murray river council

ATTACHMENTS

UNDER SEPARATE COVER

Ordinary Council Meeting

Tuesday, 27 August 2024

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Monthly Operational Report – July 2024

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 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:

1.Strategic direction and planning
2.Corporate relations & inter-governmental affairs
3.Corporate planning and reporting
4.Workforce planning
5.Workforce culture
6.Workforce performance
7.Business Intelligence
8.Corporate communications
9.Legal services
10.Procurement & Tendering
11.Internal audit
12.Business continuity and risk
13.Disaster / emergency management
14.Workplace Health & Safety
15.Community services
16.Tourism
17.Arts and Culture
18.Library's
19.Community Grants
20.Sponsorship
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

murray river council Monthly Operational Report – July 2024

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

murray river council

Monthly Operational Report – July 2024

Civic Office

PART A: Section Accountabilities and Team Roles

CEO – Terry Dodds	Chief People Officer	Manager Community Engagement	Chief Legal Council
Acts as the primary link between Councillors and the organisation and is responsible for aiding Councillors in developing policy and strategy. Provides leadership to staff in achieving Council objectives. Oversees the financial management of the Council. Communicates and promotes Council's policies to the community it serves. Business Processes: Maintain the Business Integration and Reporting System and manage production stemming from the 4 Year Delivery Plan, and 1 Year Operational Plan requirements and other subsets. Organisation Culture: Lead a positive change in organisational culture. Financial Sustainability: Provide advice to council regards financial sustainability that aligns with the IP&R Framework. Economic Development: Strategize with Council on how to bring industries of the future, and subsequently improve the demographic spread, to our communities. Lifestyle Improvements: Maintain or improve the overall amenity of our towns, villages, and facilities (within budgetary constraints). Governance: Manage the overall governance of council as per the 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 framework, its integration, and reporting. Financial Sustainability: develop both operational and strategic policies and provide advice to the council regards the avenues to improve our pre-set financial performance ratios (OLG). Network: Maintain currency of MRC's network with other organisations; NSW Country Mayors Association, Riverina & Murray Joint Organisation, Campaspe and Murray River Councils Cross Border Committee, Local Government NSW, Cross Border Commissioner, Office of 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)	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.

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Civic Office

Accountabilities

SBPO	Accountability
S	Community Engagement and Communication
S	Civic Events, including Elections
S	Councillors
S	WHS and Staff Wellbeing
S	Community Strategic Plan
S	Workcover and RTW
S	Intergovernmental Relations
S	3D Printing
S	Emergency Management Planning and Response (LEMO)
S	Human Resources
S	Workforce Initiatives
B	Intergovernmental Relations
B	Councillors
B	Civic Events
B	Election Coordination
B	Emergency Management Response and Planning as per Consequence Management Plans (LEMO)
B	Mayoral Revenue Taskforce
P	4 Year Strategic Plan

Accountabilities

SBPO	Accountability
B	Talent Management
B	Employment Law
B	Training, Development and Mandatory Competencies
B	Workcover & RTW
B	Volunteer Program
B	Workforce Performance
B	Onboarding and Induction
B	WHS Programs
B	Succession Planning
B	Staff Professional Registrations/Accreditations & Membership
B	Employee Relations
B	Recruitment and Selection
B	Reward and Recognition
B	Remuneration Management
B	Uniforms
B	Staff Education
B	Industrial Relations
B	Dispute Resolution
B	Staff Health and Wellbeing
O	Staff Health & Wellbeing
O	Uniforms

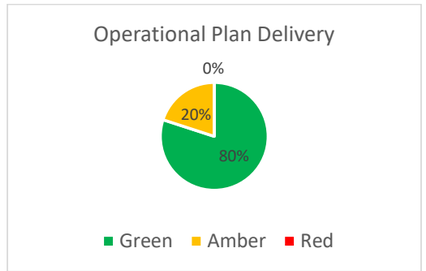
Accountabilities

SBPO	Accountability
B	External Communications Development & Management
B	Internal Communication
B	Council Branding & Corporate Image
B	Community Engagement
B	Website and Intranet
B	Social Media
B	Community Education
P	Strategic Planning
P	Social Media
P	Community Education
P	Community Engagement
O	Your Say Website
O	Community Strategic Plan
O	MRC Community Stakeholder Engagement
O	Community Education

Accountabilities

SBPO	Accountability
B	Workforce Culture
B	Workforce Planning
B	Accountability Framework
B	Monthly Operating Report
B	Corporate Change Management
O	Corporate Change Management Advice and Support
O	Monthly Operating Report Deliver
O	Accountability Framework
O	Integrated Planning and Reporting
O	Workforce Culture

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



Under the 4-year Delivery Plan and the Accountabilities Framework, the Civic Office manages the Administration's overall; corporate performance and corporate affairs; public and intergovernmental relations; media, marketing, and external communications; the reporting frameworks; community advocacy; mayoral and councillor support; the management of human capital; and business systems.

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 2 – Goal 2 – Continue to be a trusted and ethical leader that leads by example 2.5 – Leadership that is trusted, capable and collaborative									
Develop and implement a Corporate Strategy. (S CEO)	Partner, Advocate	(DP 2.5.2) Partnering with community and businesses to achieve positive community outcomes	B: CEO O: CEO	✓	✓	✓	✓	(Refer to June 2022 MOR for 2021/2022 updates). Liaison with Campaspe Shire Council to facilitate the fifth (5th) Cross-Border Councillor Meeting which will focus on digitalisation of tourism information. Country University Campus joint project between Hay, Edward River, Berrigan, and Murray River Councils at the Federal grant application stage. There are 26 areas the Federal Government has funds to support. Not yet named. *Business case completed.* Liaison with Berrigan, Edward River Councils and GHD (NSW Gov consultancy) continues regarding the Regional Drought Resilience Plans towns project. Council attended the NSW Country Mayors (NSWCM) Association meeting, 4 August, to speak to a motion regarding NSWCM supporting MRC in our advocacy efforts to introduce legal mechanisms to reduce land banking. Council met with CUC Chair and CEO 7 Sept to show CUC through the Martin Street facility, which forms the basis of council's grant application. Regional Drought Resilience – face to face meetings arranged in Wakool, Moulamein, and Barham. Dates TBC.	●

murray river council Monthly Operational Report – July 2024 **Civic Office**

	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 – Foster and develop strategy to recognise and celebrate our rich heritage and indigenous culture (in partnership with community) 4.5 – Indigenous Recognition									
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 on employment strategy and delivery). Phase 2 yet to commence. Council has been engaging with Mr. Rowan Jayasuriya, COO Chief Operating Officer & Acting CEO of the Yorta Yorta Nation Aboriginal Corporation during January to discuss partnering; Meninya Street. Face-to-face meetings are planned at time of writing (2-2-24). Once it is understood what the aspirations of Yorta Yorta are, and a potential alignment with the Meninya Street Precinct Plan a report will be presented to the council. *(Rowan has since resigned. Communications to recommence.)*	●
Theme 6 – Goal 3 – Advocate for improved public transport. 6.6 – Public Transport that connects towns									
Develop a Public Transport Strategy and advocate for implementation. (S DCED)	Deliver, Partner, Advocate	(DP 6.6.1) Develop a Public Transport Strategy for our communities to become interconnected.	B: DCED P: O:		✓	✓			
Theme 7 – Goal 2 – Explore technologies to forecast possible future opportunities. 7.4 – Improve Housing Affordability									
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 – Explore technologies to forecast possible future opportunities 7.5 – Enable Smart Agriculture									
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 certain areas in Moama and Mathoura users are having, including advocating our needs to NSW Premier. Further meetings with representatives from NBN's Regional Connectivity Program and Telstra, occurred on 11 July, to advocate to improve Moulamein, Wakool, Moama, and Mathoura digital connectivity. New grant application (via Telstra) progressing. Telstra and the NBN have been successful in receiving grants for telecommunication improves across the council area in multiple locations. Both entities presented to the council on the 9th of April.	●
Theme 7 – Goal 4 – Monitor and assess emerging global technology trends 7.12 – Be prepared to leverage emerging technologies for Economic & Community Development									
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	✓	✓	✓	✓	The Wisk company is bringing its self-flying, electric air taxis to the 2032 Olympic and Paralympic Games in Brisbane, signing a Memorandum of Understanding with the Council of Mayors Southeast Queensland ("Council of Mayors"). The two organisations will work together to introduce a safe, sustainable, and scalable autonomous air taxi service to Southeast Queensland. China certified air taxis in Sept '23 as safe. Other companies are developing their own eVTOLs, with Germany's Volocopter aiming to have a working product available at the 2024 Paris Olympics, but EHang (Chinese company) is positioned to start commercial operations first. Huazhi Hu, chairman and CEO of EHang, said the certificate issued by the Chinese airline authority shows the vehicle is qualified for passenger flight and marks "a significant chapter in civil aviation history". On 17 Oct, '23 it was reported that Dr Tony Webber, CEO of Airline Intelligence and Research, said he believes Australia will have businesses operating vertical flight transport within two years.	●
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			✓	✓		

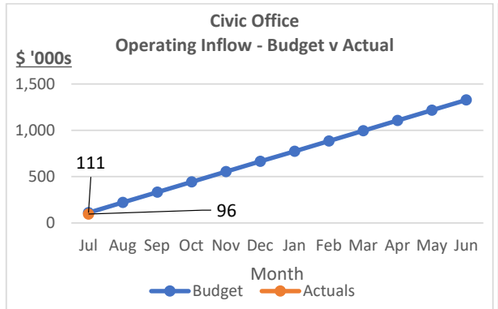
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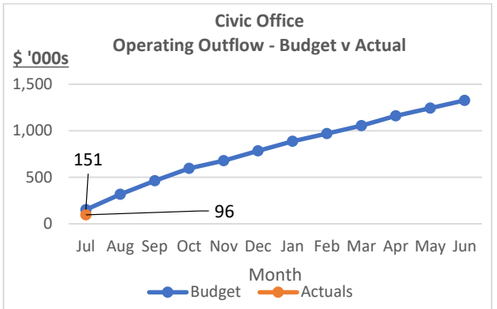
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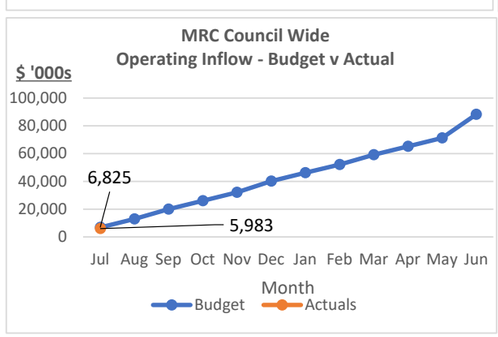
Civic Office

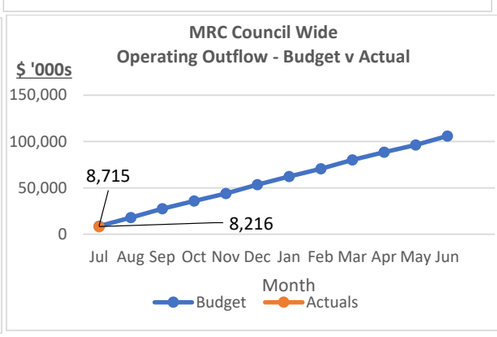
	Deliver	(DP 7.12.3) Develop a Promotion and Advocacy Strategy for Autonomous Vehicles to deliver when required	B: CEO O:MPFS			✓	✓		

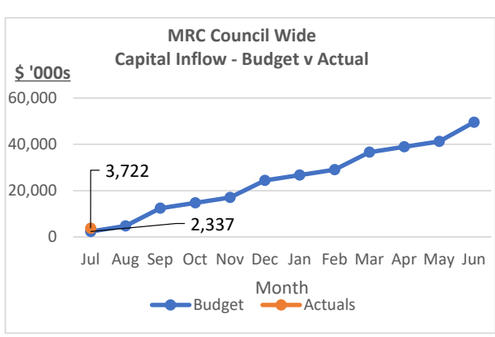
PART C: Financial Outcomes

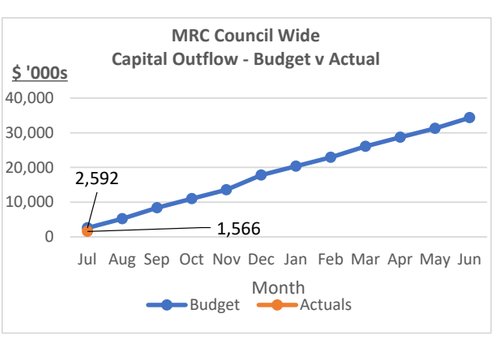












PART D: Project Status

The Administration is pushing on with the Service Reviews which once finalised will be reported for council to consider.

PART E: Business as Usual

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Civic Office

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	

Council resolutions completed

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Correspondence Report	240724	**RESOLUTION 240724** Moved: Cr Nikki Cohen Seconded: Cr Neil Gorey That the Correspondence Report be received and the information noted by the Council. **CARRIED**	Leyonhjelm, Lindy	

25 Jul 2024 11:35am Leyonhjelm, Lindy - Completion

Completed by Leyonhjelm, Lindy (action officer) on 25 July 2024 at 11:35:50 AM - resolved at Council

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Sundry Delegates Report	260724	**RESOLUTION 260724** Moved: Cr Ann Crowe Seconded: Cr Kron Nicholas That the Sundry Delegates Report of the Mayor and Councillors for the period 1 June 2024 through to 30 June 2024 be received and the information noted by the Council; and reasonable out of pocket expenses be met by Council. **CARRIED**	Leyonhjelm, Lindy	

25 Jul 2024 11:46am Leyonhjelm, Lindy - Completion

Completed by Leyonhjelm, Lindy (action officer) on 25 July 2024 at 11:46:23 AM - Resolved at Council

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	End of Term Report - Elected Council 2021-2024	050724	**RESOLUTION 050724** Moved: Cr Neil Gorey	Leyonhjelm, Lindy	

Seconded: Cr Geoff Wise

That the Officer's report on End of Term Report - Elected Council 2021-2024 as at 23 July 2024 be received and the information noted by the Council.

CARRIED

25 Jul 2024 11:44am Leyonhjelm, Lindy

End of Term Report has been accepted and resolved at Council. Printing of the report will go ahead once the results for the LGNSW awards are completed and updated in the Murray River Council End of Term report.

25 Jul 2024 11:46am Leyonhjelm, Lindy - Completion

Completed by Leyonhjelm, Lindy (action officer) on 25 July 2024 at 11:46:12 AM - Resolved and accepted at Council

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Confirmation of Minutes - Extra Ordinary Meeting held on 18 June 2024 and Ordinary Meeting held on 25 June 2024 of Murray River Council	020724	**RESOLUTION 020724** Moved: Cr Dennis Gleeson Seconded: Cr Kron Nicholas That the minutes of the Extra Ordinary Meeting of Murray River Council held on 18 June 2024 Ordinary Meeting of Murray River Council held on 25 June 2024 be confirmed as a true and correct record. **CARRIED**	Leyonhjelm, Lindy	

25 Jul 2024 11:46am Leyonhjelm, Lindy - Completion

Completed by Leyonhjelm, Lindy (action officer) on 25 July 2024 at 11:46:34 AM - Resolved at Council

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Resolutions of the Council - Resolution Tracker & InfoCouncil Action Reports	040724	**RESOLUTION 040724** Moved: Cr Neil Gorey Seconded: Cr Dennis Gleeson That the Council resolve to receive and note the status of previous resolutions of Council (in open and closed Council) contained in the Monthly Operation Report including the Resolution Tracker Reports. **CARRIED**	Leyonhjelm, Lindy	

25 Jul 2024 11:46am Leyonhjelm, Lindy - Completion

Completed by Leyonhjelm, Lindy (action officer) on 25 July 2024 at 11:46:46 AM - Resolved at Council

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Notice of Motion - Council to fund cost of variation to Meninya Street Plan to adjust parking plan in one section		**MOTION** Moved: Cr Geoff Wise Seconded: Cr Nikki Cohen	Wise, Geoff	

murray river council Monthly Operational Report – July 2024 **Civic Office**

AMENDED MOTION

That Council fund the cost to allow for alterations to the Meninya Street Plan to adjust the parking to allow for the angle parking to remain.

In Favour: Crs Nikki Cohen, Kron Nicholas and Geoff Wise

Against: Crs Frank Crawley, Neil Gorey, Ann Crowe and Dennis Gleeson

LOST 3/4

25 Jul 2024 11:50am Leyonhjelm, Lindy - Completion

Completed by Leyonhjelm, Lindy on behalf of Wise, Geoff (action officer) on 25 July 2024 at 11:50:01 AM - Motion was lost

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Notice of Motion - Council to fund cost of variation to Meninya Street Plan to adjust parking plan in one section		**MOTION** Moved: Cr Geoff Wise Seconded: Cr Nikki Cohen That Council fund the $27,000 to allow for alterations to the Meninya Street Plan to adjust the parking out the front of Moama Bakery and Moama Pizza to allow for the angle parking to remain.	Wise, Geoff	

25 Jul 2024 11:50am Leyonhjelm, Lindy - Completion

Completed by Leyonhjelm, Lindy on behalf of Wise, Geoff (action officer) on 25 July 2024 at 11:50:12 AM - Motion was lost

Council resolutions outstanding within 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Monthly Operational Report	060724	**RESOLUTION 060724** Moved: Cr Dennis Gleeson Seconded: Cr Neil Gorey That the Monthly Operational Report as of June 2024 be received and the information noted by the Council. **CARRIED**	Dean, Courtney	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Shared Services	150524	**RESOLUTION 150524** Moved: Cr Thomas Weyrich Seconded: Cr Nikki Cohen That council notes and condones the endeavours of the Administration to commence investigating shared services.	Dodds, Terry	

CARRIED

09 Jul 2024 2:04pm Leyonhjelm, Lindy - Target Date Revision

Target date changed by Leyonhjelm, Lindy from 11 June 2024 to 01 October 2024 - Discussion with neighbouring councils to commence after LG NSW elections

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Planning Proposal to reclassify 22 Lots of Murray River Council land from Community to Operational for drainage reserves.	130524	**RESOLUTION 130524** Moved: Cr Dennis Gleeson Seconded: Cr Neil Gorey That: 1. Council endorse the Planning Proposal prepared by Habitat Planning Pty Ltd to amend the Murray Local Environment Plan 2011 and Wakool Local Environment Plan 2013 to reclassify 22 lots from Community to Operational land, to correct historical classification errors, including: - Moama Barnes Road-Graham Street Buffer Lot 126 DP 1264832 - Moama Business Park Drainage Basin Lot 11 DP 1103416 - Moama Lakeview Park Lot 16 DP 1084308 - Moama Lea Court Buffer Lot 23 DP 256000 - Moama Beer Road Business Park Buffer Lot 56 DP 1175457 - Moama Perricoota Run Drainage Reserve Lot 91 DP 1220526 - Moama Dungala Estate Lot 33 DP 1259774 - Moama Dungala Estate Lot 34 DP 1259774 - Moama Barbers Paddock Lot 34 DP 1209212 - Moama Barbers Paddock Lot 104 DP 1256111 - Moama Business Park Drainage Basin (South) Lot 17 DP 1175457 - Moama Pump Station No. 27 – Ghost Gum Place Lot 95 DP 1201662 - Moama Pump Station No. 30 – Winbi 2 Lot 131 DP 1226905 - Moama Perricoota Road, Winbi & Merool Drainage Basin Lot 2 DP 1255836 - Moama Marsanne Drive Reserve Lot 171 DP 1245186 - Moama Dungala Drainage Reserve Lot 115 DP 1268382 - Moama Hermitage Drive Reserve Lot 226 DP 1261570 - Moama Perricoota Road Buffer Lot 61 DP 1082147 - Moama Barber Court Buffer Lot 9 DP 841556 - Moama Marsanne Drive Reserve Lot 121 DP 1238057 - Moama Lakeview Drainage Basin Lot 194 DP 1251358 - Barham Vinecombe Lane Reserve Lot 23 DP 1240379 2. The Planning Proposal be sent to NSW Department of Planning, Housing and Infrastructure (DPHI) for Gateway determination in accordance with Section 3.34 of the Environmental Planning and Assessment Act 1979	Godfrey, Chris	

3. Council staff complete all actions, as outlined in the Gateway Determination.

4. Council notes that the Planning Proposals to reclassify community to operational land is interlinked and should read in conjunction with:

- the Murray River Council Buildings Strategy
- the Murray River Council Parks and Open Space Strategy

Both of these documents form part of this month's Ordinary Council agenda.

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

Against: Nil

CARRIED 7/0

CARRIED

03 Jun 2024 12:59pm Godfrey, Chris - Target Date Revision

Target date changed by Godfrey, Chris from 11 June 2024 to 30 August 2024 - Estimated completion date only. Planning Proposal to be lodged with DPH for Gateway Determination in June. Timeframe for completion of necessary steps will be determined by DPH as part of issuing Gateway.

08 Jul 2024 3:58pm Godfrey, Chris - Target Date Revision

Target date changed by Godfrey, Chris from 30 August 2024 to 30 September 2024 - Planning Proposal created and submitted, via Portal, to DPHI requesting Gateway Determination. Timelines will be dictated by DPHI. Estimate end of September to receive Gateway Determination.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Tooleybuc Bridge Keepers Cottage Lease	320524	**RESOLUTION 320524** Moved: Cr Neil Gorey Seconded: Cr Ann Crowe That: 1. Council leases the Tooleybuc Bridge Keepers Cottage to Echuca Discoveries Swan Hill **CARRIED**	Rodriquez, Samantha	

05 Jun 2024 9:18am Buckley, Karen - Reallocation

Action reassigned to Rodriquez, Samantha by Buckley, Karen - Lease to be drawn up

09 Jul 2024 11:53am Rodriquez, Samantha

Lease to be formalised - awaiting particulars from Karen Buckley for inclusion in document.

Council resolutions outstanding outside 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/03/2024	Recommendation for the sale of Former Moama Preschool site, Regent Street, Moama.	360324	**RESOLUTION 360324** Moved: Cr Nikki Cohen Seconded: Cr Geoff Wise That Murray River Council (Council) resolve to authorise the Chief Executive Officer (CEO) to undertake the necessary activities, including the entering into and signing of the required contractual arrangements to sell the land identified as Lot 11 DP 236459	Godfrey, Chris	

murray river council Monthly Operational Report – July 2024 **Civic Office**

and Lot 12 DP 236459 (the land parcel) through an open market approach of either Expression of Interest or Competitive Direct Sale, as suggested in the attached Valuation Report.

