relates to: effective provision and management of plant, fleet, equipment, and stores. The Infrastructure Directorate directly oversees the delivery of these outcomes; largely as an internal service provider.

4 Year Delivery Program	Deliver,	Performance Measure	Responsible		Ye	ear		Com
2023-2026	Partner,		Officer					
	Advocate			1	2	3	4	
Theme 7 – Goal 3 – To enc	ourage, educat	e and enable environmentally sustainable approaches to energy management.						
7.10 – Gradual retirement	of vehicles with	Internal Combustion Engines (ICE).						
Ensure Council's vehicle	Deliver	(DP 7.10.1) Business cases prepared for new Council's vehicle purchases to ensure they are	B: MPF&S		<	<		
fleet is fit-for-purpose.		fit-for-purpose and meet the transition out of vehicles with ICE.	P:					
(S DI)			O:					

omments	•



Plant, Fleet and Stores

PART C: **Financial Outcomes**



July Fuel costs in line with budget.

Registration costs 4.7% higher than budget with unbudgeted plate changes to comply with NHVR requirements and timing of Conditional Registration realignments.

PART D: **Project Status**

PART E: **Business as Usual**

3 new vehicles replacement vehicles received during July.



New Mitsubishi Triton GLX+ 4x4 for Asset Inspector & Maintenance Coordinator. New Toyota Hilux Workmate Extra Cab 4x4 for Mathoura Workshop Manager. New Mitsubishi Triton GLX Club Cab 4x4 for Supervisor – Soils Laboratory.



Plant, Fleet and Stores

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
	Plant and equipment unfit for purpose	Electronic Pre-Op forms being trialled now with 'Notification	Project Replace existing formwork used for stormwater construction activity	
		of maintenance required" being sent to workshop staff.	Task - Develop tag out procedure for unsafe plant and equipment	

The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.) PART G:

Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights) PART H:

5 RFQ's requested in July for replacement assets, in line with 2023-24 Capital Replacement Plan.

Quotes received for : 1) Water Truck for Mathoura

2) Grader for Barham

3) Pneumatic Roller for Mathoura

4) Road Reclaimer for Moulamein

5) Backhoe Loader for Moama/Mathoura

Council Report will be submitted for the August Council Meeting seeking approval for the asset replacements.

Works

PART A: Section Accountabilities and Team Roles

Manager Works – Ricki Thompson	Project Engineers	Soils Laboratory Supervisor	Road Safety Officer	Works Coordinators			
his team is now solely focused on implementation and he "doing". icki is the Implementation Agent . his team will provide these services based on Service evel agreements with Delivery Managers Civil Works Roads Bridges Ancillary furniture Emergency Services and After Hours Response heir work will include new projects, maintenance, and epair on: oads, footpaths, stormwater, bridges, signage and nemarking, bus shelters, seats, street scaping, kerb and utter, pavements, verges, traffic islands, streetlighting, tc.	This team is responsible for the supervision and management of construction and maintenance activities for the Works program including road construction, drainage constructions and contractual subdivision construction. Management of construction and maintenance activities as instructed by Transport for NSW (TfNSW) including fulfilling Murray River Council's commitment to the Road Maintenance Council Contract (RMCC). In partnership with Works Coordinators, ensure deliverables and outputs from staff and contractors involved in the Works Program are in accordance with works packages, legislation and Murray River Council Policy and Procedures.	 This team is responsible for the measurement and assessment of materials including gravels and soils for road pavement construction and repair. The team also manages the traffic counters to assess at a given site the number of vehicles per day the vehicle travel speeds direction of travel percentage heavy vehicles Since 2020, the team has relocated this information, along with historic data, into an online system for greater transparency of data and better decision-making for traffic management. Types of Soil Tests for Road Construction to assess soils strength, pavement design, construction quality. In-situ Moisture Content. Specific gravity of soil. Particle Size Distribution (By wet sieving & pipette method) Compaction test – Proctor test. California Bearing Ratio (CBR) Test. 	This role (half a position) is funded under the NSW Local Government Road Safety Program (LGRSP) up to 30 June 2025. It aims to foster important relationships with local businesses, community groups and institutions to deliver programs that improve road safety and help to integrate a 'safe system' approach to reducing road deaths and serious injuries at the local level.				
Accountabilities	Accountabilities	Accountabilities	Accountabilities	Accountabilities			
NumberSBPOAccountabilityBHazardous Spills PresentationBFlood PreparationBKerb & GutteringBDriveways and CrossoversBTown Maintenance AreasBGPS in GradersBGrant Funding Applications for RoadsBAncillary Transport InfrastructureBTraffic ManagementBRegional Road Repair ProgramBRoad to Recovery ProgramBRoad Cleaning ManagementBTransport for NSW ServicesBBridge MaintenanceBStridge MaintenanceBBridge Capital WorksBStreetlightsBBridge Capital WorksBBridge Capital WorksBGeotechnical Infrastructure	NumberSBPOAccountabilityPRoad DrainagePWorks Projects and Safety PlansPRegional Road Repair ProgramPReker and GutteringPPathwaysPRoad Safety ProgramsPSealed Road DeliveryPPublic ParkingPTown Maintenance (Public Furniture and Transport)PRoad to RecoveryPRoad to RecoveryPAncillary Transport InfrastructureORMS RMCCOPipe Culverts and Storm Water	NumberSBPOAccountabilityBGravel PitsPGravel PitsOGravel PitsOSoil TestingOQuality of Road Works (Soil)OTraffic Surveys	NumberSBPOAccountabilityOApplication Reviews for heavy vehicle permitsOPsychological Road SafetyOGrant Funding applications for Road Safety	Number SBPO Accountability P Local Traffic Emergency Management O Street Light Reporting and Complaints O Internal Construction Material Disposal O Rural Road Program O Rural Road Program O Sealed Road Program O Sealed Road Program O Sealed Road Program O Sealed Road Program O Levee Banks O Implementation and Close out of Works O Maintenance of Rear Lanes/Car Parks O Flood Preparation O Private Roads O Ancillary Transport Infrastructure O Town Furniture (Public			

В	Management of Town
	Maintenance (Public
	Furniture – Transport)
В	Grant Funding applications
	for Footpaths and Bike paths
	under RMS
В	Private Road Maintenance
B	Emergency Traffic Response
5	Management
В	Sealed Road Management
B	Road Drainage
B	Pathway Management
B	Road Opening Application
5	Register
В	Major Traffic Incident
5	Preparation and Planning
В	Rural Road Management
В	Road Safety Program
В	Works and Fleet
	Administration
В	Management of Levee Banks
Р	Supply Requests and Budget
	Oversight
Р	Major Traffic Incident
	Preparation and Planning
Р	RFS Minor Construction and
	Maintenance
Р	Roads Grant Funding
Р	Transport for NSW Services
Р	Road Cleaning
Р	Lift Bridge
Р	Private Road Maintenance
Р	Rural Roads
Р	Hazardous Spills

PART B: 4 Year Delivery Program and 1 Year Operational Plan



Under the 4-year Delivery Plan, the Section relates to: vehicular, aviation, cyclists; car parking; quarries; delineation, line marking, signage and lighting; emergency response and on-call; traffic committee administration; and risk mitigation. The Infrastructure Directorate directly oversees the delivery of these outcomes.

4 Year Delivery Program 2023-2026	Deliver, Partner,	Performance Measure	Responsible Officer		Year			Comments
	Advocate			1	2	3	4	
Theme 1 – Goal 1 - Facilita	te Circular Eco	nomy						

0	Physical Road Safety
0	RFS Hazard Reduction Earth
	Works
0	Public Parking
0	Bridge Maintenance
0	Local Traffic Emergency
	Management
0	Hazardous Spills
0	Storm Water Collection
	Points
0	Road to Recovery Program
0	Lift Bridges