CARRIED

09 Apr 2024 4:39pm Godfrey, Chris - Target Date Revision

Target date changed by Godfrey, Chris from 09 April 2024 to 31 July 2024 - Expression of Interest process to be formulated and completed. The Probity advisor has been selected and the Conveyancer has been engaged to complete a Draft Contract of Sale for inclusion in the EOI process. Once identified, the successful applicant will notified and the terms of the sale will need to be formalised.

08 Jul 2024 4:00pm Godfrey, Chris - Target Date Revision

Target date changed by Godfrey, Chris from 31 July 2024 to 31 October 2024 - Expression of Interest did not identify any potential buyers. Discussion with one potential party currently underway. May have to change selling strategy if no other opportunity is found.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/01/2024	Notice of Motion - Discussion to split LGNSW to Shires Association of NSW & Local Government Association of NSW	160124	**RESOLUTION 160124** Moved: Cr Thomas Weyrich Seconded: Cr Neil Gorey That Council advocate through RAMJO, NSW Country Mayors, and other local government entities, to demerge from the Local Government NSW association reverting to the Shires Association of NSW and Local Government Association of NSW to allow rural issues to be represented to government more robustly. **CARRIED**	Weyrich, Thomas	

13 Mar 2024 9:44am Leyonhjelm, Lindy

Cr Crawley & Terry Dodds discussing the necessary steps to enanct on this NoM from Cr Weyrich.

10 Apr 2024 10:54am Leyonhjelm, Lindy - Target Date Revision

Target date changed by Leyonhjelm, Lindy from 06 February 2024 to 01 June 2024 - Discussion and information to be gathered by CEO & Mayor

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

This is the last Monthly Operational Report of the current term. Once the new council is elected the Community Strategic Plan will either be reviewed, or the process of consulting and writing a new Plan will commence.

I encourage anyone reading this document to review the End-of-Term Report:

https://www.murrayriver.nsw.gov.au/files/assets/public/v/1/council-meetings/2024/july/mrc-end-of-term-report-21-24.pdf



murray river council

Monthly Operational Report – July 2024

Community Engagement and Communication

PART A: Section Accountabilities and Team Roles

Manager Community Engagement

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)
Schools & community education program delivery – What waste goes where (kinder program)
Development and assistance with implementation of Community Engagement Plans (FOGO kerbside collection rollout)
Assist with development of Community Strategic Plan.

Accountabilities

SBPO	Accountability
B	Community Strategic Plan
B	External Communications Development & Management
B	Internal Communication
B	Council Branding & Corporate Image
B	Community Engagement
B	Website and Intranet
B	Social Media
B	Community Education
P	Stakeholder Engagement for Strategic Planning
P	Social Media Development
P	Community Engagement
P	Community Education
O	Your Say Website
O	Community Strategic Plan
O	MRC Community Stakeholder Engagement
O	Community Education

Communications Coordinator

The coordinator is responsible for communicating with our community.
Provide an avenue for all media enquiries (internal and external)
Communication support to all portfolios including collateral development (graphic design), and engagement/information campaign development (social media/media releases/surveys etc)
Development of speeches as required
Development and management of Councils Website
Media releases
Website development
Social media posts

Accountabilities

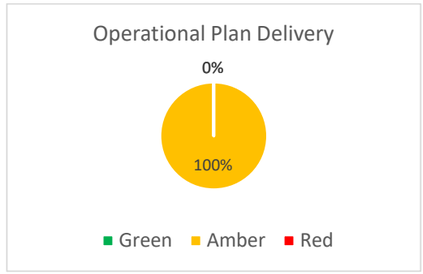
SBPO	Accountability
P	External Communications
P	Website Development
P	Election Communications
P	Branding and Corporate Image
P	Internal Communications
O	Corporate Advertising
O	Council Branding and Corporate Image
O	Internal Communication
O	External Written Communication
O	Community Newsletter
O	Council Publications internal printing services
O	MRC Social Media
O	MRC Media Management
O	MRC Website

murray river council

Monthly Operational Report – July 2024

Community Engagement and Communication

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

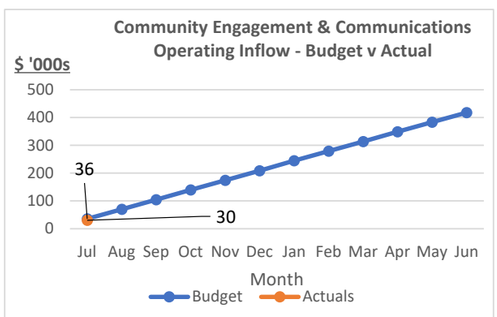


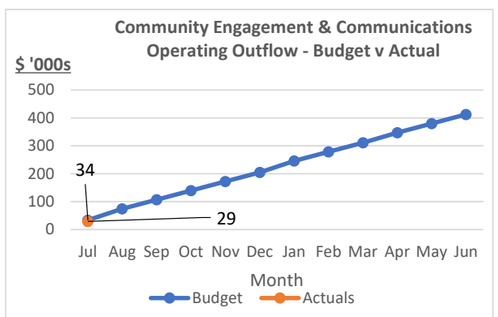
Under the 4 year Delivery Plan, the Community Engagement and Communication Section relates to: community engagement, community and schools education, branding, marketing and general communications. The Office of the CEO directly oversees the delivery of these outcomes

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 1 – Goal 4 - Increased awareness and education for environmental sustainability 1.8 – Develop an education program focusing on Council Services									
Development of schools, early childhood and community education program focusing on sustainability, weeds & invasive species, water, sewer, waste and illegal activities. (S CEO)	Deliver, Partner	(DP 1.8.1) Develop an education program focusing on Council service – Sustainability – Rare and Endangered species	B: MCE P: MCE O: MCE		✓	✓	✓		
	Deliver, Partner	(DP 1.8.2) Develop an education program focusing on Council service - Water efficiency, Water Security and impacts on source water	B: MCE P: MWS O: MCE	✓	✓	✓	✓		
	Deliver	(DP 1.8.3) Develop an education program focusing on Council service - Sewer systems	B: MCE P: MWS O: MCE				✓		
	Deliver	(DP 1.8.4) Develop an education program focusing on Council service - FOGO, Waste and Recycling	B: MCE P: MWC O: MCE	✓	✓	✓	✓	*July - What Waste Goes Where presented to Goodstart Moama Preschool program – well recieved.*	
	Deliver	(DP 1.8.5) Develop an education program focusing on Council service - Illegal activities	B: MCE P: MWC O: MCE	✓	✓	✓	✓		
	Deliver, Partner	(DP 1.8.6) Develop an education program focusing on Council service - Weeds and biosecurity	B: MCE P: PGOSB O: MCE	✓	✓	✓	✓		
	Deliver	(DP 1.8.7) Develop an education program focusing on Council service - Geospatial	B: MCE P: MSA O: MCE				✓		
Theme 2 – Goal 3 – Provide clear, concise and consistent information that is easily accessible to our customers 2.6 – Improve externally provided information and communication.									
Further develop and enhance public communication materials. (S CEO)	Deliver	(DP 2.6.1) Update and improve external community information pathways including - Website and online webforms - Your Say Portal - 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	B: MCE P: CC O: MCE	✓	✓	✓	✓		

	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	✓	✓	✓	✓		
	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		✓	✓	✓		
Theme 2 – Goal 4 – Achieve community driven results through collaboration and engagement (community and stakeholder). 2.8 – Community and Council collaboration									
Increased interaction with Communities. (S CEO)	Deliver	(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).	B: MCE P: MCE O: MCE	✓	✓	✓	✓		
Theme 2 – Goal 4 – Achieve community driven results through collaboration and engagement (community and stakeholder). 2.9 – Community Engagement Framework									
Further development and implementation of Councils Community Engagement Framework. (S CEO)	Deliver	(DP 2.9.1) Review and update the existing Community Engagement Framework ensuring the framework is embedded into Council's operations	B: MCE P: MCE O: MCE	✓	✓	✓	✓		
Theme 2 – Goal 4 – Achieve community driven results through collaboration and engagement (community and stakeholder). 2.10 – Community Engagement Toolkit									
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	✓	✓	✓	✓		

PART C: Financial Outcomes





murray river council Monthly Operational Report – July 2024 | Community Engagement and Communication

PART D: Project Status

Working Towards a Sustainable MRC
This project follows on from the Revenue Task Force and Land and Buildings Asset Rationalisation Projects which were completed in March 2023 – Stage 1 project closure and hand over to Stage 2 noted in August 2023 MOR11 Strategic Assets. The main reporting tool for this project will be within MOR26 (from September 2023 reporting period). The project status noted here will directly relate to the communications and community engagement elements of the project. The project is known internally as the Sustainable MRC or Sust MRC project.

Project timeline (Comms and Engage)
April – July 2023 – assist with the development of the Sustainable MRC cartoon video. External service provider to complete the video and voice over. MRC to provide baseline information for script and ideas for imagery. Development of the project page on Your Say Murray River.
27 July 2023 – introduction of the Working Towards a Sustainable MRC project to All Staff (at the All-Staff training day). A3 flyer provided to all staff outlining the story and key information points.
August 2023 – ongoing information sharing with All Staff, input sought from All Staff for development of Frequently Asked Questions (FAQ's), development of FAQ's (to be publicised Sept 2023). Creation of business cards for All Staff to provide to community members to assist with education of the project (to be distributed September 2023).
September 2023 - ongoing information sharing with All Staff, face-to-face education sessions held across the business (Moulamein, Barham, Moama) to upskill staff about the Sustainable MRC project, what the history is, what the next steps are, understanding of confidentiality and timeliness of information to be released to the public.
October 2023 - ongoing information sharing with All Staff, face-to-face education sessions held across the business (Moama, Mathoura,) to upskill staff about the Sustainable MRC project, what the history is, what the next steps are, understanding of confidentiality and timeliness of information to be released to the public.
November 2023 – no communication materials developed as SRV project was the focus. Project will resume in early 2024. Working with internal Business Units to identify further projects which will directly link and integrate with Sust MRC project.
December 2023 – internal project managers meeting held to ensure alignment of several ongoing major projects including S355 committees, Parks and Open Space Strategy, Building Strategy, Asset Management Strategy.
January 2024 – internal discussions held with MRC Executive Team to ensure alignment of project outcomes and timeframes.
February 2024 – further investigation on alignment of projects across the business.
March 2024 – Parks and Open Spaces Service Delivery Plan draft developed, teams are trialling before incorporation into the Parks and Open Space Strategy. Ongoing development of the Building Strategy, development of Planning Proposal for reclassification of Land Status has begun.
April 2024 – ongoing development of Parks and Open Space Strategy, Building Strategy and Planning Proposals for reclassification of Land
May 2024 – release of draft Parks and Open Space Strategy and Buildings Strategy for public consultation. Planning Proposals for land reclassification was approved at the Council meeting to progress the process with DPHI. This process will include an independent Public Hearing process in coming months.
June 2024 – Community petitioned Council to revoke the surplus land planning proposal. This was upheld and removed at the June Council meeting. Leading to the initialisation of the SRV process.

MRC Financial Sustainability Project (SRV)
This project is looking at the long-term sustainability of Council and the investigation of a Special Rates Variation (SRV). The project status and progress will be reported by the CEO monthly, with the project status noted here only being directly related to the Communications and Community Engagement elements of the project.

Project timeline (Comms and Engage)
September 2023 – The project timeline was accelerated. Initial communication methods and process were determined, a Focus Group EOI was developed and will be actioned during October 2023.
October 2023 – Development of the background information for Focus Groups (group is being developed to determine language to be used and information to be shared not to determine if an SRV is required) and base information for YourSay.
November 2023 – First round of Focus Groups held in Barham, Moama and Tooleybuc (background information provided – no information provided on options for SRV – future meeting content). Good turnout of group members at Moama and Barham, no members present at Tooleybuc. Behind the scenes development of SRV YourSay Page, letters, flyers, general communication materials, online calculator. Began development of information for Second Round Focus Group sessions. Meeting with Federation Council to understand their SRV journey and provide communication and engagement insights to be aware of.
15 November 2023 – 5.2.1 Application for a Special Rates Variation motion for resolution top commence community consultation at Extraordinary Council meeting - Motion was lost, Foreshadowed Motion Lost. No further action on this project at this time. Cancelation of future Focus Group sessions. No issue of Your Say Page or any other communication material.
December 2023 – tidy up and record keeping for engagement done to date – information available for future release if required.

Website update
To support MRC's growing online presence and the transition to self-serve options (applications and permits) via TechOne's Customer Portal, our corporate website will undergo review to ensure information is easy to find and navigate. There will be a particular focus on permits and applications, and the supporting information around this. This will then be followed by a general sweep of the site to make necessary improvements. The look and feel of the site will stay the same.
July 2024- No major action due to other workload. Finalised architecture of the site with regards to the new applications ("what-goes-where")

End-of-Term Report
The End-of-Term Report will be prepared in accordance with s428(2) of the Local Government Act 1993 for presentation at one of the final meetings of the outgoing council; 2021-2024.
This report provides an overview of council's achievements over the last three years and is linked to the top-level objectives outlined in our Community Strategic Plan.
The report was finalised and adopted at the July Council meeting. No further action required.

murray river council Monthly Operational Report – July 2024 | Community Engagement and Communication

PART E: Business as Usual

Campaigns run during the month	Comments
Campaigns	• Road works – Nicholas Drive Moama, Brassi Road at Cooey-hoo Creek, • Bridge Lifts – Nyah, Tooleybuc, • Customer Service – temporary closures - Moulamein Business Centre, Moama, Barham, Bendigo Bank issues at Mathoura, • Service NSW visit to Barham, Tooleybuc, • Mobile Library – out of action rest of July and all of August, • Water Services – watermain replacements – Moama, Barham, Moulamein, Wakool. - Interruptions to filtered water supply – Moulamein, Moama, Barham, Tooleybuc, Wakool, Barham pressure issues (power outage), - Interruptions to raw water supply – Moulamein, Koraleigh, • River Country Art Trail – voting open, thanks for voting, Barham new brief to come early Aug, • Waste – Moulamein landfill temporary closure, • Positions Vacant - Technical Services Officer- West, Parks Attendant- West, Work Health and Safety Officer, Finance Officer • Moulmein Flood Study Review – data collection and review • Community Grants now open • Compliance - National desexing month, Ovals are not off-leash dog parks • Local Gov Elections – non-resident voting, Australian Local Government Women's Association info session, • Reshares – Mathoura Library Book Sale, Local Government Elections, Can you spot a scam, • Murray River Council NBN Digital Plan • NAIDOC Week Celebrations: Keep Fire Burning - Blak, Proud and Loud • Notification of firework training event • Echuca Moama Cycling Club are having a come and try Cyclocross day • Stages 2 & 3 of the Murray River Adventure Trail • Employment Lands Strategy and is now calling for public feedback • acknowledge the category finalists in the Campaspe Murray Business Awards • Local Government week – Thanks to our staff for their amazing efforts
Collateral and promotional material	• Nil
Proactive Media Outreach (media releases / interviews / advertisements / social media posts)	• 71 Social media posts • 2 fortnightly press features with mayor column • 5 media releases
MRC website	Covering period: July 1 – July 31, 2024 **Users:** 8,743 **Average engagement time of users:** 50 seconds **Total overall page views:** 24,412 **Top 10 ranked page views for the month:**

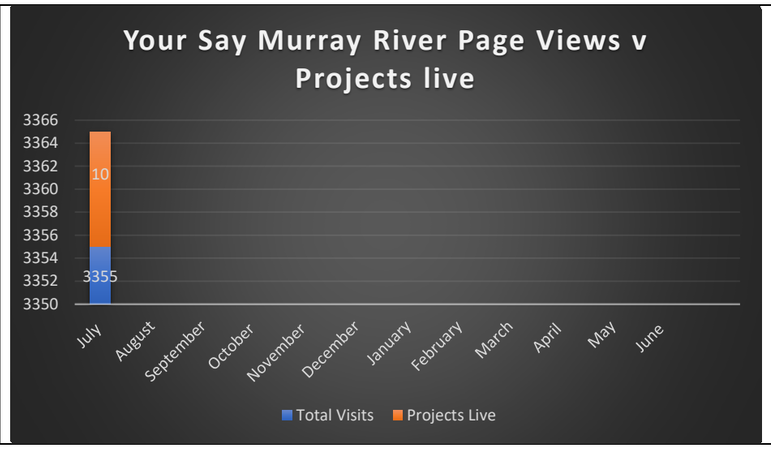
	Page title and screen class	Views	Users	Views per user	Average engagement time
		24,412 100% of total	**8,743** 100% of total	**2.79** Avg 0%	**50s** Avg 0%
1	Moama Lights 2024 - tickets on sale now! Murray River Council	5,095	3,790	1.34	27s
2	Home Murray River Council	3,236	1,754	1.84	28s
3	Search results Murray River Council	1,143	501	2.28	33s
4	Current vacancies Murray River Council	969	479	2.02	32s
5	Careers Murray River Council	558	339	1.65	6s
6	Agendas and minutes Murray River Council	552	109	5.06	1m 00s
7	Contact Us Murray River Council	456	319	1.43	27s
8	Find my bin day Murray River Council	449	265	1.69	57s
9	Transfer stations and landfill sites Murray River Council	385	239	1.61	35s
10	Forms Murray River Council	360	85	4.24	1m 10s

murray river council

Monthly Operational Report – July 2024

Community Engagement and Communication

Projects active on Your Say Platform	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 the portal will be down. Projects live during November were • River Country Art Trail *(consultation open for feedback)* • Planning proposal – Land Reclassification – Drainage Basins • Working towards a Sustainable MRC • 2024 Local Government Elections • Murray River Council Arts and Culture Strategy *(project closed)* • Meninya Street Upgrade • Employment Lands Strategy • MRC Customer Experience Strategy • Parks and Open Space Strategy *(strategy adopted and implementation)* • Buildings Strategy *(project updated)* *Note – significant interest in Murray River Country Art Trail project.*



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: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

Amazing work completed by Communications Coordinator in relation to the End of Term report.

murray river council

Monthly Operational Report – July 2024

Legal and Procurement

PART A: Section Accountabilities and Team Roles

Chief Legal Counsel

Provide legal advice to the organisation, including procurement and property advice, leasing and contract document review and preparation and contract management advice.

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). Maintain Council's procurement document template suite.

Provide oversight for Internal procurement probity and audit. Manage supplier relationships. Provide advice/negotiate commercial leases and associated issues on behalf of Council where appropriate. Manage the annual capital and operational budgets for Property and Procurement.

Oversee the functions of the Manager Commercial, Plant and Property, including fleet acquisition, disposal and management, fleet and property project budget management and property acquisition and disposal, as well as maintenance of Council's lease and licence register and preparation and negotiation of lease and licence agreements to which Council is a party.

Accountabilities

Number	*SBPO*	*Accountability*
	B	Strategic Procurement Planning, Policy and Framework
	B	Management of Crown Land
	B	Contract Management Framework
	B	Lease and Licence Management system
	B	Land Sales and Acquisition Management
	B	Provision of Legal Advice - Internal
	B	Procurement of Legal Advice - External
	B	Vendor Management System
	B	Reporting on Organisational Spend Analytics/Compliance
	P	Income Strategy from Commercial Leases
	P	Individual Leasing Projects
	P	Management of Crown Land parcels (leases and licences)
	P	Individual Tender Management
	P	Update Procurement Policy and Procedures
	P	Provide Staff Repository for Procurement templates and guides
	P	Implement Vendor Management and Contract software systems
	O	Purchasing Advice (guided buying, probity and contract advice)
	O	Staff Procurement Training – Onboarding and refresher
	O	Leasing Services – lease and licence requests and queries
	O	Property Framework
	O	Property Compliance
	O	Crown Land Management (compliance - transactions and documentation)

Manager Commercial, Plant and Property

The ongoing management of and/or advisory service for mechanical, electrical, pneumatic, or hydraulic machinery or apparatus.
Large 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.

Provide a delivery and maintenance service for council's light vehicles.

Manage Council's Lease and Licence Register. Provide advice/negotiate commercial leases and associated issues on behalf of Council where appropriate. Manage lease and licence documentation for new agreements. Manage lease functions including renewals, reviews and contract issues. Manage Crown land lease and licence queries and ongoing lease and licence management.

Accountabilities

Number	*SBPO*	*Accountability*
	B	Office and Stationary Supply
	B	Manage Lease and Licence Register
	B	Income Strategy for Commercial Leases
	B	Purchasing Outdoor Supplies
	B	Plant, Fleet & Equipment Administration
	B	Light Motor Vehicles (White) Management
	B	Toll & Fleet Arrangements
	B	Testing of Pressure Vessels
	B	RFS Asset Management
	B	Plant, Vehicle & Equipment (Yellow) Management
	P	Income Strategy for Commercial Leases
	P	Roll out of TechOne Leases and Licences (compliance) module
	P	Financial viability assessment of Service NSW work by Council Staff
	P	Light Motor Vehicle purchases (White)
	P	Plant, Vehicle & Equipment purchases (Yellow)
	P	Plant, Fleet & Equipment Administration
	P	Depot Management Projects
	O	Purchasing Delivery Service
	O	Purchase of Waste Plant, Fleet & Equipment
	O	Plant, Fleet & Equipment Stakeholder Consultation & Engagement
	O	Chair Plant and Heavy Fleet Liaison Committee
	O	Management and Maintenance of Light Motor Vehicles (White)
	O	Toll & Fleet Administration
	O	Depot Maintenance
	O	Purchase of Light Motor Vehicles (White)
	O	Management of Pool Vehicles
	O	Plant, Fleet & Equipment Administration

murray river council

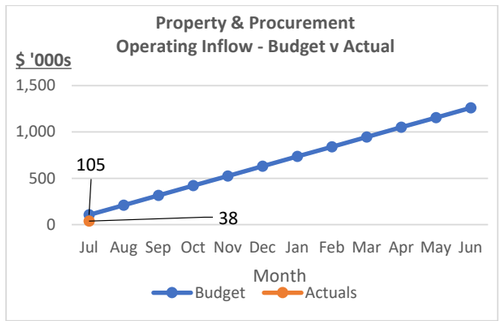
Monthly Operational Report – July 2024

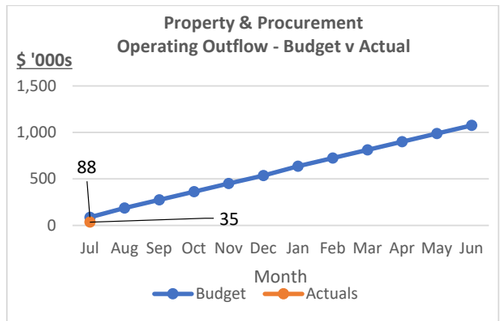
Legal and Procurement

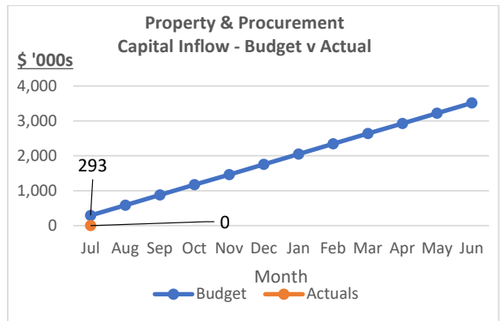
PART B: 4 Year Delivery Program and 1 Year Operational Plan

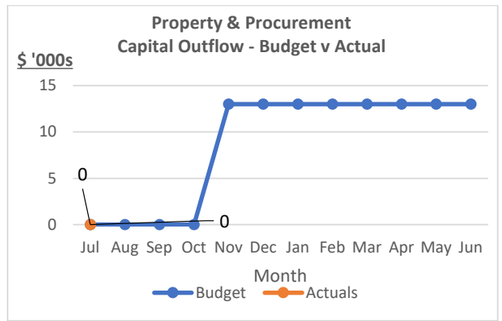
The Procurement and Property Unit relates to: Procurement and Property/Leasing functions. The Chief Executive Officer directly oversees the delivery of these outcomes. This section has no direct deliverable outcomes under the 2022-2026 Delivery Program. This Business Unit will contribute to other MOR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

PART C: Financial Outcomes









PART D: Project Status

Vendor software platform for market approach activities is in configuration stage.