•

Investigate, design and	Deliver,	(DP 1.2.2) Investigate options to use	B: MWCS	\checkmark	$\mathbf{\mathbf{x}}$	$\mathbf{\mathbf{x}}$	$\mathbf{\mathbf{x}}$	In progress.
construct a resource	Partner	recycled materials in more projects across	P: MWCS	•	•	•	•	Crushed concrete is used extensively at Transfer Stations and landfills to improve access. C
recovery facility in	runner	Council.	O:MWCS					continuously encouraged to assess the merits of recycled products for use in projects and a
Moama. With further								
programs to be								
considered across the								
Council area.								
(S DPE)								
		d sustain the natural environment						
1.3 - Integrated Water Cyc			1		•			
Review and update the	Deliver	(DP 1.3.1. A) Progress the Moama West	B: MW	\checkmark	\checkmark			Ongoing.
Residential Drainage /		Drainage Strategy as development grows.	P: MIP					
Flood Management			O: MW					
Strategies	Deliver	(DP 1.3.1.B) Construction of the Moulamein	B: MW		\checkmark	\checkmark		Submission made for funding.
(S DI)		Levee	P: MIP					Planning works in progress.
	Deliver	(DP 1.3.1.C) Investigate and progress	O: CW B: MW	\checkmark	\checkmark	\checkmark		Ongoing.
	Deliver	stormwater infrastructure upgrades across		~	~	~		Ongoing.
		the region	P: PE O: CW					
Theme 3 – Goal 1 – Create	and maintai	n safe and accessible community spaces that en		ing a	nd pro	omot	e act	ive lifestyles.
3.5 – Lighting upgrades & i			inclusion inclusion, inclusion in the		na pr			
LED lighting Strategy and	Deliver	(DP 3.5.1) Progressive LED lighting	B: MW		· 🗸	\checkmark	· 🗸	Ongoing.
program to be rolled out		replacement program to be undertaken	P: SE					
across the Council area		over next 10 years. New subdivisions to use	O: Authority					
(Street lighting and Parks		LED lighting.	· ·					
and Reserves).								
(S DI)								
Thomas C. Cool 1. Develo					n all			
Theme 6 – Goal 1 – Develo	op strategies	to deliver road and shared pathway infrastructu	ire that is accessi	bie to	, an.			
	• •	to deliver road and snared pathway infrastructu	ire that is accessi		, uni			
6.1 – Cycle, foot and other	• •	(DP 6.1.1) Develop and begin	B: MW		_	 ✓ 	· 🗸	Ongoing.
6.1 – Cycle, foot and other	pathways		1	_	_	~	· ~	Ongoing.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design	pathways	(DP 6.1.1) Develop and begin	B: MW	_	_	~		Ongoing.
6.1 – Cycle, foot and other Pathways Plan to be	pathways	(DP 6.1.1) Develop and begin implementation of a Pathways Plan for	B: MW P: PE	_	_			Ongoing.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design	pathways	(DP 6.1.1) Develop and begin implementation of a Pathways Plan for	B: MW P: PE	_	_			Ongoing.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors,	pathways	(DP 6.1.1) Develop and begin implementation of a Pathways Plan for	B: MW P: PE	_	_			Ongoing.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI)	pathways Deliver	(DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA.	B: MW P: PE O: Consultants					Ongoing.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develo	pathways Deliver	(DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA.	B: MW P: PE O: Consultants					Ongoing.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develor 6.2 – Improved and consist	pathways Deliver pp strategies tent road sign	(DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA.	B: MW P: PE O: Consultants		p all.			
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develor 6.2 – Improved and consist Develop a plan to focus	pathways Deliver pp strategies tent road sign	(DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA. to deliver road and shared pathway infrastructu age across the region. (DP 6.2.1) Develop and begin	B: MW P: PE O: Consultants rre that is accessi B: MW					Ongoing.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develo 6.2 – Improved and consis Develop a plan to focus on updating road and	pathways Deliver pp strategies tent road sign	 (DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA. to deliver road and shared pathway infrastructu age across the region. (DP 6.2.1) Develop and begin implementation of consistent and accurate 	B: MW P: PE O: Consultants re that is accessi B: MW P: PE		p all.			Ongoing. All new works to be in accordance with current standards.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develor 6.2 – Improved and consist Develop a plan to focus on updating road and pathway signage across	pathways Deliver pp strategies tent road sign	 (DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA. to deliver road and shared pathway infrastructu age across the region. (DP 6.2.1) Develop and begin implementation of consistent and accurate signage across Council's roads and 	B: MW P: PE O: Consultants rre that is accessi B: MW		p all.			Ongoing.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develo 6.2 – Improved and consist Develop a plan to focus on updating road and pathway signage across the region	pathways Deliver pp strategies tent road sign	 (DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA. to deliver road and shared pathway infrastructu age across the region. (DP 6.2.1) Develop and begin implementation of consistent and accurate 	B: MW P: PE O: Consultants re that is accessi B: MW P: PE		p all.			Ongoing. All new works to be in accordance with current standards.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develo 6.2 – Improved and consist Develop a plan to focus on updating road and pathway signage across the region (S DI)	pathways Deliver pp strategies tent road sign Deliver	 (DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA. to deliver road and shared pathway infrastructu age across the region. (DP 6.2.1) Develop and begin implementation of consistent and accurate signage across Council's roads and pathways 	B: MW P: PE O: Consultants rre that is accessi B: MW P: PE O: CW		pall.			Ongoing. All new works to be in accordance with current standards.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develo 6.2 – Improved and consis Develop a plan to focus on updating road and pathway signage across the region (S DI) Theme 6 – Goal 1 – Develo	pathways Deliver pp strategies tent road sign Deliver Deliver	 (DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA. to deliver road and shared pathway infrastructu age across the region. (DP 6.2.1) Develop and begin implementation of consistent and accurate signage across Council's roads and pathways to deliver road and shared pathway infrastructu 	B: MW P: PE O: Consultants rre that is accessi B: MW P: PE O: CW		pall.			Ongoing. All new works to be in accordance with current standards.
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6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develo 6.2 – Improved and consis Develop a plan to focus on updating road and pathway signage across the region (S DI) Theme 6 – Goal 1 – Develo 6.3 – Improved parking op Work with community to	pathways Deliver pp strategies tent road sign Deliver Deliver	 (DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA. to deliver road and shared pathway infrastructu age across the region. (DP 6.2.1) Develop and begin implementation of consistent and accurate signage across Council's roads and pathways to deliver road and shared pathway infrastructu leration of larger vehicles (caravan, boat, RV, tra (DP 6.3.1) Develop and begin 	B: MW P: PE O: Consultants ure that is accessi B: MW P: PE O: CW rre that is accessi iler). B: MW		pall.			Ongoing. All new works to be in accordance with current standards.
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6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develo 6.2 – Improved and consis Develop a plan to focus on updating road and pathway signage across the region (S DI) Theme 6 – Goal 1 – Develo 6.3 – Improved parking op Work with community to plan and deliver a parking options report	pathways Deliver p strategies tent road sign Deliver p strategies tions & consid	 (DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA. to deliver road and shared pathway infrastructu age across the region. (DP 6.2.1) Develop and begin implementation of consistent and accurate signage across Council's roads and pathways to deliver road and shared pathway infrastructu leration of larger vehicles (caravan, boat, RV, tra (DP 6.3.1) Develop and begin 	B: MW P: PE O: Consultants ure that is accessi B: MW P: PE O: CW rre that is accessi iler). B: MW) all.			Ongoing. All new works to be in accordance with current standards. Identification of older signage across Council's roads and pathways for replacement.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develor 6.2 – Improved and consist Develop a plan to focus on updating road and pathway signage across the region (S DI) Theme 6 – Goal 1 – Develor 6.3 – Improved parking op Work with community to plan and deliver a parking options report and delivery plan for the	pathways Deliver p strategies tent road sign Deliver p strategies tions & consid	 (DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA. to deliver road and shared pathway infrastructu age across the region. (DP 6.2.1) Develop and begin implementation of consistent and accurate signage across Council's roads and pathways to deliver road and shared pathway infrastructu leration of larger vehicles (caravan, boat, RV, tra (DP 6.3.1) Develop and begin implementation of parking options plan for 	B: MW P: PE O: Consultants ure that is accessi B: MW P: PE O: CW ure that is accessi iler). B: MW P: SE) all.			Ongoing. All new works to be in accordance with current standards. Identification of older signage across Council's roads and pathways for replacement.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develo 6.2 – Improved and consist Develop a plan to focus on updating road and pathway signage across the region (S DI) Theme 6 – Goal 1 – Develo 6.3 – Improved parking op Work with community to plan and deliver a parking options report and delivery plan for the whole of Council.	pathways Deliver p strategies tent road sign Deliver p strategies tions & consid	 (DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA. to deliver road and shared pathway infrastructu age across the region. (DP 6.2.1) Develop and begin implementation of consistent and accurate signage across Council's roads and pathways to deliver road and shared pathway infrastructu leration of larger vehicles (caravan, boat, RV, tra (DP 6.3.1) Develop and begin implementation of parking options plan for 	B: MW P: PE O: Consultants ure that is accessi B: MW P: PE O: CW ure that is accessi iler). B: MW P: SE) all.			Ongoing. All new works to be in accordance with current standards. Identification of older signage across Council's roads and pathways for replacement.
6.1 – Cycle, foot and other Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI) Theme 6 – Goal 1 – Develo 6.2 – Improved and consist Develop a plan to focus on updating road and pathway signage across the region (S DI) Theme 6 – Goal 1 – Develo 6.3 – Improved parking op Work with community to plan and deliver a parking options report and delivery plan for the whole of Council. (S DI)	pathways Deliver p strategies tent road sign Deliver tions & consid Deliver	 (DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA. to deliver road and shared pathway infrastructu age across the region. (DP 6.2.1) Develop and begin implementation of consistent and accurate signage across Council's roads and pathways to deliver road and shared pathway infrastructu leration of larger vehicles (caravan, boat, RV, tra (DP 6.3.1) Develop and begin implementation of parking options plan for all of Council. 	B: MW P: PE O: Consultants Ire that is accessi B: MW P: PE O: CW Ire that is accessi iler). B: MW P: SE O: CW) all.			Ongoing. All new works to be in accordance with current standards. Identification of older signage across Council's roads and pathways for replacement.
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Works

(S DI)		addresses community concerns and feedback							
Sensitive design of roads to consider environmental factors,	Deliver, Partner, Advocate	(DP 6.4.2) Ensure Prework procedures are defined and developed to take into consideration Environmental and Heritage	B: MW P: PE O: CW	~	~	~	~	Ongoing. Use of Project Management Framework to document necessary planning and approval requirements. Completion of Project Management Plans for new works where environmental and heritage considerations are documented.	-
accessibility and amenity. (S DI)		considerations						Engagement of a suitably qualified environmental scientist as required to evaluate and address environmental risks so that the that the design is complainant and satisfies project consent requirements.	
Theme 6 – Goal 3 – Advoc 6.6 – Public Transport that			•				<u> </u>		
Work with state governments and local transport companies to improve service and infrastructure requirements (S DI)	Advocate	(DP 6.8.1) Upgrade and installation of infrastructure as identified.	B: MW P: PE O: CW					 Ongoing. Funding secured under the Country Passenger Transport Infrastructure Grants Scheme for bus shelters. Met with Newtons Bus Service and Dysons to review current servicers, opportunities for improvement and the expansion of Moama. 	•
Theme 6 – Goal 4 – Enable 6.9 – Truck Parking	commercial t	ransport and connection opportunities.							
Consult and apply for grant funding for upgrades and new truck parking sites. (S DI)	Deliver, Partner, Advocate	(DP 6.9.1) Work with the community and Transport NSW to identity and develop new truck parking locations and upgrade existing locations as required across the region. Moama Township Plan will be the initial priority.	B: MW P: MCE O: PE					Ongoing. Moulamein truck parking area under review due extents of recent floods into preferred locations. Options to have two areas given five main routes in and out of Moulamein (Pretty Pine Road, Maude Road, Balranald Road, Swan Hill Road and Barham Road) to be discussed and investigated further.	
Theme 6 – Goal 4 – Enable 6.10 – Major Road Upgrad		transport and connection opportunities.							
Road Asset Management Plan to deliver a financially sustainable road network across the	Deliver, Partner, Advocate	(DP 6.10.1) Road Asset Management Plan under continual renewal with a program of deliverable projects developed for roads across the region.	B: MW P: MSA O: PE	~	~	~		Ongoing. Current survey and design package will include projects to be included in future program of works.	
LGA. (S DI)	Deliver, Partner, Advocate	(DP 6.10.2) Advocate to Transport NSW for upgrades to state and regional roads.	B: MW P: PE O: CW	~	~	~	~	 Ongoing. Funding secured for Kyalite Road widening, pending success of further funding for Federal government. 2x submissions made for Repair Program 23/24. 	•