Leasing module (compliance) in Ci Anywhere is configured and in testing phase. Showcase was presented to ELT to explain potential benefits to be gained in centralising lease and licence information.

Contract Management module has been configured in Ci Anywhere – requires further testing and config work (as well as custom reports created) before we prepare to roll out to the organisation and transfer current data.

A business case will be put to ELT for review, with a proposed PD for a Procurement Lead. This position will be integral to the Procurement Policy and Procedure review process, as well as the VendorPanel system and contract module implementation stages, to allow Council to establish a centre-led, rather than decentralised procurement function.

The MRC resources currently allocated to Service NSW work are a drain on Council's already tight budget. The true costs associated with providing these services will be investigated and analysed in detail so as to inform negotiations with the agency moving forward.

PART E: Business as Usual

Procurement compliance issues are being investigated on an ongoing basis. It is envisaged that with an updated policy and procedures underpinning the policy (through the use of streamlined and centralised systems and documentation), compliance will be increased across the organisation.

Lease register is still a work in progress. Green Cloud Consulting are working on incorporating it into the compliance module of Tech One – in the interim, process is manual (Excel spreadsheet).

Legal request system

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

murray river council Monthly Operational Report – July 2024 **Legal and Procurement**

Date	Customer Compliant	Action Undertaken	🔴🟡🟢

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	🔴🟡🟢
14.08.2024	No effective system for managing rent review and renewal dates on leases and licences – not recovering full rental we are due. Lease register not kept updated.	No centralised system for managing these – spreadsheets kept by finance and property.	Reconciliation of finance and property info, payments to be brought up to date. Once the TechOne compliance module is rolled out, it is hoped key dates and payments will be better managed and the communication gap will be closed.	🟡
15.05.2024	Properties occupied with our knowledge, without sufficient documentation in place. Risk of incident occurring and MRC bearing liability	Resourcing limitations – volume of lease and licence requests to work through. No register – relying on staff notification on becoming aware of each one.	Documentation to be put in place asap for any properties of which we become aware are occupied without an agreement.	🔴
08.07.2024	No contract management system – lack of sufficient spend and variation management, visibility over contract status for whole organisation and no single source of truth. Inefficiencies in documentation/data handling. No ability to properly report to ELT. GIPA register difficult to manage appropriately as result.	We do not have a good idea of all current contracts we have or the activities relevant to those contracts.	Contract Management system and framework to be implemented per internal audit recommendations. The CiA contracts module was partially configured some time ago. This requires review and potentially some additional config before it is rolled out.	🟡
15.05.24	Cumulative spend across a number of business units for certain services/suppliers. Panel arrangements needed to ensure transparency and compliance with procurement policy, and allow for some certainty as to rates.	Nil.	Review of relevant services has been undertaken. Public tenders to be carried out towards the end of 2024. The proposed Procurement Lead role will manage these in conjunction with the teams requiring the relevant services.	🟡
15.05.24	Procurement Policy to be reviewed – needs to incorporate modern slavery requirements so we meet our legislative obligations	Nil.	Procurement policy to be reviewed and amended before presentation to newly appointed Council.	🔴
14.08.2024	Compliance issues – lack of compliance with procurement policy requirements. Invoices given prior to purchase order, threshold quotation requirements not met, no evidence of the process recorded in Ci Anywhere.	VendorPanel is currently being configured. The system is one we currently use and would upgrade to include a risk assessment and guided buying module to increase compliance, as well as procurement planning and workflow capability. The dashboard will also provide a snapshot for Procurement of all purchasing activities (RFQ/RFT) across the organisation for a full audit trail.	Weekly stand-up meetings with the supplier, currently working through system configuration. On track to implement before end 2024.	🟢
15.05.24	Lack of understanding of probity requirements and best practice in local government procurement – particularly where staff are new to the LG environment. Leads to inadvertent non-compliance.	Policy and procedure are available however training is required to ensure staff understand roles and responsibilities.	Initial training and refresher training material to be developed and implemented. Suggest refresher training every 2 years. A very brief refresher session was held during the all-staff training day, which will be built upon with future training content. Further online training options will be investigated as an interim, immediate solution before content is developed for ongoing training.	🟡

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

Procurement compliance remains a very high risk. Historically, this can be attributed to a lack of systems which support and demand the procurement policy requirements being met, lack of purchasing staff understanding of the requirements and lack of disciplinary action where staff fail to comply with policy requirements. The relevant risk mitigation measures are being taken, however as the issue is deeply systemic and developed over a long period of time, it is anticipated that it could take a significant period of time to properly manage the required change and alter Council's purchasing culture.

murray river council Monthly Operational Report – July 2024

Commercial, Plant and Property

PART A: Section Accountabilities and Team Roles

Manager Plant, Fleet and Stores	Fleet and Workshop Manager	Procurement Officer Stores
The ongoing management of and/or advisory service for mechanical, electrical, pneumatic, or hydraulic machinery or apparatus. Large 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. Provide a delivery and maintenance service for council's light vehicles.	Internal delivery service: maintenance of large 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.	Provide internal (operational) services, ordering and receival of stores, goods and services, storage and allocation of stores, liaison with external suppliers.

Accountabilities

Number	SBPO	Accountability
	B	Purchasing Outdoor Supplies
	B	Plant, Fleet & Equipment Administration
	B	Light Motor Vehicles (White)
	B	Toll & Fleet
	B	Testing of Pressure Vessels
	B	RFS Asset Management
	B	Plant, Vehicle & Equipment (Yellow) Management
	P	Light Motor Vehicle (White)
	P	Plant, Vehicle & Equipment (Yellow)
	P	Plant, Fleet & Equipment Administration
	P	Toll & Fleet Arrangements
	P	Testing of Pressure Vessels
	P	Depot Management Projects
	O	Purchasing Delivery Service
	O	Purchase of Waste Plant, Fleet & Equipment
	O	Plant, Fleet & Equipment Stakeholder Consultation & Engagement
	O	Chair Plant and Heavy Fleet Liaison Committee
	O	Purchase of Outdoor Plant Vehicle & Equipment (Yellow)
	O	Management and Maintenance of Light Motor Vehicles (White)
	O	Toll & Fleet Arrangements
	O	Depot Maintenance
	O	Purchase of Light Motor Vehicles (White)
	O	Management of Pool Vehicles
	O	Plant, Fleet & Equipment Administration

Accountabilities

Number	SBPO	Accountability
	O	RFS Vehicle Maintenance
	O	Maintenance of Plant, Fleet and Equipment

Accountabilities

Number	SBPO	Accountability
	O	Stores and Procurement Services

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.

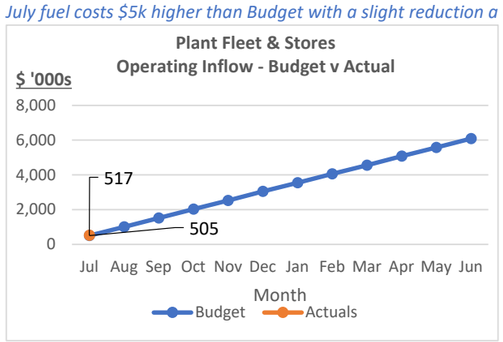
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	Year 2	Year 3	Year 4	Comments	
Theme 7 – Goal 3 – To encourage, educate and enable environmentally sustainable approaches to energy management. 7.10 – Gradual retirement of vehicles with Internal Combustion Engines (ICE).									
Ensure Council's vehicle fleet is fit-for-purpose. (S DI)	Deliver	(DP 7.10.1) Business cases prepared for new Council's vehicle purchases to ensure they are fit-for-purpose and meet the transition out of vehicles with ICE.	B: MPF&S P: O:		✓	✓	✓	All vehicle and other fleet assets are assessed as "fit-for-purpose" before purchase contract is commenced.	

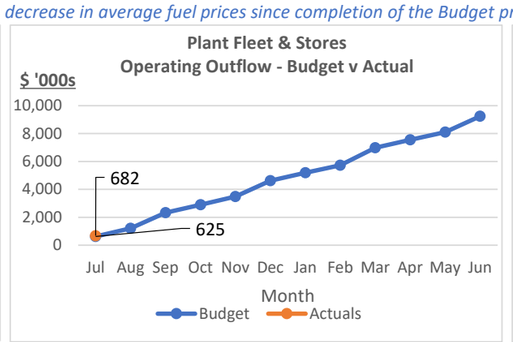
murray river council Monthly Operational Report – July 2024

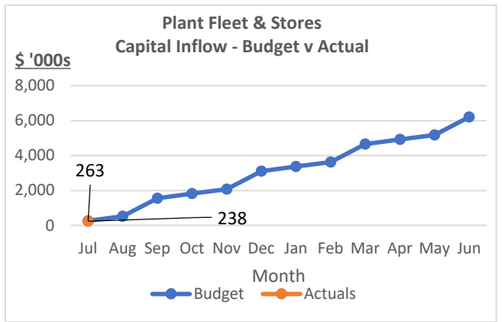
Commercial, Plant and Property

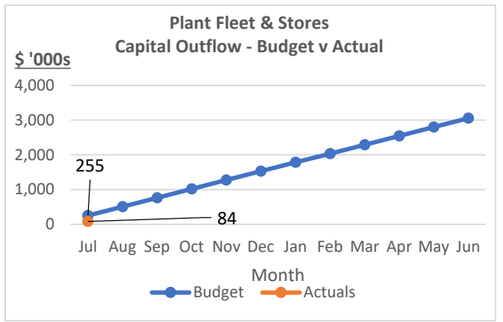
PART C: Financial Outcomes

July fuel costs $5k higher than Budget with a slight reduction a decrease in average fuel prices since completion of the Budget process.









PART D: Project Status

Council resolved at May Council Meeting to submit Planning Proposal for reclassification of 22 land parcels from Community to Operational for correct classification for drainage sites for Gateway determination by DPE. Submission was lodged in July with process timelines to be communicated by DPE if successful.

Quotes being obtained for replacement of 6.4km of rural fencing on Mathoura Line Road property to facilitate the commencement of grazing agistment on the property while awaiting sale. Cost/Benefit analysis to be completed when quotes received and presented to Council for decision.

PART E: Business as Usual



New JA Cox Combination Road Roller for Barham/Moulamein Works teams (above).

Common Expiry Date process completed 22 July for 110 vehicles garaged/operated in Barham/Moulamein regions.

Continuous investigation to identify potential disposal opportunities of surplus land and building assets.

murray river council Monthly Operational Report – July 2024 **Commercial, Plant and Property**

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 of maintenance required" being sent to workshop staff.	Project Replace existing formwork used for stormwater construction activity Task - Develop tag out procedure for unsafe plant and equipment	

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

murray river council Monthly Operational Report – July 2024

People, WHS and Wellbeing

PART A: Section Accountabilities and Team Roles

Chief People Officer

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

Accountabilities

SBPO	*Accountability*
B	Talent Management
B	Employment Law
B	Training, Development and Mandatory Competencies
B	Workcover & RTW
B	Workforce Performance
B	Onboarding and Induction
B	WHS Programs
B	Succession Planning
B	Staff Professional Registrations/Accreditations & Membership
B	Employee Relations
B	Recruitment and Selection
B	Reward and Recognition
B	Remuneration Management
B	Uniforms
B	Staff Education
B	Industrial Relations
B	Dispute Resolution
B	Staff Health and Wellbeing
P	Staff Education
P	Recruitment and Selection
P	Onboarding and Induction
P	Workcover and RTW
P	Compliance to Employee Conditions
P	Employee Relations
P	Training, Development & Mandatory Competencies
P	Succession Planning
P	Staff Professional Registration/Accreditation
P	Volunteer Program
P	Dispute Resolution
P	Staff Health and Wellbeing
P	Workforce Performance
P	Uniforms
O	Staff Health & Wellbeing
O	Uniforms

People and Culture Coordinator

Providing support to the Manager People in the facilitation of all key HR functions and programs and assume responsibility for Manager People in their absence.

Accountabilities

Number	*SBPO*	*Accountability*
	O	Onboarding and Induction
	O	Return to Work and Claims Management
	O	Traineeships and Cadetships
	O	Workcover Reconciliations
	O	Recruitment and Selection
	O	Employee Relations
	O	Industrial Relations
	O	Monitoring & Renewal of Licensing
	O	Reward and Recognition
	O	Succession Planning
	O	Dispute Resolution
	O	Staff Education Program
	O	Staff Professional Registration Compliance/ Accreditation and Memberships
	O	Remuneration Service
	O	Talent Management
	O	Training, Development and Mandatory Competencies
	O	Workforce Planning Execution
	O	Employment Law Advisory Service
	O	Workforce Performance
	O	Volunteer Recruitment and Placement services (non-community services) and ongoing monitoring
	O	Volunteer Compliance.

People and Culture Officer

Assisting the HR Coordinator in all aspects of Human Resources.

Accountabilities

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

Number	*SBPO*	*Accountability*
	O	Onboarding and Induction
	O	Return to Work and Claims Management
	O	Traineeships and Cadetships
	O	Workcover Reconciliations
	O	Recruitment and Selection
	O	Employee Relations
	O	Reward and Recognition
	O	Succession Planning
	O	Staff Education Program
	O	Staff Professional Registration Compliance/ Accreditation and Memberships
	O	Remuneration Service
	O	Training, Development and Mandatory Competencies

Safety Coordinator

Maintain Work Health & Safety for employees, manage safety systems, including surveillance of staff, training testing and compliance. Ensure compliance against legislative requirements, Coach and Mentor Strengthen Safety Culture process and systems for MRC Mangers & Supervisors.

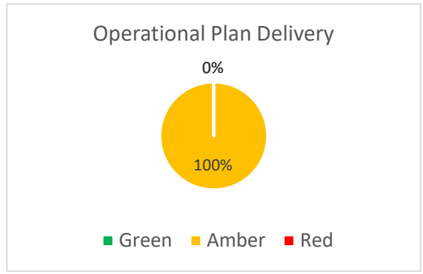
Accountabilities

Number	*SBPO*	*Accountability*
	P	Work Health & Safety
	O	Site Audits and Reporting
	O	Safety Awareness Program
	O	Work Health Program, Hearing Tests, Skin Checks, Immunisations etc
	O	WHS Testing and Compliance
	O	Internal Emergency Management
	O	Maintenance of WHS Registers
	O	Event Notification and Investigations
	O	Health and Safety Training

murray river council Monthly Operational Report – July 2024

People, WHS and Wellbeing

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



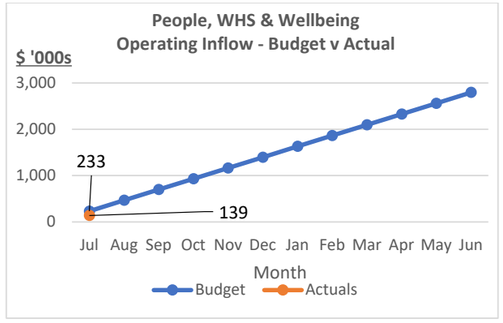
Under the 4-year Delivery Plan, the People and Culture Unit relates to the full life cycle of employees. The Office of the CEO directly oversees the delivery of these outcomes.

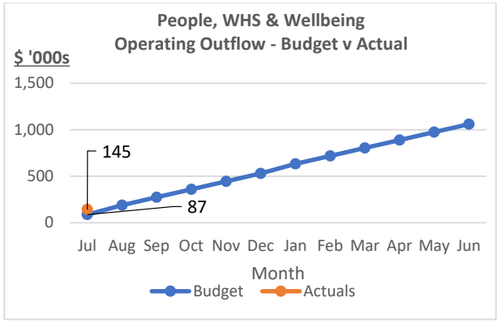
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 2 – Goal 2 - Continue to be a trusted and ethical leader that leads by example 2.5 – Leadership that is trusted, capable and collaborative									
Review and enhance our values and behaviours within Council. (S CEO)	Deliver	(DP 2.5.5) MRC values and behaviours to become an integral part of the staff performance appraisal process.	B: CPO P: CPO O: CPO	✓	✓			Completed as part of our new Performance Review Process in June 2023. Focus on both the what we do (tasks/outputs/performance) and also the how we do it. (values/attitudes and behaviours) Annual performance appraisal reviews underway – to ensure that they are consistent, add value and are streamlined across MRC. Values project also underway to ensure values are up to date and relevant.	●
Theme 4 – Goal 3 – Actively promote and resource educational pathways into (working with) Council (retain and attract new people). 4.7 – To attract quality staff to service community demands.									
To attract quality staff to service community demands. (S CEO)	Deliver	(DP 4.7.1) Investigate RDA Riverina's 'Country Change' program to attract new residents	B: CPO P: O:	✓	✓			RDA program has changed, and further investigations required. RDA Riverina have received additional funding from Transgrid to expand the Country Change program. RDA Riverina have contracted RDA Murray to bring 5 Murray Region partners on board by the end of 2023. Murray River Council is on the list of possible partners. RDA Murray will be engaging with MRC in the coming month regarding next steps. Concurrently, the Country Change program is undergoing a rebrand.	●
	Deliver	(DP 4.7.2) Actively recruit for specific roles within Council to service community demands and requirements	B: CPO P: O:	✓	✓	✓	✓	Ongoing – recruitment campaign in action. Participated in Community Connection Forum targeting strategies to attract and retain workforce. MRC will participate in the working group, established to benefit the Murray River and Campaspe regions.	●
Theme 4 – Goal 3 – Actively promote and resource educational pathways into (working with) Council (retain and attract new people). 4.8 – Developing future leaders .									
Develop a learning and development strategy including leadership opportunities – Emerging Leaders Program . (S CEO)	Deliver	(DP 4.8.1) Redevelopment and ongoing review of MRC recruitment and advertising program	B: CPO P: O:	✓	✓	✓	✓	New pull up recruitment banners located at MVBC, Moama Office, MBC, Barham office, Barham Hub	●
	Deliver	(DP 4.8.2) Developing future leaders' program – Emerging leaders certificate (internal program as well as looking at cadet, work, trainee, school, apprenticeships etc)	B: CPO P: O:	✓	✓	✓	✓	• Partnership with MEGT has been completed to manage our Apprenticeship & Traineeships. • 2024 will see the commencement of 2 x School Based Apprenticeships – 1 x Moulamein and 1x Mathoura. • Professional Development – Emerging Leaders Program to commence in May 2024 • Development of a Learning and Development Framework for all employees. • Development of Ascening Manager's Program • Development of Leadership Framework	● ● ● ● ● ●

murray river council Monthly Operational Report – July 2024

People, WHS and Wellbeing

PART C: Financial Outcomes





PART D: Project Status

HR Module – TechOne

- Core focus within first half of 2024 – will be assisted by Melissa Fergusson.
- 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 underway – with intention to go live within this FY.

Training and Development – ongoing

- Ongoing - CPO has launhed Emerging Leaders program – due to start in June.
- Mental Health First Aid training to be rolled out in May / June across MRC
- New policy and procedure has been drafted and is out for review.
- Skills analysis for depot staff is underway – this will be ongoing into the seconfd part of the financial year.
- Learning and Development Strategy to be developed.

Annual Performance Reviews

- Performance Reviews for all staff to be finalised.
- Annual Performance reviews to be streamlined and to occur at the same time across the Organisation. Discussions underway with ELT for their input and feedback.

Policy & Procedure Review

- Chief People Officer commenced review / rewrite of all HR policies and procedures.
    - Employee Performance Management and Disciplinary Process now active
    - Fatigue Management Procedure now complete and rolled out.
    - Recruitment and Selection Policy. Procedure and documentation under development.
    - Positive Workplace Behaviours (Bullying and Harassment) now active
    - Grievance Management Policy currently being reviewed.
    - Psychological Safety Policy and Procedure to be written.

WHS Document/Systems Reviews:

- WHS procedure development ongoing
- Fatigue & Traffic management procedures finalised and live.
- Chain Of Responsibility training almost complete and documentation development by external consultant.

Project Murray 2023:

- Recruitment of the CFO, CIO, Financial Controller and the PMO are now finalised with appointments made.

Employee Rewards and Recognition:

- Review of current employee and recognition framework

murray river council Monthly Operational Report – July 2024

People, WHS and Wellbeing

PART E: Business as Usual

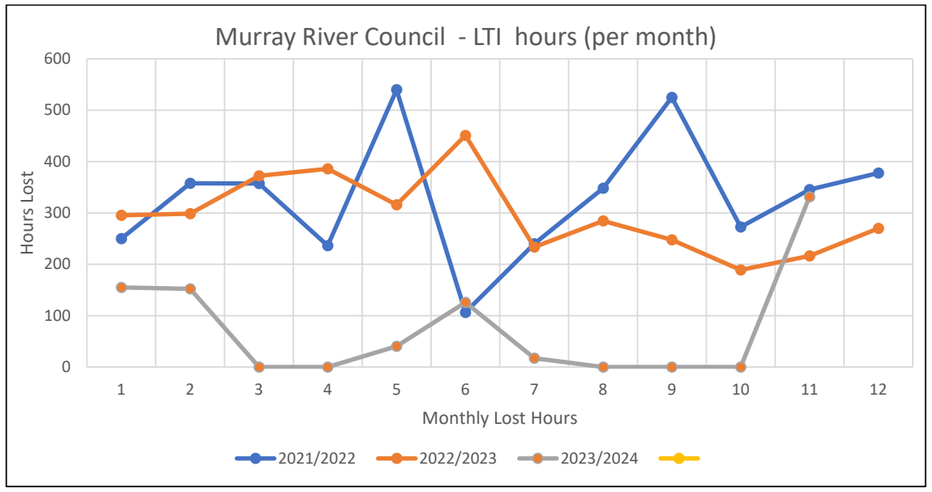
Staff Updates (including internal changes)
Offboarded: 2
Onboarded: 4

	July 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24
Offboarded	2	0			1		2	6	5	3	2	5
Onboarded	5	6			1	2	3	3	3	1	4	1
Turnover								-3	-2	2	2	4
Internal movement	1	1					2	0	2	0	2	0

Internal movement was a change of department.