PART C: **Financial Outcomes**



PART D: Project Status

Location	Fund	Project Title	Project Phase	% Works Complete	Status	Comments
Mathoura	Roads to Recovery (R2R)	Bunnaloo Road Widening & Reconstruction (Ch 7.09km – 8.92km)	Planning	20%	In progress.	Project documentation for construction has commenced. Construction scheduled for September / October 2023.
Mathoura	Roads to Recovery (R2R)	Bunnaloo Road Widening & Reconstruction (Ch 2.25km – 4.0km)	Planning	2%	In progress.	Early stages of planning for works, design in progress. Construction scheduled for January / February 2024.
Speewa	Roads to Recovery (R2R)	Speewa Road Widening & Reconstruction	Planning	20%	In progress.	Project documentation for construction has commenced. Construction scheduled for October / November 2023.
Barham	Roads to Recovery (R2R)	Wakool Street & Chester Street Intersection Traffic Calming	Planning	15%	In progress.	Design in progress.
Various	Disaster Recovery Funding Arrangements (DRFA)	AGRN 1034 – NSW Flooding from 14 September 2022	Planning / Construction	35%	In progress.	Immediate Restoration Works completed; next phase is Essential Public As Damages summary: 158 approved and 4 pending.
Various	Fixing Local Roads (FLR)	Pothole Repair Round 2023-2024	Construction	50%	In progress.	Works in progress. 792 potholes completed during July for a total area of 1,628m ² . The total number of potholes completed is 2,286.
Various	Regional & Local Roads Repair Program (RLRRP)	Regional & Local Roads Repair Program 2023-2024	Planning / Construction	20%	In progress.	Heavy patching works in progress. Smoothing and reshaping of unsealed roads in progress. Reviewing locations and scope of drainage works given potential delays w
Bunnaloo	Fixing Local Roads Round 4 (FLR4)	Perricoota Road, Bunnaloo	Planning	5%	In progress.	Survey and design submissions to be reviewed.
	Co-funded Fixing Country Roads Round 6 Council Heavy Vehicle Safety & Productivity Programme (pending)	Kyalite Road Widening	N/A	0%	Not commenced.	Pending outcome from the Heavy Vehicle Safety & Productivity Programm
Various	Block Grant	Regional Roads Reseals	Planning	2%	In progress.	Finalising program for reseals and reviewing any final seals that need to be
Various	Council	Urban Street Reseals	Planning	2%	In progress.	Finalising program for reseals and reviewing any final seals that need to be
	Repair Program	Deni Barham Road Rehabilitation & Widening	N/A	0%	Not commenced.	Submitted for funding, pending outcome.
	Repair Program	Barmah Road Rehabilitation & Widening	N/A	0%	Not commenced.	Submitted for funding, pending outcome.
Thyra	Council	Thyra Road Railway Crossing Removal	Planning	10%	In progress.	Construction scheduled for October 2023.

PART E: Business as Usual

Road Opening Permit & Driveway / Crossover Applications

A Road Opening Permit (ROP) and applications to construct a driveway or crossover are in accordance with Section 138 of the Roads Act.

For this financial year, a total of 19 applications have been processed for ROPs and driveway / crossover applications.

Application	Received YTD	Completed YTD	Received Current Month	Completed Current Month	Pending / To be Completed
Road Opening Permits	14	7	7	7	7
Driveway / Crossover Applications	5	4	8	8	1

Pre-pour inspections for driveways / crossovers: 10

Asset Reconstruction Works.	
Asset Reconstruction works.	
with culvert supply.	
nme.	
be completed.	
be completed.	
	1

Pre-application consults: 10

Flood Recovery

Council have completed the first two phases of the recovery works, emergent works and immediate restoration works.

A total of 162 damages have been submitted final phase, restoration of essential public assets, with 158 approved and four (4) pending.

The submission deadline is 30 September 2023.

The deadline to complete the final phase is 30 June 2025.

Scheduling to completed approved damages is currently in progress, with a combination of Council, Contractors and possible neighbouring Council collaboration to be used. There are 41,900m² of seal pavement damages, 17,300m² and 24,600m² for Regional and Local roads respectively.

Streetlighting

Streetlight maintenance performance for July was not provided in preparation for this report. An update to be provided next month.

5 Year Crash Statistics

79% of the crashes were single vehicle crashes.

76% of the crashes were single vehicles going off the road which is usually caused by excessive speed, fatigue or distraction (e.g. mobile phone use).

# Crashes	# Casualties	Degree of crash - detailed	# Crashes % of Total		Degree of casualty - detailed	# Casualties	% of Total
28	43						
21	25	Fatal	6	7.0%	Killed	6	5.1%
		Serious Injury	6	7.0%	Seriously Injured	8	6.8%
		Moderate Injury	25	29.1%	Moderately Injured	31	26.3%
		Minor/Other Injury	46	53,5%	Minor/Other Injured	66	55,9%
9	14						5.9%
•		28 43 21 25 12 18 16 18	28 43 21 25 12 18 16 18 detailed detailed detailed fatal Fatal Serious Injury Minor/Other Injury	28 43 21 25 12 18 Moderate Injury 6 Minor/Other Injury 46	28 43 21 25 12 18 Moderate Injury 6 16 18 9 14	284321251218Moderate Injury67.0%Minor/Other Injury4653.5%	2843Fatal67.0%Killed62125Fatal67.0%Seriously Injured81218Moderate Injury2529.1%Moderately Injured31914Minor/Other Injury4653.5%Minor/Other Injured66

Crashes with alcohol involved		Crashes with sp	beeding involved	Crashes with fatigue involved		
10	11.6%	30	34.9%	14	16.3%	

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

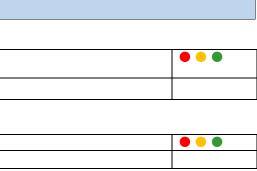
Date	Customer Compliant	Action Undertaken

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions

Culvert installation inspections: 0

Works



PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

Following the approval of the 23/24 budget, the works program is nearing completion.

Various maintenance works have been underway including maintenance grading, footpath and kerb replacements, table drain and culvert cleaning and clearing, etc.

Upcoming works include Perricoota Road resheeting consultation and design, Bunnaloo Road, Speewa Road, Chester Street and Wakool Steet intersection, Deniliquin-Barham Road (pending external funding), Barmah Road (pending external funding), Kyalite Road (pending external funding), Thyra Road railway removal and various K&G and footpaths renewals.

Thank you to staff who have been taking extra responsibilities and putting their hand up to fill a higher role.



Recent backhoe training.

PART H: Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights)

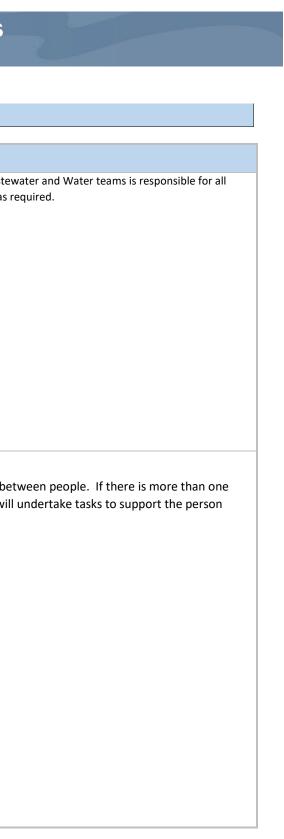
Maintenance grading in full swing. Works program is nearing completion for the 23/24FY with some external funding still pending. Final phase of flood recovery works about to commence.