PART F: Service Metric

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
14/08/2024 – People & Culture	Turnover of staff in critical roles	Backfilling roles through Local Govt NSW, and other consultants.	Task – Develop a succession plan for critical positions Task – Identify changing profile and needs of Council employee through developing a workforce plan Task – Identify employment incentives for attraction and retention of professionals Task – Review reasons for people leaving Council from exit questionnaire and develop action plan.	
14/08/2024 – People & Culture	Skilled Workforce – Difficulty in attracting and retaining skilled / qualified staff. Employees using MRC stepping stone to more preferred locations or pay increases.		Creating a workplace that people desire to spend employed longer in, often called Employer of Choice, is fundamental.. Develop an Employee Value Proposition. Develop HR Strategy	



Incidents	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**				**3**		3	1	2		4		15
Injury to 3rd Party				1						1			2
Property Damage Council	1	2	2	1	2	2	3		1	2	2		18
Property Damage 3rd Party	1				1		1			1			4
P&E Council	7	8	10	13	9	7	3	8	10	4	6		85
P&E 3rd Party													
Hazard Identified		56	1	3	1				6		2		69
Near Miss/ Other	2	2	2		3		1	1	1				12
TOTAL	13	68	15	18	19	9	11	10	20	8	14		205

3 LTI's recorded in may 2024

2024 WHS Action Plan:

Date Updated	Risk Details	Required	Required Actions	

Jan 24	Internal WHS procedures	• Managing Psychosocial hazards Procedure	• Draft, Consult & implement Procedure into existing processes – IN PROGRESS	🟡
Jan 24	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 – Commenced	🟡 🟡
Jan 24	Planning	• Develop departmental WHS Targets & Objectives	• Departments to create WHS targets and objectives for 24/25 – Complete	🟢
Jan 24	Worker risks	• Volunteers risk controls	• WHS Induction for Volunteers - drafted • Volunteer induction checklist – drafted • Supervision of Volunteers	🟡 🟡 🟢
Jan 24	Contractor Management	• Contractor Management Procedure and associated process and operations per department	• Review Contractor/Supplier register – Procurement/Tech One – System Platform • Develop online Contractor WHS induction – WHS - Drafted • Departmental process for managing contractors – each department	🟡 🟡 🟡

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

murray river council

Monthly Operational Report – July 2024

Corporate Services Directorate

PART A: Director Accountabilities and Key Performance Indicators

Director Corporate Services	Accountabilities

Provide required internal services to operational departments to enable the delivery of community services.

This bureau service manages Finance & Accounting, Information/Communications Technology & Business Intelligence, Governance & Risk, Procurement & Contract Management, Property & Leases, Facilities Management & Maintenance. The directorate facilitates corporate reporting.

As the business-arm of council, Corporate Services supports the operational & financial planning process, and provides analysis of actual operational & capital performance. The directorate also facilitates the longer-term financial planning process.

SBPO	*Accountability*
S	Intergovernment Relations – CSD
S	Corporate Performance a& Reporting
S	Light Motor Vehicle (White) Strategy
S	Rural Fire Service
S	Purchasing Outdoor Supplies
S	Procurement
S	Disability Asset Management Plan
S	Financial Appraisals
S	Internal Audit
S	Payroll
S	Information & Records Mgt
S	Policies & Procedures
S	Risk Mgt
S	Legislative Compliance
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
B	Intergovernment Relations – CSD
B	Commercial Business
B	Business Continuity
B	Financial Appraisals
B	Internal Audit
B	Legal Services
B	Corporate Performance & Management

Key Performance Indicator 2023/2024	Evidence/Comments	🔴🟡🟢
In time for the 24/25 financial year manage the SRV process – in line with IPART	Council resolved not to proceed with an SRV.	n/a
Assist the CEO to harvest synergies with other Councils	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. CEO & Mayor met with LG Minister to obtain support for a collaborative effort. Council resolution to this effect adopted.	🔴
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. Some data loads for assets remains in progress. 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. Release 2 Phase 1: This is now operational. Release 2 Phase 2: Compliance module project is progressing. The go live date for this module has been postponed from June 24 to November 24 due to non-availability of TechOne consulting staff.	🟢
Advocate on behalf of MRC, in concert with RAMJO if required, to influence the NSW Government in relation to corporate services: finance, governance, records, and digitalisation issues and policies.	Continue to work on the Governance & Technology subcommittees of LG Professionals, NSW chapter. Working with RAMJO on energy initiatives. Working with Smart Cities Council on its Future of Place Initiative.	🟢
Identify 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. Awaiting arrival of new CIO.	🟡

murray river council Monthly Operational Report – July 2024 **Corporate Services Directorate**

PART A: Section Accountabilities and Team Roles

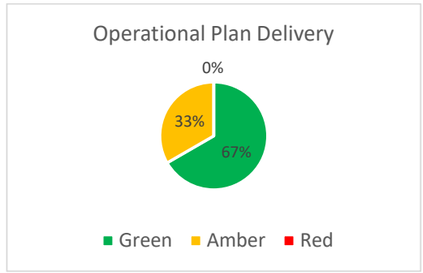
Chief Information Officer	Manager Governance and Risk	Chief Financial Officer	Manager Strategic Assets
Manage the of the information and communications infrastructure to enable the required connectivity and data exchange requirements. Manage and maintain the design/redesign and documentation of business processes. Review and manage software systems used within Council to ensure they are fit-for-purpose. Undertake custodianship of Council's data including its security, analysis and use for decision making purposes.	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.	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 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 assist 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 Closures.

murray river council

Monthly Operational Report – July 2024

Corporate Services Directorate

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



Under the 4-year Delivery Plan, the Corporate Services Directorate relates to provision of internal services to council such as finance, property, governance, risk, legal services, tendering, procurement, records, IT, digitization, business case investigation, long term financial planning and alignment, corporate reporting, audit, and supplier management.

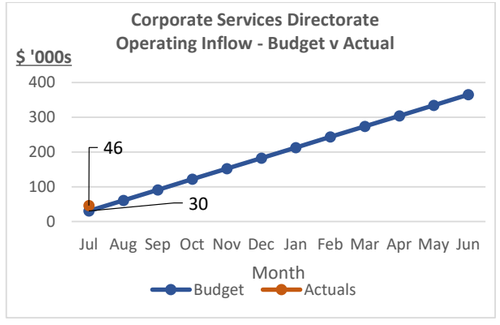
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 1 – Goal 3 - Plan for the impacts of climate change 1.7 – Environmental Sustainability Strategy									
Develop & begin implementation of an Environmental Sustainability 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	B: DCS P: MB&F O:			✓		Site assessments for Solar installations completed. Quotes being sought for 8 sites for inclusion in a grant application. Grant application submitted.	
Theme 2 – Goal 2 – Continue to be a trusted an ethical leader 2.5 – Leadership that is trusted, capable and collaborative BAU									
Develop and implement a Corporate Strategy	Deliver	(DP 2.5.6) Scope, develop and deliver a Corporate Strategy.			✓	✓	✓		
Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging. 4.1 – Signage across Council									
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 of all old Council signage including entranceways signs to all communities & towns, old Wakool signage and old Murray Shire signage	B: DCS, P: MSA, MBF, MPOS, MED O:	✓	✓	✓	✓	Internal signage at Council operational sites have been reviewed by WHS for conformance to requirements. Project to review and upgrade tourism signage is in progress by Economic Development team.	
Theme 5 – Goal 4 – Partner with industry, community, and government organisations to promote and nurture innovation. 5.11 – Innovation									
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 module	B: DCS P: O:	✓	✓	✓		Engaging with Edward River Council in integrating Council ERP with DPE Planning Portal. Early engagement also on the Compliance module. Contact made with both ERC DCS Shelly Jones and Campaspe Shire DCS Matthew McPherson. No response from Campaspe Shire. DCS of Edward River has resigned.	

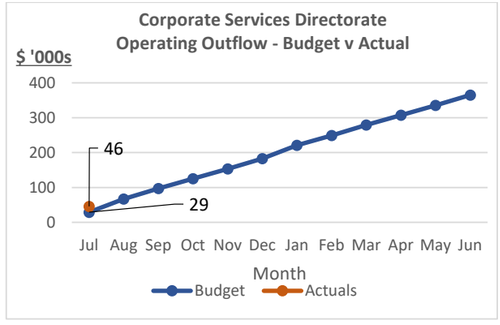
murray river council

Monthly Operational Report – July 2024

Corporate Services Directorate

PART C: Financial Outcomes





PART D: Project Status

#	PROJECT	COMMENTS	
1	Energy Review	Meters replaced with Digital meters at Large Scale Usage sites. Switchboards evaluation completed. Application for solar Installation grant made.	
2	Power Purchase Agreement	Participating in a joint procurement process of two JOs. Final market approach will be after LG elections.	
3	Asset Management Framework	Completed.	
4	Cyber Security Review	Completed. Action Plan to be developed.	
5	Sale of Mathoura Line Road Land	No clear prospect at present.	
6	Mathoura Residential Land	Currently on hold till multiple issues have been addressed. Also observing progress on a private development.	
7	Technology One Implementation	P&R - Revenue Management module in use. P&R - Compliance & regulatory module implementation progressing with a delayed go-live date of November 2024.	
8	SCADA Review	Temporarily on hold. Cut over from 3G to 4G being addressed as a priority.	

PART E: Business as Usual

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	
	None		

murray river council

Monthly Operational Report – July 2024

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 Budget Process. Depending on extent of Grants to recover costs, flood event may make the deficit worse than budgeted. Application for an SRV submission is no longer an option. Change in Rate Cap methodology will result in NSW Councils loosing out on the two highest years of inflation being incorporated into the Rate Cap.	Work out and present to Councillors a budget for 2024/25 that is in keeping with the deficit reduction plan adopted by Council. Wrote to LG NSW identifying the issue and requesting them to take the matter up with OLG.	🔴
10.01.22	Implementation of the Technology One system. Potential Time Delays and Cost Overruns. Technical Issues.	Project Management	P&R - Compliance & Regulatory - commenced August 23. Non-availability of TecOne consultants is causing some delays. Project Lifecycle Management Module will commence next financial year.	🟢
09.02.22	Conformity to Procurement Regulations	Procedures Resignation of Procurement Manager.	Educations & Communication Program Implementation of Contract Audit improvement actions. In progress. Regular reporting being planned.	🟡
13.02.23	Delays in Preparation of Financial Statements, Management Letter comments by Auditors	Tasks allocated to Finance Manager and Strategic Asset Manager. Restructure of Finance department and interim officers being in place.	Close Monitoring. Implementation of Processes. Strict plan and deadlines to be developed for 2023/24 audit. Onboarding of CFO, August 2023.	🟡
04.05.23	Cyber Security Risks	Basic defences around firewalls and motoring. Primarily reliant on IT Services contractor. Costs of expertise and resources to establish top end defence mechanisms. Human factor.	Review by external consultant completed. Work plan to be developed.	🔴

Council resolutions completed

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Petition - Reclassification of Land - McMahon Park Moama	290724	**RESOLUTION 290724** Moved: Cr Nikki Cohen Seconded: Cr Geoff Wise That the petition in regard to the reclassification of land – McMahon Park Moama is noted. **CARRIED** **14 Aug 2024 2:39pm Gordon, Sandra - Completion** Completed by Gordon, Sandra (action officer) on 14 August 2024 at 2:39:52 PM - Finalised	Gordon, Sandra	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Petition - McMahon Park Moama	250724	**RESOLUTION 250724** Moved: Cr Nikki Cohen Seconded: Cr Geoff Wise That the Petition in regard to the reclassification of land – McMahon Park Moama be noted. **CARRIED**	Gordon, Sandra	

murray river council Monthly Operational Report – July 2024 **Corporate Services Directorate**

14 Aug 2024 2:39pm Gordon, Sandra - Completion

Completed by Gordon, Sandra (action officer) on 14 August 2024 at 2:39:42 PM - Finalised

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Insurance Renewals	080724	**RESOLUTION 080724** Moved: Cr Ann Crowe Seconded: Cr Kron Nicholas That Council endorses and ratifies the payment of the 2024-2025 insurance premiums totalling $1,347,959.07. **CARRIED**	Gordon, Sandra	

14 Aug 2024 2:39pm Gordon, Sandra - Completion

Completed by Gordon, Sandra (action officer) on 14 August 2024 at 2:39:32 PM - Finalised

Council resolutions outstanding within 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/02/2024	Mayoral Minute - for Council meeting 27 February 2024	040224	**RESOLUTION 040224** Moved: Cr Frank Crawley That it be noted that Councillors have little confidence in Cr Thomas Weyrich's ability to adhere to the Councillor Code of Conduct and request him to either: (a) At an open Council meeting, apologise unreservedly to his fellow councillors and staff for his behaviour, commit to training on the Councillor Code of Conduct and guarantee that he will adhere to the Councillor Code of Conduct. OR (b) resign from Council immediately. In Favour: Crs Frank Crawley, Neil Gorey, Dennis Gleeson, Kron Nicholas and Geoff Wise Against: Nil **CARRIED 5/0** **CARRIED**	Crawley, Frank	

08 Apr 2024 4:40pm Leyonhjelm, Lindy

Ongoing

08 Apr 2024 4:40pm Leyonhjelm, Lindy - Target Date Revision

Target date changed by Leyonhjelm, Lindy from 12 March 2024 to 29 June 2024 - Review at a this date

09 Jul 2024 2:05pm Leyonhjelm, Lindy - Target Date Revision

Target date changed by Leyonhjelm, Lindy from 29 June 2024 to 29 July 2024 - Waiting on information

murray river council

Monthly Operational Report – July 2024

Corporate Services Directorate

Council resolutions outstanding outside 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Financial Report - Unaudited FY 23/24 Period Ending 30 June 2024	070724	**RESOLUTION 070724** Moved: Cr Geoff Wise Seconded: Cr Kron Nicholas That Murray River Council (Council) resolve to receive the Monthly Financial Report for the period to June 2024 (FY 2023/24) and note its contents. **CARRIED**	Chalmers, Nikki	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Workcover Renewal	090724	**RESOLUTION 090724** Moved: Cr Dennis Gleeson Seconded: Cr Geoff Wise That Council endorses and ratifies the payment of the 2024-2025 Workers Compensation Insurance Renewal up to $1,500,000. **CARRIED**	Chalmers, Nikki	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/06/2024	Budget 2024-25: Operational Plan and 2024-25 to 2033-34 Long Term Financial Plan	100624	**RESOLUTION 100624** Moved: Cr Kron Nicholas Seconded: Cr Neil Gorey That Council resolve to: 1. in accordance with Sections 404 and 405 of the *Local Government Act 1993*, Council adopt the Murray River Council 2023-2024 Operational Plan, including the 2023-2024 to 2032-2033 Long Term Financial Plan, and 2. in accordance with Part 9, Division 5, Section 211(2) of the *Local Government (General) Regulation* 2005, Council approve expenditure and capital works as detailed in the Murray River Council 2023-2024 Operational Plan, including the 2023-2024 to 2032-2033 Long Term Financial Plan, and 3. adopt the following Reserve movements: a. from reserves to fund the following Capital activities: i. $6,109,236 from General reserve ii. $91,000 from Sewer reserve iii. $2,724,250 from Water reserve	Chalmers, Nikki	

iv. $2,018,270 from Waste reserve; and

b. to reserves for the following Operational activities:

i. $1,812,508 to the General reserve

ii. $2,503,726 to the Sewer reserve

iii. $2,170,222 to the Water reserve

iv. $2,335,749 to the Waste reserve.

CARRIED

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Quarterly Budget Review - Period Ended 31 March 2024	220524	**RESOLUTION 220524** Moved: Cr Kron Nicholas Seconded: Cr Dennis Gleeson That Council resolve to: 1. Adopt the budget variations as detailed within the report and any subsequent changes made to those votes, in Council's estimates of income and expenditure for 2023/2024 financial year, which includes changes to the 2023/2024 Capital Listing as updated per Attachment 3 and the following Reserve movements: a. to fund Capital activities: i. $2,925,442 from General reserve ii. $1,085,375 from Sewer reserve iii. $991,036 from Water reserve iv. $2,449,621 from Waste reserve; and b. from Operational activities: i. $4,794,646 to the General reserve ii. $2,915,165 to the Sewer reserve iii. $2,850,330 to the Water reserve iv. $1,776,776 to the Waste reserve. **CARRIED**	Chalmers, Nikki	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/06/2024	Mayoral Minute - Administrative arrangements to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a Special Rates Variation	050624	**RESOLUTION 050624** Moved: Cr Frank Crawley That Murray River Council (MRC) resolve to instruct the Chief Executive Officer (CEO) to commence administrative arrangements from February 2025 to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a Special Rates Variation	Crawley, Frank	

murray river council

Monthly Operational Report – July 2024

Corporate Services Directorate

CARRIED

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

Against: Nil

CARRIED 7/0

04 Jul 2024 10:20am Leyonhjelm, Lindy - Target Date Revision

Target date changed by Leyonhjelm, Lindy from 09 July 2024 to 10 March 2025 - process to apply for SRV will commence in February

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

Finance

- 2023/24 Financial Statement Preparation underway.
- Final Audit to commence in August/September

Procurement

- Implementation of Vendor Panel for managing external procurement processes to commenced.
- Improvements to TechOne procurement processes ongoing.

Governance

- Preparing the Annual Report for 23/24
- Functional Specifications for a Governance system has been completed.

ICT, Systems & Processes

- P&R - Compliance & Regulatory module implementation on track for November 2024 go live. Some concerns around Planning Portal integration.
- Project Lifecycle Management module implementation being planned, with some potential delays.
- HR module improvements has commenced
- Cyber Security Review completed. Action plan to be developed
- SCADA Review currently on hold. Cut over from 3G to 4g being prioritised.

Assets

- Asset Custodianship Framework completed.
- Revaluation of Water/Sewer completed. Revaluation for 24/25 being planned.
- Process for next update of the Asset Management Plans being established.
- Capitalisation for 2023/24 projects underway.

- **The Financial Sustainability of the Council remains the most significant risk for Council. Restoring Current deficit to a break-even position purely through cost saving measures will require significant service level adjustments that may not be palatable to the community.**
- **Significant work required to improve Cyber Security.**
- **No firm buyer for Mathoura Line Road land yet.**
- **Council Continues its automation Journey through the Implementation of the TechOne System.**
- **Preparation of 23/24 Financial Statements underway.**
- **Preparation of Annual Report underway.**
- **Insurance Policies and Workcover Policy for 2024/25 has been finalised.**

murray river council

Monthly Operational Report – July 2024

Finance

PART A: Section Accountabilities and Team Roles

Chief Financial Officer

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.

Accountabilities

SBPO	*Accountability*
B	Internal Finance & Revenue
B	Rates & Revenue
B	Investments
B	Payroll
B	Fees & Charges
B	Financial Projects
B	Management Accounting & Reporting
B	Corporate Financial Planning
B	Sundry Debtors
B	Accounts Payable
B	External Audit
P	External Audit
P	Finance Systems and Processes
P	Investment Management
O	Corporate Finance Accounting
O	Monitoring & Payment of Bills
O	Annual Workcover Estimate and Return

Management Accountant

Assist the COO in budgeting, forecasting, reporting, and analysis.

Prepare Council's operational and long-term financial plan, monthly and quarterly budget reporting

Assist with the long-term financial strategy, performance monitoring and working with managers and ELT to achieve budget targets.

Provide ongoing training and support to Council staff on budget and reporting processes.

Accountabilities

Number	*SBPO*	*Accountability*
	P	Management Accounting
	P	Budget Projects
	O	Quarterly Budget Review & Reporting
	O	Budget Resource for Managers
	O	Annual Budget Preparation (10-year plan)
	O	Accounting System Maintenance
	O	Management Accounting & Reporting Delivery
	O	Internal Monthly Budget Reporting
	O	Annual Budget Preparation (1-year operating plan)
	O	External Audit Service

Financial Controller

Assist the COO in meeting all compliance reporting requirements.

Undertake compliance reporting, compliance adherence, end of month processes, journal processing, and general ledger monitoring/ maintenance.

Reconcile & Monitor General Ledger reconciliations and monitoring.

Accountabilities

Number	*SBPO*	*Accountability*
	P	Financial Projects
	O	Investment Management
	O	Annual Financial Statements
	O	Audit Reporting & Compliance
	O	Financial Projects
	O	Monthly Financial Reporting
	O	FBT Management
	O	Monthly Investment Reporting.

Coordinator Financial Operations

Assist the Finance Manager through the supervision of day-to-day finance operations.

Supervise accounts payable, accounts receivable, payroll, and trainee finance staff.

Manage bank reconciliations.

Prepare accounting entries for the disposal and additions of plant/ fleet.

Accountabilities

Number	*SBPO*	*Accountability*
	P	Fees and Chargers
	P	Internal Finance and Revenue
	O	Fees and Chargers
	O	Bank Reconciliation (incl B/O Receipting)
	O	Business Activity Statement (BAS incl Fuel Rebate)
	O	Fortnightly Payroll Review
	O	RFS Financial Transactions

Rates Coordinator/Revenue Officer

Manage the rating function of Council.

Levy Council's rates each year, respond to ratepayer enquires and maintain rates master file details.

Undertake debt recovery activities.

Facilitate the sale of land for the recovery of unpaid rates as required.

Accountabilities

Number	*SBPO*	*Accountability*
	O	Rates and Revenue
	O	Rate Enquiry Service
	O	Rates Debt Recovery
	O	Calculate Annual Rates
	O	Customer Water Debt Recovery West
	O	Water System Billing Backend West
	O	Water System Billing and Support West

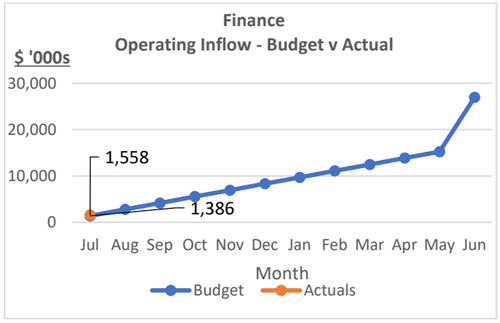
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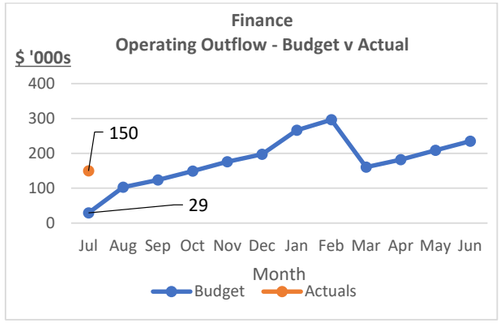
Finance

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

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





- Operating Inflow variance is due to higher than expected investment interest.
- Operating Outflow variance is due to reallocation of internal costs to other departments.

PART D: Project Status

Date Updated	Project	Comments	
August 2024	2024-25 Financial Statements	Commenced working on year end, aim to be completed for Auditors early September 2024.	
August 2024	2024-2025 Annual Rates & Charges Notices	Notices were issued 31 July 2024 and first instalment is due for payment by 31 August 2024.	
August 2024	30 June 2024 Water Notices	Notices were issued 11 July 2024 and is due for payment by 16 August 2024.	

PART E: Business as Usual

- The 2024-25 Budget 1st Quarter Review has been issued to Managers and due to be presented at the November 2024 Council Meeting.
- Work has commenced on 2024-25 year end reconciliations for the 2024-25 Financial Statements.

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	
August 2024	Availability of Finance Resources	The restructure of the Finance team as caused some disruptions. Recruitment for CFO, FC and MA now completed, currently advertising for Finance Officer.	Chief Financial Officer (CFO), Financial Controller (FC) and Management Accountant (MA) have all commenced in their roles, conducting interviews in August for Finance Officer role.	
Jan 2024	Change of contact auditor	Audit Office NSW has indicated that the contract auditor undertaking the audit will change from next year. This can cause some extra workload until the new auditors get up to speed with MRC specifics.	Closely manage the process of engagement with the new contractors.	

murray river council

Monthly Operational Report – July 2024

Finance

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

- Restructure of Finance Team almost complete, appointment and commencement of CFO, FC and MA has all occurred. Currently only one vacancy for Finance Office role which is out to market.
- Preparation is under way for end of year financial statements.
- Water Notices and Rates Notices have been issued and due dates are in August 2024.

murray river council Monthly Operational Report – July 2024

Governance and Risk

PART A: Section Accountabilities and Team Roles

Manager Governance and Risk

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

murray river council

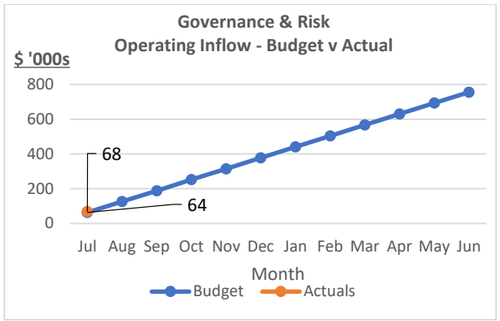
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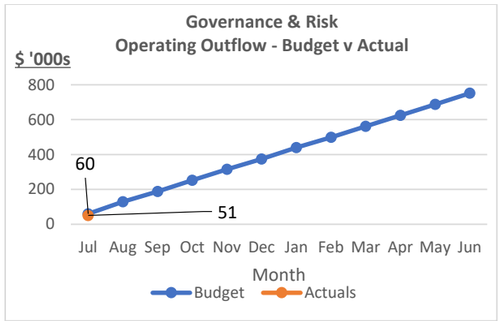
Governance and Risk

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.

PART C: Financial Outcomes





PART D: Project Status

Developed a scope to implement Compliance Software to assist the management of Policies, Delegations and changes in Legislation

PART E: Business as Usual

PART F: Service Metrics

Key Performance Indicators

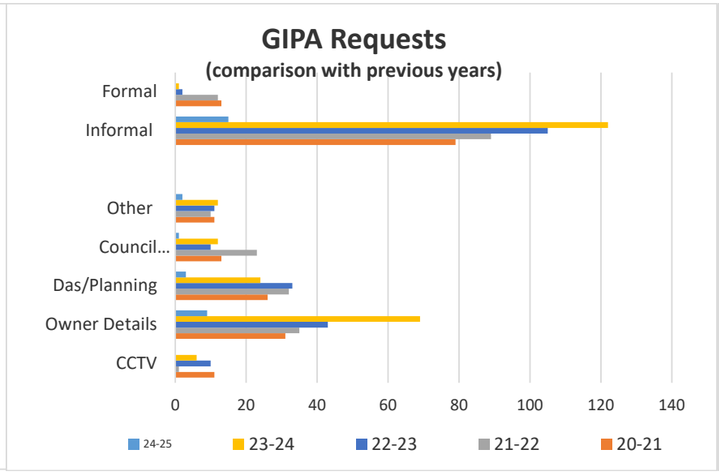
Report Against Position Description	Officer	**Comments:** *(Business Manager to provide short precis.)*	🔴 🟡 🟢
Ensure Legislative / regulatory compliance and reporting is met/adhered to.	MGR	▸ **On-going review of amendments/ changes to legislation and advise management team of same** ▸ **PID Audit – completed** ▸ **Annual Report - Commenced**	🟢
Establish a framework for assessing and managing risk and ensure identified risks and mitigation strategies are documented & are actions follow-up.	MGR	▸ **Risk Register – updated**	🟢
Establish adequate insurance cover for Council activities, in consultation with operational managers.	MGR	▸ **Insurance Policies for 2024-2025 have been finalised** ▸ **2024-2025 Certificates of Currency – available in CM9**	🟢 🟡
Manage and develop Policies and Procedures	MGR	▸	🟢
Develop, maintain and report on Council's suite of Corporate registers	MGR	▸ **2023-2024 Related Parties – process commenced** ▸ **2024-2025 Secondary Employment returns – process commenced** ▸ **2023-2024 Disclosure of Interest Returns – process commenced** ▸ **Informal GIPA requests YTD –** ▸ **Formal GIPA requests YTD – 0**	🟢

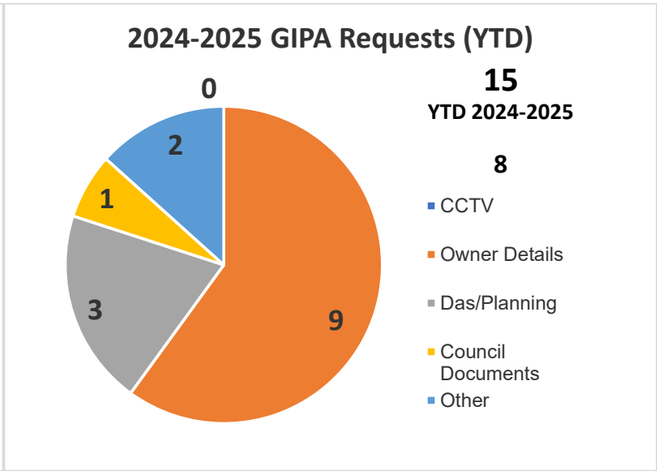
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Governance and Risk

Facilitate the Audit & Risk Committee function of Council	MGR	▸ **2023-2024 ARIC Annual Report – commenced** ▸ **Meeting held 5 August 2024** ▸	●
Provide support & guidance to the Mayor and Councillors on their statutory obligations as elected officials	MGR	▸ **Political Donations Forms – distributed to Councillors** ▸ **Preparing for the Council elections – 14th September 2024**	●
Managing the legal services relationships.	MGR	▸ Accountability under review - due to the employment of the Chief Legal Counsel	●







PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

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Information Management

PART A: Section Accountabilities and Team Roles

Chief Information Officer

Manage the of the information and communications infrastructure to enable the required connectivity and data exchange requirements.

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.
Undertake custodianship of Council's data including its security, analysis and use for decision making purposes.

Accountabilities

Number	SBPO	Accountability
	P	IT Asset Procurement
	P	Existing network systems and corporate business applications
	P	SCADA
	P	IT Security Systems
	B	Public Access Systems
	B	IT Networks
	B	Printing Services
	B	IT Support
	B	IT System Software & Hardware
	B	Community Safety
	B	Portable Assets
	B	Communication Towers & Radio Controls
	B	Point of Sale
	B	IT System Administration
	B	IT Asset Procurement & Disposal
	B	IT – Product Development
	B	Internal Phone and Internet Services
	B	IT Cabling
	B	Library Management Systems
	O	Cyber Security
	O	Printing Services
	O	IT Asset Disposal
	O	Library Systems
	O	IT Systems
	O	IT Infrastructure & Support to MBI

Centorrino Technologies

Delivery of IT services to Council

Offers comprehensive IT support and management for MRC, handling everything from hardware and software maintenance to resolving IT issues. They provide both onsite and remote support to ensure that our IT infrastructure runs smoothly in and outside business hours to ensure minimal disruption to business operations, acting as an outsourced IT department supports us to focus on their core activities while ensuring their technology needs are met.

Accountabilities

Number	SBPO	Accountability
	P	Library Management Systems
	P	IT System Administration
	P	Portable Assets – IT
	P	Printing Services
	P	Point of Sale
	P	IT – Product Development
	P	IT Support Projects
	P	IT System – Software & Hardware.
	P	IT Cabling
	P	Internal Phone & Internet
	P	Community Safety
	P	Public Access Systems
	P	Communication Towers & Radio Controls
	P	IT Networks
	O	IT System Maintenance
	O	IT System – Software & Hardware
	O	Portable Assets – IT
	O	Community Safety
	O	IT Security Systems
	O	Internal Phone and Internet Services
	O	Public Access
	O	Communication Towers & Radio Controls
	O	IT Cabling
	O	IT Network Support Services

Team Leader Records

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 *NSW State Records Act 1998.*

Assist with developing and implementing physical and electronic records disposal schedules in accordance with relevant legislation.

Systems administration- onboarding and offboarding.

Accountabilities

Number	SBPO	Accountability
	O	Information and Records Management Service
	O	ECM Service Delivery

Software Systems Administrator

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.

Accountabilities

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

IT/Software Trainer

Systems Administrator for Council's business applications, including managing the access control, troubleshooting of issues 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 use of the relevant systems.

Accountabilities

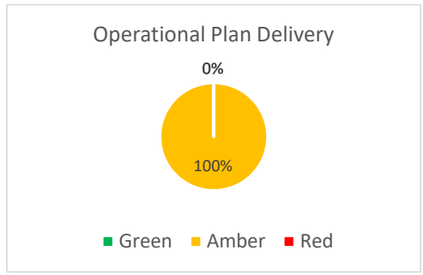
Number	SBPO	Accountability
	O	OneCouncil Post Implementation Security
	O	OneCouncil Post Implementation System Administration
	O	OneCouncil Post Implementation System Support
	O	IT/Software Training
	O	Business Improvement Delivery
	O	Existing Network systems and corporate business applications
	O	Microsoft 365

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Information Management

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



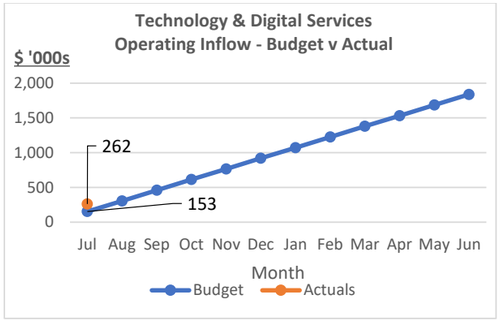
Under the 4 year Delivery Plan, the Technology and Digital Services section relates to: Adequate and appropriate ICT underpins all aspects of a local government's work. It is integral to the delivery of local government services: from the provision of information and advice, to providing better analysis 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.

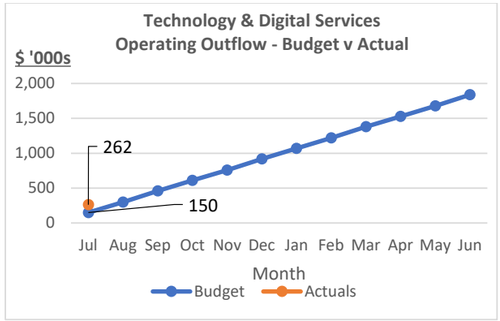
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	Year 2	Year 3	Year 4	Comments	
Theme 2 – Goal 3 – Provide clear, concise and consistent information that is easily accessible to our customers 2.6 – Improve externally provided information and communication									
Further develop and enhance public communication materials. (S DCS)	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		✓	✓	✓	The integration middle ware for the integration of the planning portal with the TechOne ERP system has been purchased. A grant for this purpose has also been secured from the NSW Department of Planning. Integration works have commenced as part of implanting the P&R Compliance module. Some delays are expected as the we have discovered that TechOne has not developed all of the integration tolls a envisaged.	
Theme 2 – Goal 3 – Provide clear, concise and consistent information that is easily accessible to our customers 2.7 – Improve internal services to better support community needs									
Develop Customer focused culture within Council. (S DCS)	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: MaRCo (MRC intranet) launched and training provided across all depots. Ongoing improvement process in place. Support processes: Jira implemented to managed multiple support processes. Records Consolidation: Works continue on M365 to assist in managing creation of MS Teams & SharePoint sites. *My Board on MaRCo now includes M365 provisioning for MS Teams & SharePoint.This will assist MRC manage information sprawl, and provide governance around external sharing to reduce data breaches.Staff training provided during December.* Network Upgrades: Completed. Actions from the review to be integrated with security upgrades into a single schdule of works. Securty Review: Completed. Actions from the review to be integrated with network upgrades into a single schdule of works.	
Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles. 3.6 – CCTV Strategy									
Develop and implement a CCTV strategy for all townships. (S DCS)	Deliver	(DP 3.6.1) Develop CCTV strategy.	B: MTDS P: O:	✓				Work in progress. CCTV already installed remain in service and used as required subject to privacy requirements.	
	Deliver	(DP 3.6.2) Begin installation and management of CCTV devices as identified in the strategy	B: MTDS P: O:	✓	✓	✓	✓	Pending completion of strategy.	
Develop and implement a Digital Communication and Network Strategy. (S DCS)	Deliver	(DP 6.5.1) Develop an Internal Digital Communication and Network strategy	B: MTDS P: O:	✓	✓			Network Review Completed. Actions from the review to be integrated with security upgrades into a single schdule of works.	
	Partner, Advocate	(DP 6.5.2) Create local partnerships to advocate for improved and up-to-date Digital Communications for the region	B: MTDS P: O:	✓	✓	✓	✓	In cojunction with Economic Development team, partnering with Telstra for improved connectivity. This includes possible joint applications for alleviating identified black spots.	
	Deliver, Partner, Advocate	(DP 6.5.3) Advocate for implementation of strategic outcomes across the LGA.	B: MTDS P: O:	✓	✓	✓	✓	Telstra has recently published a draft connectivity imporvement strategy.	
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.									

murray river council Monthly Operational Report – July 2024 **Information Management**

7.2 – Leverage the GIS to improve the extent, efficiency and effectiveness of data capture.									
Use automated data capture processes to capture additional sources of data and more detailed data. (S DCS)	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	✓	✓	✓	✓	This is being implemented as part of the Technology One ERP implementation.	
Embed mobile devices to capture field data using existing processes. (S DCS)	Deliver	(DP 7.2.2) Investigate mobile devices to capture field data using existing processes	B: MTDS P: O:			✓	✓	Some data is currently captured using mobile devices. Flood damage information and repair work were all captured using mobile devices.	
Use new technology and software to capture information. (S DCS)	Deliver	(DP 7.2.4) Continue surveillance of new and emerging technologies to be incorporated in a timely manner.	B: MTDS P: O:	✓	✓	✓	✓	General surveilance in place. Some potetial initiatives identified but currently lack resurce availability to implment.	
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface. 7.3 – Apply data sources to improve corporate decision making									
Automate the process of business decision making (S DCS)	Deliver	(DP 7.3.1) Adopt deep learning and use of algorithms to manage data set and decision making in real time where possible	B: MBI P: MBI O:MBI			✓	✓	Technology not at a level to undertake uses cases at the moment.	

PART C: Financial Outcomes





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PART D: Project Status

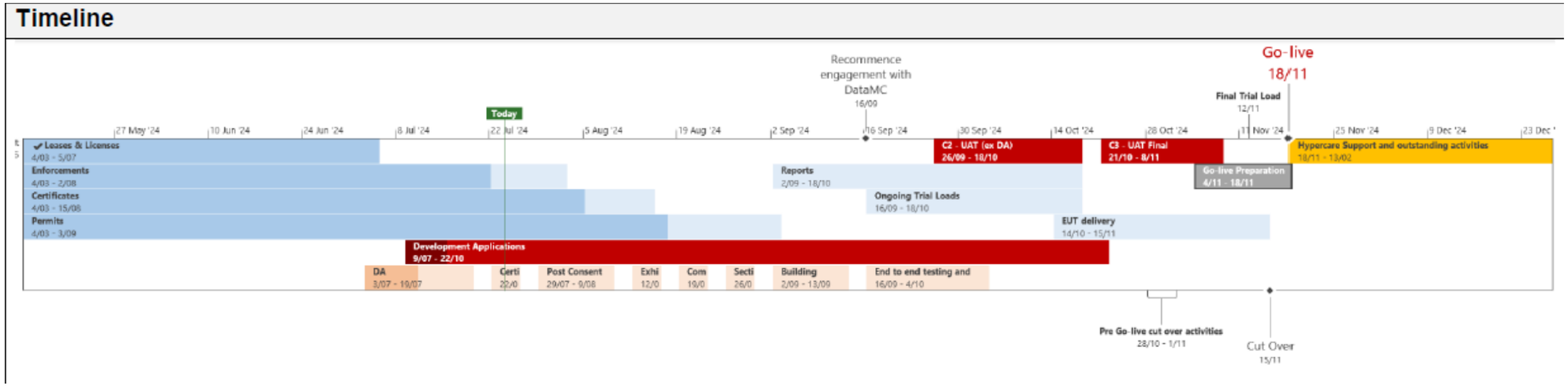
TechonologyOne Project Status at the end of JULY

Project Status Report: TechnologyOne - PnR Implementation REL 2

Project Manager:	Mark Nicklin	RAG Status	Amber
Project Progress			Overall 73% Complete
Stages	**Progress**	**Status**	**Finish Date**
Planning	100%	Completed	7/09/23
Design & CDDs	100%	Completed	27/11/23
Sprints/Config (non DA)	93%	Amber	2/08/24
Sprints/Config (DA)	22%	Amber	25/09/24
Showcases (non DA)	25%	Green	29/08/24
Sprints/Config (Bonds)	10%	Not started	19/09/24
DA/NSW Portal	10%	Amber	27/09/24
Showcase (DA)	0%	Not started	16/10/24
Testing (C2)	0%	Not started	18/10/24
Data Migration	76%	On Hold	18/10/24
Testing (C3)	0%	Not started	8/11/24
Go-live	0%	Not started	18/11/24
Hypercare & Closure	0%	Not started	28/02/25

The project is progressing with recent bookings from T1 and Atturra for July and August. The Sprint/Config stream remains at an amber status as efforts continue to resolve non-DA configuration and testing issues by August 2. June project financials have been updated and reconciled with T1 financials, and new purchase orders for the 2024/25 period are being generated. The proposal from Atturra has been approved, and configuration for the 10.7 certificate was completed and tested successfully by Atturra. Progress is being made in the NSW Portal integration, with product issues identified and updates expected from Atturra on July 26. The week saw the creation of 12 new Jiras and the closure of 10, bringing the total outstanding to 190.

Technical efforts include recommencement of spatial mapping and data work to T1, with data expected to be ready by the end of July. The field app for PnR is progressing well, with inspection configuration aimed for completion by August 2. Functional testing by Atturra for leases, licenses, enforcements, certificates, and permits is largely complete, with outstanding test issues decreasing. Business testing for leases and licenses is complete, while enforcements are 35% complete with an extended deadline to the end of July. Showcases for leases and licenses were successfully completed on July 22. The request management process mapping has seen no further progress due to a focus on KUT. Reporting efforts are underway, with 20 reports identified for configuration. Communication and change efforts include a monthly staff newsletter and updates to the training plan, with the certificate KUT scheduled for August 1.



Project Status Report: TechnologyOne – ECM PnR

- 75 Quick Add Profiles created for P&R
- All departments have been consulted with and have identified the Attachment Types they require
- Working through a Health Check that was performed by T1 consultants to identify any issues with Production Environment
- Project Management and Testing resources are being decided on and assigned to ensure delivery by 18/11 Go Live.

murray river council Monthly Operational Report – July 2024 **Information Management**

Strategic Projects

Asset Discovery Project

Summary: CT to do a full audit of all MRC locations with possible IT Infrastructure to better support us fully with the new business objectives.

Progress: Scope of the project done, sorting out final details before kick-off.

Cyber Security & Network Review

Summary: Audit our IT Infrastructure and security posture and roadmap improvements to obtain an industry standard of level of compliance.

Progress:
Network Review done and presented to ELT.
Cyber Security Review done and due to be presented to ELT.
There is overlap between the two projects, these are to be joined when presenting to Council.

Records Management Data Repository Consolidation

Summary: Set and maintain standards of record management data locations within cloud technologies, specifically: SharePoint, Teams and ECM/CM9. Decommissioning other active storage areas like shared drives. Consolodation has started already. Progression planned for AvePoint to help manage how data is used in current systems and future systems. Need to plan a roadmap to decommissioning shared drives.