Works

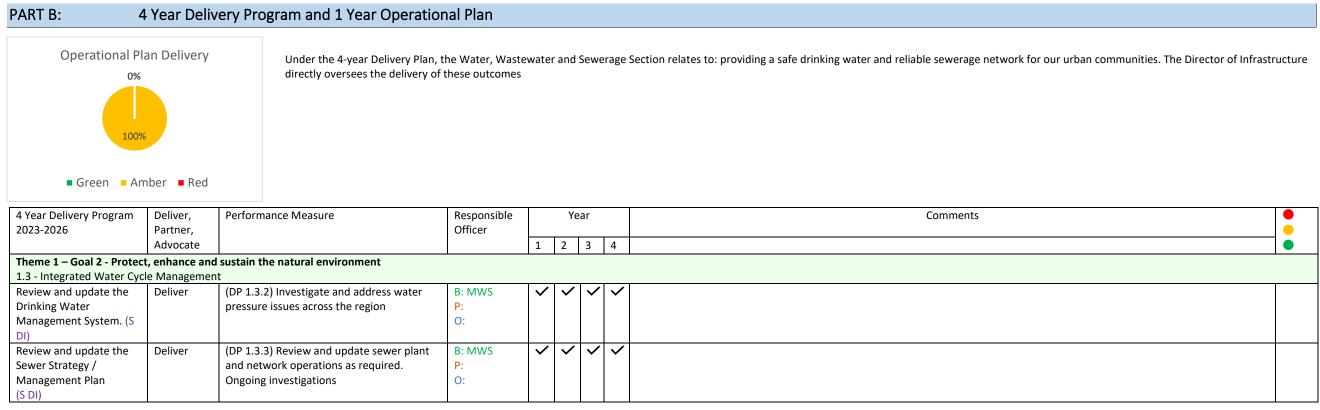
PART A: Section Accountabilities and Team Roles

Manage	Manager Water Services – Phillip Smith		Superv	Supervisor Water & Wastewater (By Location)		Assistant Supervisor
This tean	n is now	v solely focused on implementation and the "doing".	The sup	The supervisors of the Wastewater and Water teams are responsible for the day-to-		to- The assistant supervisor of the Waster
	a tha Ima	alementation Accept	day ope	day operations of the field staff.		daily assistance to the supervisors as
wurray i	s the Im	plementation Agent	Encurin	a thic m	ast commonly unscen business of Council is ran offectively 24/7.2	C F
This tean Manager	nis team will provide these services based on Service Level agreements with Delivery anagers		elivery days of	-	ost commonly unseen business of Council is ran effectively 24/7 3 r.	20
• Wat	er sourd	ce access (including alternative supply options)				
		wastewater treatment processes				
		bution and quality				
		collection				
		ency and reuse				
		Services and After-Hours Response				
• Ene Their wo						
men wo						
Potable a	and raw	water supply, safe water and wastewater treatment plant oper	ations,			
		e, leak detection & repair, planned and unplanned pipe mainter				
		s and repair, customer response.	,			
Account	tabilitie	25	Accour	tabilit	es	Accountabilities
Number	SBPO	Accountability	Number	SBPO	Accountability	Accountabilities cannot be split be
	В	Potable Water		0	Storage and Disposal of Storm Water	person performing a role, they wi
	В	Sewer System		0	Sewerage quality improvement and maintenance service –	holding the accountability
	В	SCADA			above minimum standard	
	В	Stormwater & Sewerage Reuse		0	Water Meters	
	В	Stormwater Pipe and Pump Network		0	Water Quality & Reuse improvement & maintenance service –	
	В	Planning for Utilities Failure		_	above minimum standard	
	В	Water Quality & Reuse		0	Raw Water Improvement and Maintenance	
	В	Water Meters	_	0	Water Reuse improvement and maintenance	
	В	Liquid Trade Waste	_	0	SCADA	
	В	Water Administration		0	Potable Water improvement and maintenance	
	В	Raw Water		0	Sewerage Systems	
	В	Public Health (Water)		0	Water Quality & Reuse improvement and maintenance	
	В	Water Meter Application Registers		0	Testing of Pressure Vessels	
	P	Utilities Failure Planning	┨ │	0	NSW Health Water Quality Sample Collections	4
	P	Internal Water Supply	┨ │└───	0	Cleaning of Mathoura Public Toilets Weekend/PHs]
	P	Public Health (Water) Projects	4			
	P	Water Meters	-			
	0	Utilities Failure	-			
	0	Setting Water and Wastewater Annual Charges	4			
	0	Stormwater Pipe and Pump Network	-			
	0	Caravan Park Maintenance Water Services				
	0	Monitoring and Renewal of Water Licensing	-			