Strategic Projects

BI PROJECTS Status at the end of JULY			🔴	🟡	🟢
#	**PROJECT**	**COMMENTS**			
1	Vendor Panel	Kicked off in July, currently following their project plan		🟡	
2	Water Ride	Ongoing – Working on issues with comms on water tower		🟡	
3	T1 SMS System	Ongoing – Working on issues with comms on water tower –		🟡	

ICT PROJECTS Status at the end of JULY			🔴	🟡	🟢
#	**PROJECT**	**COMMENTS**			
1	Parallels decommissioning	Ongoing – Need to wait for Compliance module in TechnologyOne to go live.		🟡	
2	Starlink Rollout	Ongoing – Mathoura Proof of Concept live and going through failover testing, then can be rolled out.		🟡	
3	Moulamein clean up records shed	Awaiting trip out to Moulamein.		🟡	
4	3g to 4g upgrade project for water pump stations	Kick off done, Weekly meetings to keep us on track. Hardware ordered, awaiting CT to test 1 unit before deployment.		🟡	
5	IT Inventory Stock Room Cleanup & Asset Register	Scope Identified, starting 1st of August as CT get time, can't do this quickly until CT Site Lead started.		🟡	
6	Onboarding Forms Overhaul	Not yet Started - We Identified many IT issues coming up after a user has started, and we need to streamline the IT onboarding process.	🔴		
7	Password Policy & MFA Review	Split off from Cyber Security Review, looking to bolster security posture with a few quick changes in our Password & MFA Policy.		🟡	
8	GIS Data Review	CT Investigating best practice solutions for using our GIS data.		🟡	
9	Council Chambers Refit	Estimations back from 1 vendor, waiting on CT for a second.		🟡	
10	Moama HQ Switch Replacements	Hardware is here, needs full configuration by CT and plan installation over a weekend.		🟡	
11	3CX Phone System Update	Not yet Started - Phone system is due a Major Version update and will require coordination of MRC resources for testing post upgrade afterhours.	🔴		
12	Social Media Management Platform	Not yet Started – Review security around communication systems out of IT Control.	🔴		
13	Device Refresh Strategy	Device Strategy received, not fully adopted but we are using guidelines here. Will engage CT to see if they can manage this for us.		🟡	
14	Meeting Rooms Review	CT reviewing all meeting rooms and compiling support advice for them.		🟡	
15	Backups Risk & BCP/DR Review	Not yet Started – On Hold till we discuss in a CT meeting about options.	🔴		
16	Intune Mobile Device Management & Deployment	Project plan requested from CT to get android devices into an MDM setup, as well as setting up Intune polices for all new windows devices.		🟡	
17	CCTV Rollout	Some sites in progress, meeting scheduled to replan the rest.		🟡	
18	Security Software Systems Review	Split off from Cyber Security Review, looking to bolster security posture with an interim software solution.		🟡	

murray river council Monthly Operational Report – July 2024 **Information Management**

PART E: Business as Usual

Records Team

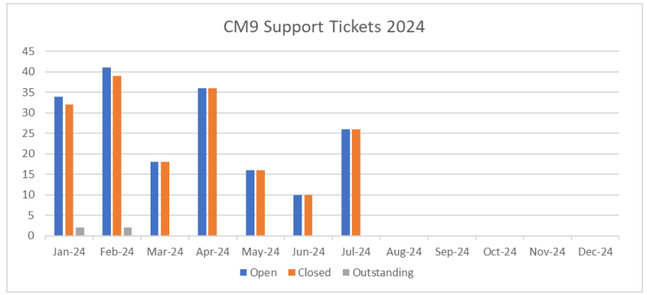
Creation of Records

- Records captured into Content Manager (CM9) – Councils Electronic Document Management System (EDMS):
  Year 2024 (to date): *34,783* documents
- Year 2023: *60,288* documents
- Total: *741,618* documents

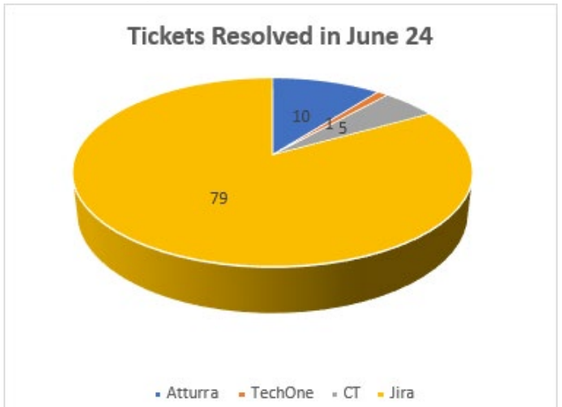
Archiving & Disposal

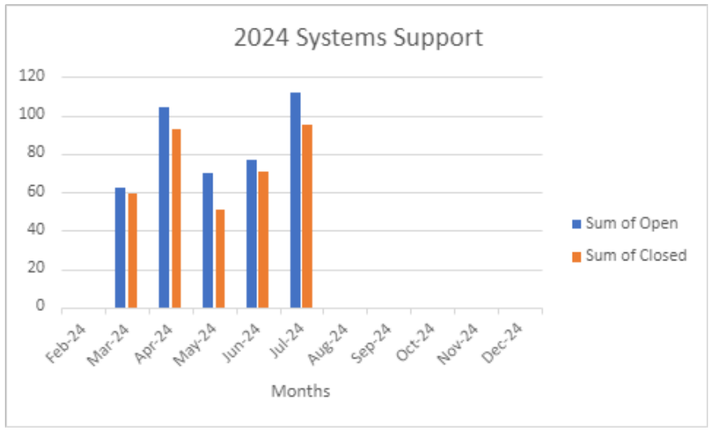
- Records Destroyed – This Year to Date: 0 documents
- Records Made Inactive- This Year to Date: *19,579* documents
- Records Custody Transferred (Permanent Archive) - This Year: 0
- Records Transferred to Off-Site Storage- This Year: 0

Records Destroyed – Total: 35,849 documents
Records Made Inactive- Total: *458,415* documents
Records Custody Transferred (Permanent Archive) - Total: 7 files
Records Transferred to Off-Site Storage- Total: 7 Files



Software & Systems Team





- Increase in number of tickets in June due to EOFY.
  Assisted Finance team with EOFY 2024 rollover.
  Completed Water Billing for Mar-Jun 2024 with Lynn Hawkett.
  Implemented a new dashboard for HR/People team.
  Working on recurring bookings for Pool vehicles, currently in Testing phase.
  Working with Rob F, to implement TechOne employee records sync with Active Directory.
  Working on a New Rates Statement and also 603 certificate with the team.

murray river council

Monthly Operational Report – July 2024

Information Management

IT Team

Service Performance

Centorrino Technologies

475	463	44	61%
Tickets Opened	Tickets Closed	Currently Open	First Call Resolution %

Achieved Service Levels

Priority	Max Response Time	Target Response Time	Average Response Time	Target Resolution Time	Average Resolution Time
One	1 Hour	15 Minutes	0	1 Hour	0
Two	3 Hours	15 Minutes	2.95m	4 Hours	23.22m
Three	12 Hours	2 Hours	12.8m	8 Hours	2h45m
Four	24 Hours	8 Hours	2h42m	24 Hours	11h22m
Five	36 Hours	12 Hours	2h18m	36 Hours	7h49m

Tickets with a Non-SLA are not reported

Source	Tickets		Priority Breakdown
Call	34	7.34%	
Email Connector	58	12.53%	
Internal	24	5.18%	
Liberty Console	83	17.93%	
Monitoring	264	57.02%	

Priority 1 2 3 4 5 Request

Source	Average
Call	18 Sec
Email Connector	3.38 Hr(s)
Liberty Console	2.16 Hr(s)

PART F: Service Metrics

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
31/07/2024	Cyber/Security Control – Loss of Information		Review current Disaster Recovery and Business Continuity Plans	
31/07/2024	Cyber/ Security Control – IT Infrastructure Failure		Test a full disaster recovery failover with CT – Currently requested and being scheduled	
11/10/2021	Non-compliance with regulatory requirements	Policy and Procedures in place Training and support to all EDMS users Trained Records Management staff Backups of current data	Task – Develop Information Asset Register	
			Task – Identify end user records management requirements	
			Project – Migrate network drive data and reduce/discontinue its use	
			Project – Migrate Content Manager (CM) and discontinue its use	
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 with the first transfer of Minute Books dating back to early 1900s through to 1960 to ensure safekeeping for future generations.	

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

As the new CIO in my second month, I'm getting up to speed with everything happening in the digital space at MRC. The TechnologyOne P&R project is progressing well. Currently, I'm prioritising the numerous ongoing projects based on their impact and urgency for MRC. We're collaborating closely with our MSP to address any gaps and develop a technology roadmap for the next few years, ensuring that all systems and data are secure and compliant with industry standards and recommendations.

murray river council Monthly Operational Report – July 2024

Strategic Assets

PART A: Section Accountabilities and Team Roles

Manager Strategic Assets

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 Closures.

Accountabilities

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

Asset Systems Coordinator

The primary objective of the if the Asset Systems Coordinator to manage the systems and data associated with Murray River Council Assets, GIS, Maintenance Management and Rural Addressing.

The GIS/Mapping systems are used to spatially locate all MRC assets and planning areas providing associated data within a mapping system. The Asset Systems Coordinator responsible for keeping this mapping data updated, enabling access and integration to all mapping data across all platforms throughout the business. They are also responsible for managing the Management of Maintenance Management systems which record inspections, defects and accomplishments against council assets.

Accountabilities

SBPO	*Accountability*
P	Strategic Assets Projects
P	Asset Plan Monitoring and Updating
P	Local Environmental Plan Mapping
P	Infrastructure Forward Works
P	Rural Addressing
P	Plant, Fleet & Equipment Asset Plans
P	Asset Expenditure Forecasting
P	Asset Creation and Disposal
P	Corporate Asset Advisory & Information Role to Managers
P	Asset & Finance Alignment
P	Council Asset Management Plans
P	Corporate Asset Systems
P	GIS Mapping Systems
O	Land information & mapping
O	LEP Mapping
O	Strategic Assets
O	GIS Mapping

Asset Officer

The primary objective of the if the Asset Officer is to manage the data 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 must be undertaken in accordance with strict NSW State Government requirements and the Asset Officer is responsible for ensuring these processes are fulfilled at Murray River Council in line with these requirements.

Accountabilities

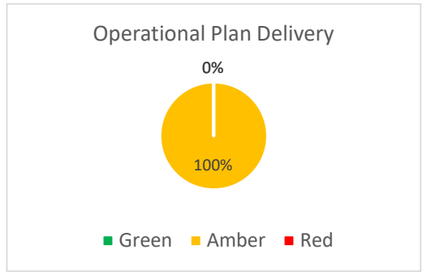
SBPO	*Accountability*
O	Asset Expenditure Forecasting
O	Maintain ASCON Plans
O	Gifted Assets
O	Rural Addressing
O	Road Closures
O	Road Naming and Gazettal
O	Maintain Library of Technical Works
O	Asset Plan Monitoring and Updating
O	Infrastructure Forward Works
O	Asset Creation and Disposal
O	Corporate Asset Advisory & Information Role for Managers
O	Asset and Finance Alignment
O	Council Asset Management Plans
O	Corporate Asset Systems

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Strategic Assets

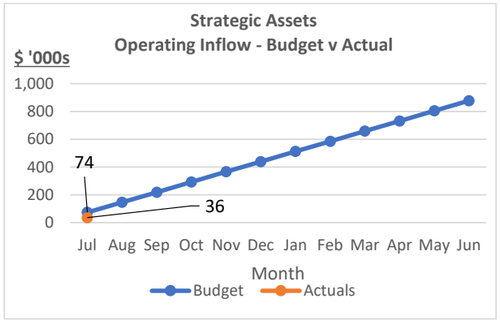
PART B: 4 Year Delivery Program and 1 Year Operational Plan

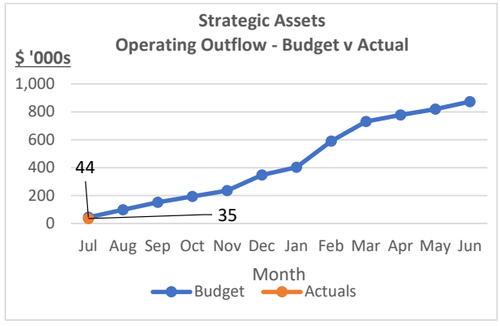


Under the 4 year Delivery Plan, Strategic Assets relates to: asset investigation, planning, policy formulation and management, as a bureau service to whole organisation. The Corporate Services Directorate directly oversees the delivery of these outcomes.

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface. 7.1 – Enable data access through a Geospatial Interface for internal and external users									
Implement a Geospatial Information System (GIS). (S DCS)	Deliver	(DP 7.1.1) Development of databases with links to internal and external GIS systems.	B: MBI P: MSA O: ASC	✓	✓	✓	✓	Working with Technology One Project implementation team to develop internal and external mapping views via Intramaps. Property data linkages have been updated using new debtor details inside the property module and regular updates from LPI are available through the mapping systems (update and integration works continuing with Technology One & LPI – now using FME). Internal documentation linkages available, and continuing to be developed, to allow access to design plans, specifications and WAE plans via hyperlinks in Intramaps. Mapping of buried assets now loaded into Before You Dig (BYD) platform for auto-generation of external service requests, with 182 referrals provided in the Month of July.	
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface. 7.2 – Leverage the GIS to improve the extent, efficiency and effectiveness of data capture.									
Use new technology and software to capture information (S DCS)	Deliver	(DP 7.2.5) Strategic Asset Management Plans supporting progressive development utilising emerging industry practises.	B: MSA P: ASC O: ASC	✓	✓	✓	✓	Works underway to review current systems and processes to determine areas for efficiency gains and suitable points of integration and automation. Collaboration with other Technology One SAM sites and adjacent LGAs in progress. BYD platform now live with buried asset data. Discussions held with other LGAs on gifted asset automation, import process established. FME now in use for NSW government agency updates and system integration	

PART C: Financial Outcomes





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Strategic Assets

PART D: Project Status

PART E: Business as Usual

Project Title	Total Project Budget	Expenditure to date	Budget Remaining	% Works Complete	Status/Comments	
Asset Management Strategy Update (2022-2024)	BAU			100%	Asset Management Plans and Asset Management Strategy update complete in line with IP&R and Council term.	
Asset Management Strategy Update (2025-2029)	BAU			55%	Draft Asset Management Plans underway. Draft Asset Management Strategy underway awaiting final AM Plans, LTFP and forward works programs. Review with Finance staff underway, and planning sessions with BU managers currently occurring for 25/26 budget, alignment with LTFP and CSP. Planned for information sessions and Council adoption between December 2024 and March 2025, following Council elections and adoption of new CSP.	
Water, Sewer and Stormwater asset Revaluation	$47,300	$47,300		100%	Comprehensive asset revaluation of Water, Sewer and Stormwater assets (as at 30 June 2024). Internal and external data collection complete. Onsite inspection of all complex assets complete. Final valuation received and provided for Audit.	
IPPE fair value assessment	BAU			95%	Assessment of carrying values of IPPE no being revalued in the 23/24 year. Draft indices received from external valuer. Desktop valuations complete. Updates for WIP movements underway. Scheduled for completion by 30 August 2024.	
2024/2025 Revaluation Office Equipment, Furniture & Fittings, IT Equipment, Other assets, Waste and Quary Assets	BAU			10%	Comprehensive asset revaluation of Office Equipment, Furniture & Fittings, IT Equipment, Other assets, Waste and Quary assets (as at 30 June 2025). External valuer appointed. Data collection and cleaning underway. Onsite inspections scheduled between August and December 2024.	
TechOne Asset Book load	BAU			40%	TechOne Asset Book load completed for Water, Sewer, Stormwater, Plant & Fleet, Land Improvements, Land, Swimming Pools, Kerb & Gutter. Remaining asset classes scheduled for completion by September 2025.	
Aerial Imagery Capture	$421,00		-	10%	2025-2027 Aerial Imagery Capture budget approved. Contract provision through NSW Spatial Services ReSSE Scheme underway. Contract scheduled for presentation to Council for approval at October meeting.	

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: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

Water, Sewer and Stormwater asset Revaluation complete and lodged with Auditors. The TechOne build of asset details and asst books continues to progress in conjunction with BAU. Mapping of buried assets now loaded into Before You Dig (BYD) platform for auto-generation of external service requests, with 182 referrals provided in the Month of July.

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Community and Economic Development Directorate

PART A: Director Accountabilities and Key Performance Indicators

Director, Community & Economic Development

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.

Accountabilities

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
B	Child Safe
B	Abattoirs
B	Retirement Villages
B	Cultural Plan
B	CED Intergovernmental Relations
B	Cemeteries
B	Caravan Parks
P	Cemeteries
P	Economic Development
P	Abattoirs
P	Child Safe Audit & Review

Key Performance Indicators 2024/2025	Evidence/Comments	🔴🟡🟢
By June 2024 Prepare an Economic Development Strategy and Employment Lands Strategy	Council's Eco Dev and Tourism team have finalised the 2024 – 2034 Economic Development and Tourism Strategy. The draft strategy was formerly adopted Council's February meeting. Council's officers have appointed a consultant for the development of an Employment Lands Strategy. The focus of the ELS is to ensure that land use and transport activities explicitly reflect the employment and productivity objectives of the NSW Govt. The strategy should also recognise that jobs are an outcome of business activity and investment and that employment strategies will need to support/facilitate same. A draft strategy is complete. *Draft ELS currently on public display. Submissions close 20 August 2024.* Moama Meninya Street Project is one of Council's largest projects that will transform the heart of Moama into a vibrant precinct of social and economic activity. Reshaping Meninya Street from a transport thoroughfare into an innovative and sustainable precinct, this project intends to position Moama as a key tourism destination through place making to compliment surrounding markets. Strategically investing in infrastructure, parks and open spaces and surrounding points of interest, Council aims to create a 'sense of place' and support high intensity developments including multi-level and multi-function spaces for business and the community to thrive. *A draft prospectus is complete awaiting design, should be completed by early September.* The strategy aims to support existing business in Moama and those looking to invest in the Meninya Street Precinct in making informed business decisions on developments.	🟢
By September 2023, working with the Director of Planning and Environment Replenish iN1 Zoning (Industrial Land)	In addition to strategy development above, DPE and DCED are currently meeting with various landowners to identify parcels of land that may be available to purchase and develop for commercial/industrial opportunities in line with the ELS and EDTS above. By December 2024 conduct a commercial developers forum to facilitate local business and other large business joint venture opportunities. Share findings and priority initiatives from the final ELS.	🟡
Work with Campaspe Shire Council's Director Community to harvest synergies that may exist to expand services and therefore gain scale etc	DCED (and directorate) are looking forward to working collaboratively with Campaspe DC and other neighbouring LGAs on joint projects for mutual outcomes. Campaspe, MRC and CPE entered a new partnership to deliver interim face to face visitor servicing in Echuca – September 2023 through to May 2024. Daily face to face numbers have been consistently increasing over the last three months at the new location in Murray Esplanade. An extended agreement has been executed with CPE providing visitor servicing through to 30 June 2025. EMT to close doors 30 June 2024. MRC and Campaspe Shire have presented a proposal to EMT to acquire assets. A decision is yet to be made by the EMT board. Grants Officers from both LGAs met to discuss potential opportunities for collaboration between the two Councils in the Grants/Projects space - discussions will continue on a regular basis.	🟢
By Sept 23 oversee the consultation of the Revenue Taskforce.	Chris Godfrey commenced in the role strategic property specialist. Council to determine opportunities as part of Sustainable MRC. Working with SPS on various projects across the LGA	🟡
Advocate on behalf of MRC, in concert with RAMJO if required, to influence the NSW Government with regional issues and policies.	Current advocacy projects: -*Submissions to Junction Rivers and Keri Keri Wind Farm (EIS)* -VNI West Draft Route Feedback Submission -On-going face to face GP services in Barham Resurfacing imminent funding required due to impacts of October Flood Event - environmental, social and economic flood support; -Meeting with NEMA and RA to discuss flood recovery and those businesses who have fallen through the funding gaps; -Meeting with Office Local Government; -Loss of capacity due to current flood event; -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; -Internet and mobile connectivity – Wakool and Barham	🟡

	-up to 8 new wind/solar projects vying for Energy Connect tenders in additional to VNI West. Drafting submission for Inquiry into insurers' responses to 2022 major floods claims Renewable Energy State Significant Projects	
In relation to Tourism: • Advocate for the development of MRC at a regional level. • Expand network and zone of influence. • Create synergies leading to improved scale. • Maintain close relationship with service providers (product) • Seek grant opportunities	Flood recovery advocacy works Renewed partnerships with MRTB Short, medium, long-term strategy to facilitate visitor servicing for River Country and MRC Community Hosted famils DRM/DNSW Received funding through RTAF for new tourism product, public art trail DCED and EDO attended NSW Tourism Awards -Moama Lights 2024 tickets on sale. --Advancement of River Country Art Trail Project. -DCED & MEDT attended EMT networking event -DCED met with CEO MRTB *-Attended EMT Members update* *-EMT announced plans to dissolve. MRC and Campaspe Shire (together with key industry stakeholders) progressing destination marketing activities for brand Echuca Moama* *-A comprehensive report detailing shortlisted artists and recommended artists will be presented to Council as part of the River Country art trail project.*	🟡
Monitor delivery and achievement of client services, projects and initiatives. Ensure these are responsive to client and organisational needs and are well managed in a manner that meets MRC CS statutory, contractual obligations, organisational policies and MRC delivery Program.	--appointment of CRO funded by Resilience NSW *-Council adopted Arts and Culture Strategy*	🟢
Communities are adequately informed to ensure maximised engagement with services and projects. Advocacy for health and wellbeing programs for all residents (all ages and demographics) is monitored.	Social Health and Wellbeing Plan to be updated Regular newsletters -CEO & DCED attended CLRS networking breakfast event *-A community directory will be built as part of a new Live Work Invest platform for MRC. A web developer has been engaged and has commenced building the website and directory.* *-a new resident's toolkit containing relocation information has been finalised.*	🟢
In relation to Economic Development: • Seek to expand our economic footprint • Advocate for the maintenance of existing industries through and post crises (emergency grants) • Positively engage with industry associations • Maintain and improve working relationships with State and Federal Government agencies and bodies.	DCED attendance at National Economic Development Conference MEDT and EDO completed accredited economic development practitioner training Attendance at DRNSW Investment Attraction Workshop Undertaking EDA Cluster Network Development Training Recovery efforts working with RA DRNSW meetings with businesses in Murray Downs and Tooleybuc New Ministers ICAC Anti Corruption Training EDA Webinar – Smart Specialisation – focus on local key assets Meeting with DRNSW to discuss priorities MRC Finance for non-finance Managers training through Melbourne Business School Meeting with AusIndustry, Port of Melbourne and ARTC to discuss rail upgrades from VIC to NSW Meeting with Junction Rivers and VNI West Consultative Committee Meeting with YYNC regarding development of new MOU Investment Attraction Community of Practice (working group with EDA accredited professionals) -DCED met with Department Regional NSW -Attended Local Government NSW Destination & Visitor Economy Conference	🟢
Investigate potential for introducing a Community Survey within this term of office.	Customer Service and Community Services have implemented customers satisfaction surveys	🟡

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Community and Economic Development Directorate

PART A: Section Accountabilities and Team Roles

Manager Economic Development & Tourism

A healthy economy by enabling population growth through business development, investment, employment opportunities and growth in visitor numbers through destination marketing, visitor servicing and event development.
Beck's 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 to promote and revitalise the communities within our LGA.
Identification of state and federal funding opportunities to implement initiatives.
Working with the volunteer committees across our communities to help achieve revitalisation projects such as construction of the new Wakool Bowling Club.

Accountabilities

SBPO	*Accountability*
B	Visitor Servicing
B	Arts and Culture
B	Grant Sourcing
B	Destination Branding and Marketing
B	Community & Economic Development admin management
B	Community Development
B	MRC Financial Assistance Program
B	Attraction and retention of residents and workers
B	Economic Development
B	Community Events
B	Tourism Events
B	Tourism Product Development
B	Tourism and Community Signage
P	Attraction and retention of residents and workers
P	Advocacy - Community & Economic Development Intergovernmental Relations

Manager Customer Service

The Manager of Customer Services, provides organisational wide direction for Customer Service, overseeing the customer service team, library team, cemetery services and our internal and external call centre operations.
Provision of customer service including Murray River Council business services, Service NSW, Banking Services, V/Line Services, and visitor servicing through council's service centres.

Accountabilities

SBPO	*Accountability*
B	Venue Hire Management
B	Customer First Contact Management
B	Customer Satisfaction
B	Customer Services
B	Business Agencies
B	Public Library Service
P	Venue Hire
P	Customer Service
P	Business Agencies
P	Customer Satisfaction
P	Public Library
P	First Contact of Customers
O	Internal Call Centre
O	Public Library Programs
O	Visitor Information Service (Mathoura)
O	Customer Satisfaction Reporting
O	Business Agencies
O	Cash Handling
O	Customer Experience
O	Engage with Undertaker and Families
O	Local Emergency Management Officer
O	Volunteer Engagement Cemeteries
O	Plot Administration

Manager Community Services

Providing community service to our senior citizens including community transport, social respite services, meals delivery, home modification and maintenance services and youth engagement services.

Accountabilities

SBPO	*Accountability*
B	Delivered Meals Program
B	Comm Serv Quality Management
B	Social Respite Program
B	Home Modifications and Maintenance Program
B	Youth Engagement Program
B	Community Transport Program
P	Delivered Meals
P	Social Respite
P	Community Transport
P	Youth Engagement
P	Home Modifications and Maintenance
O	CS Volunteers Program
O	Coordination of Contract Services

Manager Local Connections

Work collaboratively with committees of Council to assist them to meet their obligations as required by S355 of the Local Government Act 1993 and to improve governance, risk mitigation, and long-term sustainability. Monitor and support committees to optimise their viability.

Monitor the Aged Care Reforms and develop strategic plans that will enable the continuation of services delivery of frail-aged services under the Commonwealth Home Support Program and Community Transport under the Community Transport Program within the Community Services Department.

Accountabilities

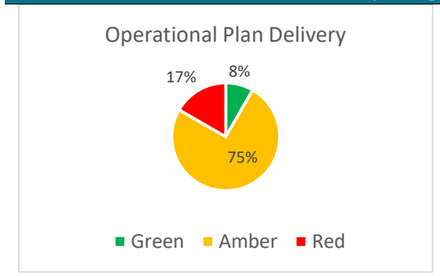
SBPO	*Accountability*
B	Business Continuity Plan – Community Services
B	Section 355s
P	Business Continuity Plan – Community Services
P	Section 355s
O	Business Continuity Plan – Community Services
B	Volunteer Management
P	Volunteer Management
O	Volunteer Management
B	Community Recovery

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Community and Economic Development Directorate

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



Under the 4-year Delivery Plan, the Community and Economic Development Directorate relates to: Community development through community engagement and advocacy, Provision of community services to aged, disadvantaged and at-risk members of our communities, Provision of Youth Services, Provision of internal and external Customer services for MRC, Bendigo Bank, WAW Credit Union, VLine Transport services, library services, cemetery services and visitor information services. Business community growth and support services, investment and development support, visitor servicing, destination marketing and Grant procurement and funding.
The Community and Economic Development Directorate directly oversees the delivery of these outcomes.

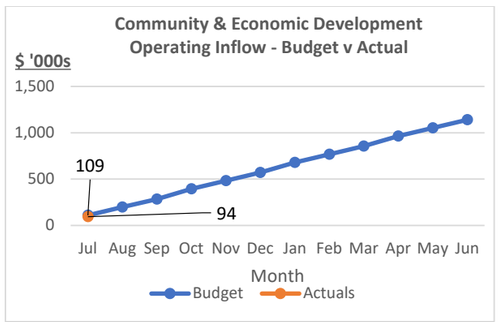
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 2 – Goal 2 - Continue to be a trusted and ethical leader that leads by example. 2.5 – Leadership that is trusted, capable and collaborative									
Develop and implement 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 Program, a free initiative for the child safe team at the OCG to help with implementation of the Child Safe Standards in Councils under the Children's Guardian Act 2019. Officers also attended the fourth annual Child Safe Forum for Local Government during Child Protection Week. All staff training will be undertaken next month.	●
Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles. 3.3 – Disability Action Plan for Open Spaces / Disability Inclusion Action Plan									
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:	✓				Officers investigating Linkages and Capacity Building Program to align actions from the DIAP. Funding would assist with the implementation of actions across MRC. Discussions with All Abilities Org re sporting day initiatives. Formation of external community access and inclusion advisory committee emphasising commitment to fostering inclusivity and accessibility within our community. Expressions of Interest to form an Access and Inclusion Advisory Committee closed in March. This step emphasises our commitment to fostering inclusivity and accessibility within our community and more importantly across Council as an organisation. *Moama Lights event was successfully delivered and included an low sensory session and involved community volunteers to assist with the daily coordination of the event on site.*	●
Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging. 4.4 – Provide programs for targeted community demographics									
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 every fortnight and has public access computers for assisted access to online Government Services. The Service NSW Mobile Customer Service Centre visits Tooleybuc once a quarter. Library Services: *Barham – school holiday activities, tech savvy seniors sessions continue to run throughout August/Sept, live presentation on Protect Yourself Against Scams, bookings for digital help with devices through partnership with Be Connected BAU, partnership with Barham High School to undertake Young Mentors program, Cryptic crossword workshops on Fridays and social book chat continue on Tuesdays.* *Mathoura – book sale has been successful, school holiday activities, new collection has been ordered, cryptic crossword, my heritage and ancestry sessions and ipads available*	●
	Advocate	(DP 4.4.3) Advocate for the implementation of an after-school care program for Mathoura	B: DCED P: O:		✓			*Audit of current care programs before, during and after school currently underway*	●
Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs. 4.11 – Community Health and Wellbeing Services including; Mental Health Services Health Services Aged Care Special care (disability housing / assisted living).									

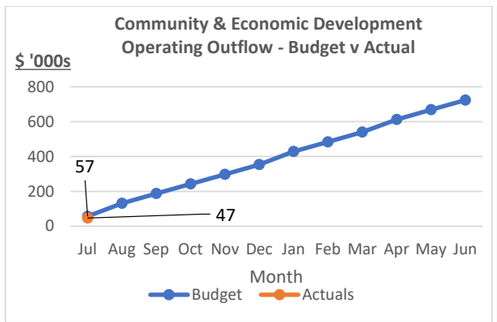
Develop a Health and Wellbeing Strategy (S DCED)	Partner, Advocate	(DP 4.11.1) Strategy developed and implemented	B: DCED P: O:	✓	✓			Social Health and Wellbeing Strategy 2017 under review, draft update in progress	🟡
Health Services (S DCED)	Advocate	(DP 4.11.5) Advocate for increased availability of Doctors, Community and Rural Nurses, and associate services such as pathology, optometry, equipment hire and Ambulances for various locations across Council	B: DCED P: O:	✓	✓	✓	✓	Attending: LHAC meetings, Campaspe Murray Mental Health Network meetings, Loddon Mallee Public Health Unit (LMPHU) LMPHU Buloke, Gannawarra and Campaspe Stakeholder Huddle, Deniliquin Mental Health Awareness Group. Moulamein LHAC Committee members resigned. Community Services Manager submitted EOI to participate in Murrumbidgee Aged Care Consortium Attending Murrumbidgee Health Network Meetings, which meet Bimonthly. *CHSP home maintenance vouchers will soon be available to clients for garden maintenance* *Local Health Medical Trust Barham – seeking accommodation for doctors, new operators have secured one additional GP and looking toward a fourth GP, continuing discussions seeking funding to provide GP incentives, ongoing discussions around GP VMO coverage at the Barham Hospital.*	🟢
Aged Care Services (S DCED)	Advocate	(DP 4.11.6) Advocate for the ongoing investigation and support of local aged care, retirement, special needs, disability and assisted living housing across various locations across Council	B: DCED P: O:		✓	✓		Working collaboratively with Moama Lions Community Village Committee and Mathoura Retirement Village committee. Guidance and support obtained through ACCPA. Consideration will now be given to future models of management. CHSP and TfNSW projects continued to be delivered in line with grant funding. Department of Health grant agreement updated to 30/06/27. Transport for NSW grant funding updated to 30/06/27. Working with Southern Cross Care with the view to reinstate an aged care model in Moama *Consultant appointed to undertake a review in the manner in which Section 355 committees are managing assets on Councils behalf. A future report will be presented to Council with recommendations/findings.*	🟡
Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs. 4.12 – Continue to provide and support services in remote communities with a focus on communicating the service availability and locations.									
Service Provision (S DCED)	Advocate	(DP 4.12.4) Increase advocacy across the region in relation to Community Health Services	B: DCED P: O:		✓	✓		During March Manager of Eco Dev attended the Edward and Murray Community Network meeting and also the Campaspe Family Violence Action Group meeting. Manager Community Services meeting with Local Health Trust in Barham to advocate for continuity of face to face GP services. Various service providers and community groups came together to exhibit their services at the inaugural Mental Health Month expo, held at Hopwood Gardens in Echuca.	🟢
Theme 5 – Goal 1 – Encourage and support economic development across the region. 5.1 – Development of Business Parks / industrial expansion.									
Industrial Expansion (S DSP)	Deliver	(DP 5.1.1) Prepare a business case relating to the expansion of industrial land, business parks and business growth required across the region and implement the findings	B: DSP P: O:	✓	✓	✓	✓	*The draft employment lands strategy was endorsed by Council at its July meeting to be placed on public exhibition. The exhibition period concludes during August at which time a further report will be presented to council for formal adoption.*	🟢
Theme 5 – Goal 1 – Encourage and support economic development across the region. 5.2 – Commercial Investment Strategy.									
Develop a prospectus of commercial investment opportunities. (S DCED)	Advocate	(DP 5.2.2) Advocate for funding for aged care homes across the region	B: DCED P: O:			✓	✓		
	Advocate	(DP 5.2.3) Advocate for increased transport links for local producers	B: DCED P: O:			✓	✓		
	Advocate	(DP 5.2.4) Advocate for and encourage new and diverse industries to the region	B: DCED P: O:	✓	✓	✓	✓	*BAU* *Officers participating in the Barham Biochar Working Group, coordinated by Western Murray Land Improvement Group.* *Officers providing support for WMLIG projects.*	🟡
Theme 5 – Goal 1 – Encourage and support economic development across the region. *5.4 – Investigate alternative and renewable energy*									
Investigate alternative and renewable energy. (S DCED)	Advocate	(DP 5.4.1) Advocate for various renewable energy projects underway and installed across the region	B: DCED P: O:	✓	✓	✓	✓	Officers currently engaged with numerous state significant projects taking place across the LGA. MRC submission to VNI West with feedback regarding route development/project study area for Option 5. VNI regional reference workshop recently presented up to 6 alternative river crossing locations. Option 5A now announced. Submission for feedback on new study submitted. Final draft route report published during March. Route now approx. 7kms north of Moulamein. *Council endorsed commitment to state significant renewable energy projects. DCED meeting with EnergyCo and LGAs from across the South West Renewable Energy Zone during August. Attending various meetings with impacted landholders.*	🟡

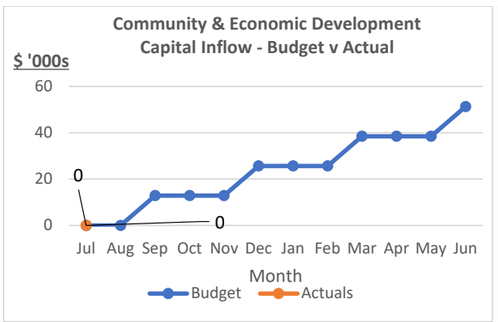
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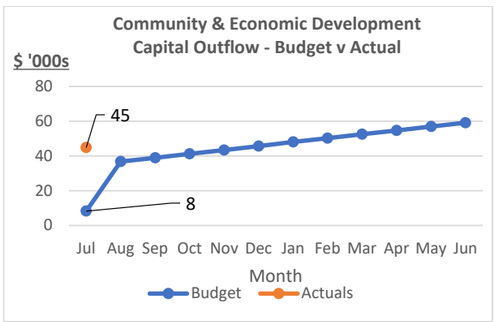
Community and Economic Development Directorate

PART C: Financial Outcomes









Capital expenditure actuals due to unbudgeted caravan park natural disaster recovery and emergency repairs at Picnic Point relating to the retaining wall. There is reserve for the Category D flood recovery grant funding from OLG to apply against this once the program of work is approved by OLG.

PART D: Project Status

Economic Development & Tourism Strategy	• Business and Economic Conditions Survey conducted. 58 x responses will now inform the development of an action plan to support EDT 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 complete. • **Eco Dev Strategy and Assistance Policy adopted by Council.**
Barham Micro Abattoir	• Construction complete. • MDBEDP final report submitted. • Occupation Certificate issued. Lease agreement signed by MPMC. Lease commenced 1 September 2023. • NSW DPI audit undertaken December 2023, recommended fit out rectifications for Council and process improvement for Murray Plains Meat Cooperative • RFQs prepared for rectifications works with a view to appoint a contractor during March. • Council resolved to complete the project. Contractor appointed. • *Rectification works completed, new audit date by NSW DPI to be confirmed*
Australian Open Darts	• Monday August 14 – Sunday August 20 • The presentation Dinner - Saturday August 12 following the conclusion of the Australian Championships • Winner Economic Development Australia Awards for Initiatives for regions under 15,000 residents for delivery of 2022 event. • Not proceeding 2024 • *Council supported the Australian Darts Championships, DCED and DCS attended the launch event*
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 • Dates confirmed 5-28 July 2024. Tickets on sale. • *Moama Lights 2024 successfully delivered, almost 22,000 tickets sold*
Murray Downs Industrial Land	• Officers in continued discussions 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 • New instruments of delegation and suite of templates developed. Meeting with Committees to negotiate terms. • Independent consultant appointed to undertake an evaluation on the management of the Mathoura Retirement village. • DCED & MLC met with Mathoura Retirement Village to draft new instrument of delegation • Moama Lions Village – new agreements drawn up for tenants.

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	• A suite of volunteer management documents has been developed – volunteer recruitment, appointment and training; • Instrument of Delegation successfully negotiated and executed by Moama Lions Community Village Committee. • Morning Tea was held for all tenants of Moama Lions Community Village – new Tenancy Agreements were explained and delivered. *-A suite of volunteer management documents has been developed in collaboration with the WHS Officer and Governance and Risk Manager* *-The first instrument of Delegation has been accepted and signed off by the Moama Lions Community Village Committee.*
Crisis Management	• Support required for businesses due to October 2022 flood event, ongoing
Caravan Parks	• Officers met with PPCP to draft a schedule of responsibilities, develop a comms plan and Council engagement process.
Renewable Energy	• DCED attended VNI West Community Consultative Meeting. Agenda feedback on draft route report, property acquisition process and community benefits legacy projects.

PART E: Business as Usual

Customer Service (See detailed Customer Service Report)	• *Customer Experience Strategy to be developed. Customer and stakeholder engaged took place in December followed by a workshop. Four key priorities – people and culture,* process and service capability, technology and voice of the customer. Draft strategy complete and currently being reviewed. • Proto Partners engaged; customer interviews are currently being conducted. Internal workshops have taken place and officers have commenced a service level review. A draft Customer Charter and Customer Experience Strategy are in development. • MCS attended NSW Local Government Professionals Customer Experience Conference • Increase in visitation to Mathoura VBC during January, sales of River Country merchandise up. Customer Service slammed with recent water quality event in Moama. Customer feedback consistent recommending SMS comms for future events. Currently being investigated. • NSW Government introduced the Interment Industry Scheme. The scheme is currently being phased in with completion in October 2024 when all operators must be licenced and compliant. Murray River Council has begun the application process. • Two team members have transitioned into other areas of the business leaving a gap in sufficiently accredited Service NSW customer service officers. Currently recruiting and will schedule further training with Service NSW. • Technical challenges have slowed transaction times and access to council services. MVBC closed on several occasions due to no connectivity. Eftpos down across various sites. • *Staff shortages continue to impact consistent service quality*
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 New South Wales, Community Transport program 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 Transport Program - these services are not age specific and can be used by all community members. • In September we held a "Defensive Driver Course" for staff and Volunteers with x 20 participants. This was funded through Transport for New South Wales. • We have been working with Murray Haven Homes and Barham LHACC to run and 'Aging Persons Information Day' to be held in Barham on October 19th, providing information on aged care services in our Local Area, this is to be held in the Barham School of Arts Hall, at 10 am with a Guest Speaker from Centrelink, and 12 other Services from the Area who will be in attendance, ranging from Health Services, Podiatry, Hearing, Murray River Council – Community Services, Legal; • MCS attended Community Transport Organisation Conference in Port Macquarie • There have been a number of movie outings among other shopping and social activities. • Annual refresher training for all staff and volunteers.
Community Development	Draft Arts and Culture Strategy finalised. Two submissions were received and are being incorporated into the ACS, which will go back to Council for adoption. • staff worked with South West Arts to scope a new art project to be delivered as part of NAIDOC Week in 2024. • Coordination of IWD, sold out event • Community Grants Rd 2 currently open • Grants applied for – NAIDOC week, Youth Holiday Break Program, Youth Week • Australia Day grant funding secured • Scoped new art project with South West Arts for Naidoc Week 2024 • International Women's Day event in Barham was a sold out event and well received. • Australia day events successfully delivered • Attended community meeting in Wakool to discuss variations to scope of public art trail. • South West Arts to deliver NAIDOC Week presentation and workshops at Bunnaloo, Moama and Barham Primary Schools: 3rd July- 7th July *-NAIDOC week activities took place at Bunnaloo, Moama and Barham Primary Schools Theme: Keep Fire Burning- Blak, Proud and Loud. Officers supported the attraction, running and promotion of various events. Promotion of July events included Moama Lights and Winter Blues Festival.*
Economic Development (See detailed Economic Development & Tourism Report)	• New Moama Market operator appointed • Support for Moulamein Heritage Village proposed opening, Barham Art Gallery discussions, • Campaspe Murray Business Awards planning well underway • A Workforce Attraction Plan has been developed and will be implemented during 2024 and 2025 • EDO met with the Campaspe Careers Network, Workforce Australia and Regional Industry Education Partnerships (RIEP) to discuss potential skills development and career pathway events across the LGA. Discussions are ongoing. • Development of a new Live, Work Invest website is underway. • Council's Community Grants Program - Round 2 of Murray River Council's 2023-24 Community Grants Program closed. • Flagship Event Fund Application: Applied to secure funds for Moama Lights marketing to enhance the visibility and reach of this flagship event.

	• Community Energy Upgrade Program: Applied to secure funds aimed at installing rooftop solar systems across 8 Council-owned buildings. • Progress on CAT D Flood Funding Project: Pre-approval has finally been achieved for Project 6 (Picnic Point). • Annual Allocations: Applications closed April 26th. • Funding secured through Library Infrastructure Fund, NAIDOC Program and Regional Leakage Reduction Program • *Finalists in the Campaspe Murray Business Awards were announced and judging is underway* • *Council received notification that its joint grant application for a Country University Centre to be established in Moama was unsuccessful. Officers are considering alternative ways to progress this project.* • *MRC in partnership with Campaspe Shire (and key tourism stakeholders) leading destination marketing activities for brand 'Echuca Moama'*
Tourism	• interpretive tourism signage has been mapped out for Moulamein and Barham River walks, Moulamein township, Horseshoe Lagoon and Old Moama. • Tourism signage for Wakool Recreation Reserve has now moved through to procurement phase • TO collaborating with Campaspe Shire to host the Volvo Car Club National Rally in 2024 and Backroads trail to coordinate updated brochure. • Local Aboriginal artist engaged for Moama Lights and River Country branding • Advancements River Country Art Trail – steering committee formation, engagement with stakeholders, logo design explored • Southern 80 planning • Tourism officer appointed. • Attended EMAA AGM • *investigating options for a new tourism website (River Country) platform as the existing site agreement will cease by the end of the year.* • *During July there was a 50% increase in post reach on Facebook – which is significant. The top 3 post topics were The Timbercutter, Moama Lights and the Tooleybuc Bridge. Instagram saw an impressive increase of 25% in post reach.* • *A new digital partnership was established to manage targeted ads for River Country.*

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	
14/11/2023	New Moama Preschool	Council has resolved to move forward with the project subject to a significant capital contribution by the MDPS.	Construction complete. Lease agreement finalised. New term commencement February 2024 *Official opening June 2024*	
14/11/2023	Barham Micro Abattoir	Construction complete. OC issued in May. Lease commenced 1 September. If MPMC takes up the lease and fails to operate the micro abattoir it is in breach of the Lease and Council could terminate the Lease if the breach was not remedied and/or refuse to allow the exercise of the option to transfer the premises to MPMC. If either the Agreement or Lease is terminated, Council could sell the premises or lease the premises to an alternative provider. MPMC is required to pay to Council the rent for the full term of the Lease subject to an obligation of Council to use its 'best reasonable endeavours' to find an alternative tenant. Council is not under any obligation to repay any money to MPMC in relation to the Agreement Fee or the sale price.	Murray Plains Meat Cooperative Food Safety Program approved by DPI. NSW Practical audit undertaken December 2023 Recommendations from NSW DPI include rectifications to building fit out and process improvements by Murray Plains Meat Cooperative. RFQs sent out for rectifications works with a view to appoint a contractor in March. Council resolved to complete the project and a contractor has now been appointed to finalise rectifications. *Rectifications are complete. Awaiting new audit date by NSW DPI.* *Council to seek recompense for cost of rectifications.*	

Council resolutions completed

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	SECTION 355 COMMITTEE MEETING MINUTES AS AT JUNE 2024	180724	**RESOLUTION 180724**	Buckley, Karen	

Moved: Cr Neil Gorey

Seconded: Cr Dennis Gleeson

That Council receive and note the June Section 355 Committee report

CARRIED

26 Jul 2024 9:45am Buckley, Karen - Completion

Completed by Buckley, Karen (action officer) on 26 July 2024 at 9:45:25 AM - noted, no further action required.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	WOMBOOTA SCHOOL OF ARTS HALL COMMITTEE AGM	200724	**RESOLUTION 200724** Moved: Cr Geoff Wise Seconded: Cr Ann Crowe That Council 1. Revoke existing members of the Womboota School of Arts Hall Committee of Management and (a) Pursuant to Section 355 of the Local Government Act 1993 appoint new committee members nominated at the June 2024 AGM. **CARRIED**	Buckley, Karen	

26 Jul 2024 9:45am Buckley, Karen - Completion

Completed by Buckley, Karen (action officer) on 26 July 2024 at 9:45:02 AM - Noted, no further action required

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Moama Lions Community Village - Tenancy Agreements	360524	**RESOLUTION 360524** Moved: Cr Ann Crowe Seconded: Cr Nikki Cohen That Council approves the transition of all existing tenancy agreements governed by the Retirement Villages Act 1999 to new standard form agreements governed by the Residential Tenancies Act 2010 and authorises the CEO or his delegate to sign the contract documents. **CARRIED**	Buckley, Karen	

06 Jun 2024 2:21pm Ryan, Sarah - Reallocation

Action reassigned to Buckley, Karen by Ryan, Sarah - SR - Karen to arrange Terry or delegate to sign tenancy agreements with Lions Tenants.