Water Services



Water Services murray river Monthly Operational Report – July 2023 council







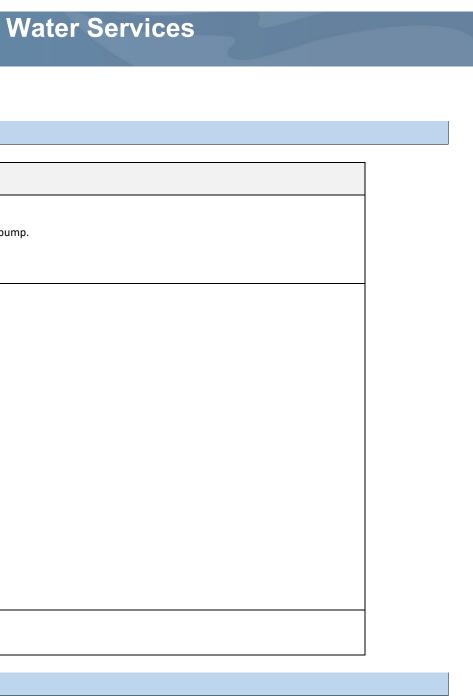
PART D: Project Status

Location &	Type of	Project Description	Status	% Works	Comments
Service	Work		Status	Complete	Connicity
Barham Filtered water	Capital Upgrade	Booster pump for Barham Filtered water town supply. The project will result in a significant increase in water pressure for Barham residents.	Under Construction	20%	Detailed design complete. Essential valves and fittings installed to network for connection of pump. Contractor Engaged for construction of building required onsite.
Moama Sewer Treatment Works	Capital Renewal	Maintenance works for access around the Moama Sewer Treatment Ponds.	Under Construction	80%	Works have been ongoing in recent weeks.
Koraleigh	Capital	Design, consultation, and construction of Raw	Tender	40%	Design is and consultation complete.
Raw Water network.	Project	Water network in Koraleigh.			Project is out to tender for construction.

PART E: Business as Usual



New online turbidity meters



PART F: Service Metrics

Escalated Cus	stomer Service Reconciliations to CEO level		
Date	Customer Compliant	Action Undertaken	
			•
1/08/2023	Complaint to EPA regarding reported odour near Moama Sewer Treatment Works.	Met EPA onsite 3 rd of August to investigate odour complaint. No issues to be resolved following inspection by EPA.	•

Risk Manaaement

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
16/7/21	Contamination of water supply	Former Council Critical Control Points.	Task - Develop a Water Quality Management Plan. At Final Draft Stage.	•
			Task - Develop backflow prevention register and testing process. Backflow devices are being installed on standpipes	•
16/7/21	Use of unfit for purpose re-claimed water on public spaces	Stormwater Planning now considers an	Project - Full independent review to be undertaken of effluent re-use schemes	•
		alternative water supply and not a waste	Task - Ensure rigorous agreements with the user groups are implemented	
		product.	Task - Review processes and ensure all legislative requirements are met and approval is obtained under Section 60 of the	1
			Local Government Act	
2017	Major sewerage infrastructure blockage, overflow or failure		Project - Install CCTV recording of sewer system	
			Task - Continue refinement of Liquid Trade Waste System	
			Task - Develop and implement water quality management plan	
1/2/21	Public Accessing the water tower at the Barham Recreation	Fencing around the site.	Security Fencing has been installed around reservoir	
	Reserve		Task - Cage to be placed around the bottom of the stairs to prevent access	
			Task – Secure gaps between ground and bottom of fence in Northwest corner of reserve	

PART G: The Business of Improving the Business (Special events, achievements of note, celebrations, Recognition of Team Members (Living the values), The X Factor.)

Welcome to Chris Flett who has started with Council as a Water & Wastewater Technician in Moama.

Congratulations to Kirk Ardley who is the acting Assistant Supervisor for August.

Congratulations to Glen Paterson who has been appointed the Supervisor Water & Wastewater in Moama after acting in the role for several months.

Mark McInnes is Acting Supervisor Water & Wastewater in Barham for August while Rick Harding is on leave.

Executive Summary (High Risk, Significant Change, Challenges, Emerging Trends or Significant Highlights) PART H:

The Water Industry Operators Association of Australia (WIOA) in partnership with the Water Services Association of Australia (WSAA), are collaborating with a new initiative being the first Australian Water Industry Operator Placement Program. Gary Cootes from Tweed Shire Council has commenced placement with Murray River Council as part of the program.