01 Jul 2024 12:16pm Buckley, Karen - Target Date Revision

Target date changed by Buckley, Karen from 11 June 2024 to 30 June 2024 - signing of lease agreements scheded for 10th July 2024

01 Jul 2024 12:16pm Buckley, Karen - Target Date Revision

Target date changed by Buckley, Karen from 30 June 2024 to 31 July 2024 - Signing of lease agreements scheduled for 10th July 2024

26 Jul 2024 9:47am Buckley, Karen - Completion

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Completed by Buckley, Karen (action officer) on 26 July 2024 at 9:47:28 AM - Tenancy Agreements have been signed and filed in Councils rtecords.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Adoption of FInal Draft Murray River Council Arts and Culture Strategy 2024-2034	220724	**RESOLUTION 220724** Moved: Cr Ann Crowe Seconded: Cr Kron Nicholas That: 1. Council adopt the Final Draft *Murray River Council Arts and Culture Strategy 2024 - 2034*, noting that the limited feedback received during public consultation has been incorporated into the Strategy where relevant. **CARRIED**	Hayward, Beck	

13 Aug 2024 2:47pm Hayward, Beck - Completion

Completed by Hayward, Beck (action officer) on 13 August 2024 at 2:47:39 PM - The adopted Arts and Culture Strategy is on Councils website and we are preparing to begin implementation of the Action Plan.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Bridge Art Project - Request for Council representation on Project Committee	230724	**RESOLUTION 230724** Moved: Cr Ann Crowe Seconded: Cr Neil Gorey **NEW RECOMMENDATION** That Council resolve to provide a Council representative (Representative) to be appointed to the Bridge Arts Project (BAP) steering committee formed to make an application for funding under the Federal Government's Regional Precincts and Partnerships Program (RPPP) and provide general support for the duration of the BAP on the following basis: 1. The appointment of the Representative should be governed by a terms of reference document which clearly sets out the role of the Representative. The relevant terms must be agreed by the Chief Executive Officer of Murray River Council prior to the Representative's commencement on the committee. 2. The role of Representative will be limited to providing general oversight and assistance in ensuring that the application and project management processes are conducted in line with probity and governance principles and are consistent with Council policy and long term strategic plans. It should be noted that the role of the Representative may differ in nature to the role of other committee members. 3. In the event of a conflict of interest or probity concern, the appointment of the Council representative will immediately cease and where that occurs, Council may elect in its absolute discretion not to provide a replacement for the Representative. 4. Council will not at any time for the duration of the BAP, be compelled to provide any financial contribution, or in-kind project management services or professional advisory services and will at all times consider the interests of its community and its duty to act in a fair and transparent manner. The appointment of the Representative pursuant to this resolution will not give rise to any partnership arrangement. **CARRIED**	Hayward, Beck	

13 Aug 2024 2:49pm Hayward, Beck - Completion

Completed by Hayward, Beck (action officer) on 13 August 2024 at 2:49:36 PM - The resolution has been communicated with the Committee and we are in ongoing discussions with them about the their projects.

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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Southern Riverina Regional Drought Resilience Plan	170724	**RESOLUTION 170724** Moved: Cr Neil Gorey Seconded: Cr Nikki Cohen That Council: 1. Adopt the Southern Riverina Regional Drought Resilience Plan; 2. Note the feedback received during the time the report was on public display, which has been incorporated into the Plan. **CARRIED**	Hayward, Beck	

13 Aug 2024 2:51pm Hayward, Beck - Completion

Completed by Hayward, Beck (action officer) on 13 August 2024 at 2:51:25 PM - The Southern Riverina Drought Resilience Plan has been placed on Council's website and we are working with parter Councils to coordinate next steps.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	DRAFT Employment Lands Strategy	210724	**RESOLUTION 210724** Moved: Cr Geoff Wise Seconded: Cr Neil Gorey That Council endorse the Draft Murray River Council Employment Lands Strategy for public exhibition for a period of 28 days, noting the results of the public exhibition will be presented back to Council to consider, before final adoption of the Strategy. In Favour: Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Dennis Gleeson, Kron Nicholas and Geoff Wise Against: Nil **CARRIED 7/0** **CARRIED**	Hayward, Beck	

13 Aug 2024 2:50pm Hayward, Beck - Completion

Completed by Hayward, Beck (action officer) on 13 August 2024 at 2:50:25 PM - The draft Employment Lands Strategy has been placed on Council's Your Say page for public exhibition for a 28-day period.

Council resolutions outstanding within 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/03/2024	Barham Micro Abattoir - Completion of Contract	240324	**RESOLUTION 240324** Moved: Cr Ann Crowe Seconded: Cr Geoff Wise That Council: 1. Rescind Item 5 of *Resolution 230120* (23 January 2020): The Barham Micro-Abattoir project be fully funded from grant funding and lease fees; and that no ratepayer funds be committed to the project;	Ryan, Sarah	

2. Approve the expenditure of Council's operational funds ($100,000) to engage a suitably qualified contractor to complete the rectification works as recommended by NSW Department of Primary Industries; and

3. Delegate authority to the CEO to seek to recover the costs of the rectification works pursuant to the Design Services Contract for Barham Micro Abattoir.

In Favour: Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Kron Nicholas and Geoff Wise

Against: Cr Thomas Weyrich

CARRIED 6/1

CARRIED

10 Apr 2024 3:11pm Ryan, Sarah - Target Date Revision

Target date changed by Ryan, Sarah from 09 April 2024 to 30 June 2024 - Contractor appointed for completion of works.

10 Apr 2024 3:11pm Ryan, Sarah

SR - contractor appointed for completion of rectification works. At completion, Council will seek recompense from Contractor.

06 Jun 2024 2:10pm Ryan, Sarah - Target Date Revision

Target date changed by Ryan, Sarah from 30 June 2024 to 31 July 2024 - SR - to allow completion of rectifications

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/02/2020	Murray Downs Land - Compulsory Acquisition	220220	**RESOLUTION 220220** Moved: Cr Neil Gorey Seconded: Cr Geoff Wise That the Council: 1. 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. 2. 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. 3. 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**	Ryan, Sarah	

17 Mar 2020 12:19pm Keogh, Kerri

No comment received on this matter as at 17/03/20.

31 Mar 2020 2:45pm Harvie, John

The Murray Downs Local Aboriginal Land Council (LALC) has been notified of councils decision. The LALC has commenced action to have 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 received on the matter as at 21/04/20.

18 May 2020 2:37pm Keogh, Kerri

No further comment/update on this matter as at 18/05/20.

27 May 2020 7:38am Harvie, John

Wamba Wamba nation are finalising an exemption from statewide TSR land claim for the 20Ha parcel of land. Once received compulsory acquisition process will commence.

18 Jun 2020 9:43am Lewandowski, Rosemarie

No further update at this time.

16 Jul 2020 9:51am Harvie, John

Still waiting on exemption from blanket 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

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

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This matter will now be actioned by the Director of Community and Economic Development andd 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 05/10/2022

09 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

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

12 Sep 2023 8:51am Ryan, Sarah

SR - Officers continuing to work with Wemba Wemba LALC and NSW ALC to seek first nations led projects with mutually benefically outcomes.

12 Sep 2023 8:52am Ryan, Sarah - Target Date Revision

Target date changed by Ryan, Sarah from 30 June 2023 to 30 June 2025 - Long term project

Council resolutions outstanding greater than 3 months

Meeting	Subject	Resolution Number	Resolution
Council 23/07/2024	Old Moulamein Courthouse - Request to Dissolve Committee	190724	**RESOLUTION 190724** Moved: Cr Ann Crowe Seconded: Cr Neil Gorey That Council 1. Revoke existing members of the Old Moulamein Courthouse Committee of Management. 2. Dissolve the Old Moulamein Courthouse Committee of Management pursuant to Section 355 of the Local Government Act 1993. 3. Hold the balance of funds in a reserve pending a further report to Council. **CARRIED**

26 Jul 2024 9:44am Buckley, Karen - Target Date Revision

Target date changed by Buckley, Karen from 06 August 2024 to 20 August 2024 - letter sent to committee, waiting confirmation of bank account closure.

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PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)



We would like to congratulate Elle Brain, Council's Community Recovery Officer on her recent nuptials during a trip to Queensland.



Xmas in July in Barham, Community Services clients enjoyed festivities.







New interpretive River Country signage installed in Moama

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Beck Hayward and her team successfully delivered 2024 Moama Lights.



Aunty Denise performing welcome to country







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Community Services

PART A: Section Accountabilities and Team Roles

Manager Community Services

Maintain operations of the Community Services Program as the
B - all areas
P - all areas except for Quality Services

Accountabilities

Number	SBPO	Accountability
	B	Delivered Meals Program
	B	Comm Serv Quality Management
	B	Social Respite Program
	B	Home Modifications and Maintenance Program
	B	Youth Engagement Program
	B	Community Transport Program
	P	Delivered Meals
	P	Social Respite
	P	Community Transport
	P	Youth Engagement
	P	Home Modifications and Maintenance
	O	CS Volunteers Program
	O	Coordination of Contract Services

Quality and Administration Officer

Monitor, Develop and assist "actioners' to Implement actions from the Community Services – Continuous Improvement Plan, to ensure compliance of service delivery within respective Commonwealth and State Govt Programs – within the scope of services delivered within Community Services. C.I.Plan measures against: - the Commonwealth Aged Care Standards and - the NSW Childsafe Standards

Accountabilities

Number	SBPO	Accountability
	P	Community Services Quality Systems
	O	Quality Processing, Auditing and Accreditation

Team Leader Social/Respite Services

Provide co-ordination of services delivery of frail-aged services under the Commonwealth Home Support Program within the Community Services Department

Accountabilities

#	SBPO	Accountability
	O	Social Respite Data Collection
	O	Delivery of Social Respite Care
	O	Coordination of delivery of Meals

Community Transport/Meals Co-Ordinator

Provide co-ordination of services delivery to clients receiving Community Transport and Meals Delivered services

Accountabilities

#	SBPO	Accountability
	O	Community Transport Program
	O	Community Transport Data Collection & Reporting
	O	Coordination /Delivery of Meals

Coordinator Home Support

Accountabilities

#	SBPO	Accountability
	O	Community Transport Program
	O	Community Transport Data Collection & Reporting
	O	Service Data Collection
	O	Community Services Coordinator
	O	Home Modifications
	O	Coordination/ Delivery Meals

Administration Officer

Accountabilities

#	SBPO	Accountability
	P	Home Modifications Program
	O	Social Respite Data Collection Consolidation
	O	Home Modifications / Maintenance
	O	Service Data Collection Reporting

Youth Engagement Officer

Accountabilities

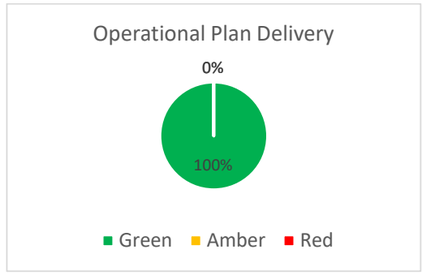
#	SBPO	Accountability
	O	Youth Programs
	O	Coordination of Youth Services

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Community Services

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



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.

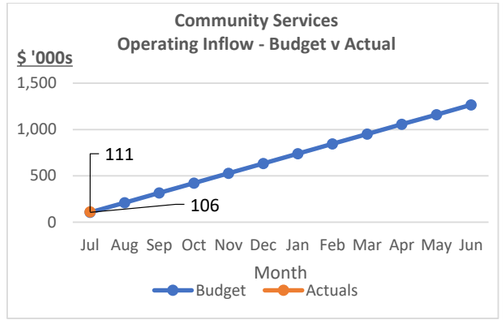
The Community and Economic Directorate directly oversees the delivery of these outcomes.

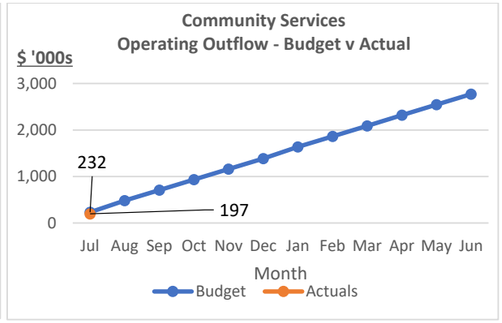
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging. 4.3 – Health and Wellbeing program options for all residents									
Engage with Murrumbidgee Local Health Network and cross border equivalents. (S DCED)	Advocate	(DP 4.3.1) Advocate for health and wellbeing programs for all residents (all ages and demographics)	B: MCS P: MCS O: MCS	✓	✓	✓	✓	Attending: LHAC meetings, Campaspe Murray Mental Health Network meetings, Loddon Mallee Public Health Unit (LMPHU) LMPHU Buloke, Gannawarra and Campaspe Stakeholder Huddle, Deniliquin Mental Health Awareness Group, and also the Murrumbidgee Health Network Meetings, which meet Bi Monthly.	●
Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging. 4.4 – Provide programs for targeted community demographics									
Develop after school programs, Youth engagement programs, computers for seniors etc (S DCED)	Advocate	(DP 4.4.1) Advocate for youth activities / youth group / youth centres in various locations across Council	B: MCS P: YEO/TL O: YEO/TL		✓			Our YHub group in Moulamein runs each Friday afternoon/evening providing social participation for youth in this area. School Holiday outings, are also provided if we have capacity to do so. Youth Week Programs are also offered in varied locations, depending on funding allocation. We have received funding for the Spring Holiday Program and will be holding a Skateboard workshop in Both Barham and Mathoura on the 5th & 6th of October 2024 .	
Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs. 4.11 – Community Health and Wellbeing Services including; Mental Health Services Health Services Aged Care Special care (disability housing / assisted living).									
Continue to deliver the Commonwealth Social Support Program, Community Transport Program and Home Modification Programs across Council. (S DCED)	Deliver	(DP 4.11.2) Programs delivered in line with funding	B: MCS P: MCS O: MCS	✓	✓			CHSP and TfNSW projects continue to be delivered in line with grant funding. Department of Health grant agreement updated and extended to 30/06/27. Transport for NSW grant funding updated to 30/06/25	●
Health Services (S DCED)	Advocate	(DP 4.11.3) Advocate for better promotion of mental health services at various locations across Council	B: MCS P: MSC O: MSC		✓	✓		Attend local Mental Health Meetings and Forums, and the Murrumbidgee Health Network Meetings.	
	Advocate	(DP 4.11.4) Advocate for Garden of Hope Mental Health Project	B: MCS P: MSC O: MSC		✓				

murray river council Monthly Operational Report – July 2024 **Community Services**

Community Health (S DCED)	Deliver	(DP 4.11.7) Develop a program to recognise and address loneliness across the Council region.	B: MCS P: MSC O: MSC			✓			
Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs. 4.12 – Continue to provide and support services in remote communities with a focus on communicating the service availability and locations.									
Service Provision (S DCED)	Advocate	(DP 4.12.1) Advocate for community based mental health first aid courses to be run across various locations within the LGA	B: MCS P: MSC O: MSC		✓	✓		Our Staff and Volunteers are offered Mental Health First Aid training, and we promote Mental Health and Youth Mental Health Courses that are being offered in our local areas	
Theme 6 – Goal 3 – Advocate for improved public transport. 6.6 – Public Transport that connects towns									
Continue to deliver Community Transport options to a variety of community members. (S DCED)	Advocate	(DP 6.7.1) Continued use of Community Transport Services	B: MCS P: MSC O: CHS		✓			Community Transport (CTP) is available to transport disadvantaged person in our Area's. This includes the Moulamein to SwanHill bus, which runs fortnightly, and the Wakool Express which runs to Deniliquin and SwanHill on a Fortnightly Basis. We have recently updated our Transport Brochure for our transport services, which is widely advertised in our local Area's to promote services further.	

PART C: Financial Outcomes





PART D: Project Status

PART E: Business as Usual

Regular shopping outings are all part of the weekly service that is provided through our Commonwealth Home Support Services (CHSP) programme.
Clients are transported to the shops in the MRC Community Services (CS) bus.
They are supported by a CS staff member and usually a volunteer.
If they need extra help clients are assisted with their shopping. Otherwise, they can do their shopping independently. This service benefits clients, not just to buy their groceries, but is also an opportunity for social connection, physical and mental stimulation, conversations and fun.
Shopping outings can be to Moama, Echuca, Deniliquin, Swan Hill and various other locations depending on the home base location of the client group.





Monthly Operational Report – July 2024

Community Services



Xmas In July in Barham
There's always a reason to celebrate and have a good time. Why not have Christmas in winter as well as our usual summer. These Barham clients enjoyed some extra festivities when they came along to their usual Cuppa and Chat. Christmas decorations, Christmas food and plenty of Christmas cheer were all part of the agenda for the day.

Out and About in Swan Hill
Moulamein and Tooleybuc clients had a joint outing to the Commercial Hotel and the Swan Hill Art Gallery recently. Great to have an opportunity to explore your surrounding districts.



PART E: Business as Usual

During July 2024 the Community Services team delivered the following supports:
Social Support – 1341 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 – 350 meals – 54 hours Home Maintenance – Home Modifications - $5337 and Transport – 1247 One-Way trips

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: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

Andrea Kurta – Sector Support and Development (SSD)
Andrea will be making monthly visits to the Community Services office in Moama to provide ongoing support and advice for CHSP management and staff.
Andrea visited recently and discussed a range of topics including:

- Serious Incident Response Scheme (SIRS).
- SIRS is a Department of Health (DOH) scheme and is one component of our total MRC Community Services Incident Management system.
- Client Care/ Support Planning
- Voucher System for Home Maintenance



CHSP Home Maintenance Voucher System
Community Service CHSP clients will soon be able to access Vouchers for garden maintenance. We have also included cleaning of solar panels to our maintenance services. Preferred suppliers will be sought, and clients will be able to utilise the vouchers in accordance with the CHSP guidelines to assist them to maintain their home in a safe and habitable condition.

murray river council

Monthly Operational Report – July 2024

Customer Service

PART A: Section Accountabilities and Team Roles

Manager Customer Service

The Manager of Customer Services, provides organisational wide direction for Customer Service, in particular overseeing the customer service team, library team and our internal and external call centre operations.

Business agencies, including Service NSW, V Line, Bendigo Bank and WAW Bank are available through our 4 in-house Customer Service locations.

Accountabilities

SBPO	*Accountability*
B	Venue Hire Management
B	Customer First Contact Management
B	Customer Satisfaction
B	Customer Services
B	Business Agencies
B	Public Library Service
P	Venue Hire
P	Customer Service
P	Business Agencies
P	Customer Satisfaction
P	Public Library
P	First Contact of Customers
O	Internal Call Centre
O	Public Library Programs
O	Visitor Information Service (Mathoura)
O	Customer Satisfaction Reporting
O	Business Agencies
O	Cash Handling
O	Customer Experience
O	Engage with Undertaker and Families
O	Volunteer Engagement Cemeteries
O	Plot Administration

Coordinator Customer Service

Working closely with the Manager of Customer Service, this role provides daily operational support to the customer services team

Accountabilities

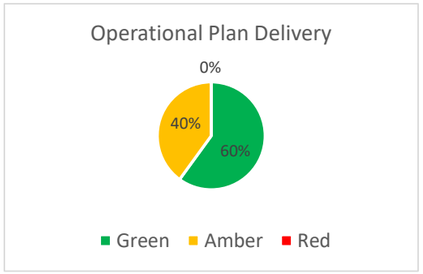
SBPO	*Accountability*
O	Bookings of all other Recreation Reserve Facilities & Sports Fields
O	Venue Bookings and availability and rules and regs and financial transactions
O	Closing out Customer Enquiries
O	Collection, Record Management & Distribution of Hard Copy Mail
O	Customer Counter Services
O	Customer Point of Enquiry Service Delivery
O	Coordination of User Groups for Recreation Reserves and Sporting Fields, eg Footy Clubs
O	Community Halls and meeting rooms hire service
O	Bookings of Moama Recreation Reserve Facilities and Sports Fields
O	Public Library Operations Service
O	Public Library Programs Service
O	Facility and Meeting Space Hire

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Monthly Operational Report – July 2024

Customer Service

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



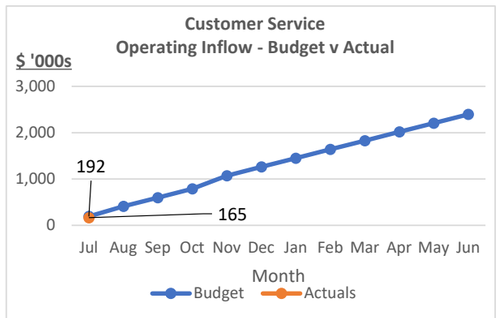
Under the 4 year Delivery Plan, the Customer Service Unit relates to: Customer Service, Library Services, Business Agencies, After Hours Call Centre. The Community and Economic Development Directorate directly oversees the delivery of these outcomes.

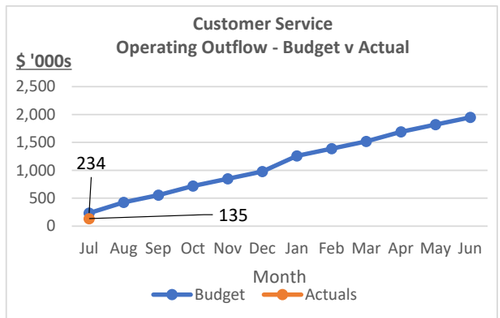
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community 2.1 – Visitor and Resident information									
Development of a Community Directory and general information relevant to Council and local services. (S DCED)	Deliver, Partner Advocate	(DP 2.1.1) Ensure Service NSW services are communicated and frequently visit outlying locations	B: MCUSS P: MCUSS O:MCUSS	✓	✓			• Service NSW services are offered in Barham, Moama and Moulamein. • The MRC Mobile Library Service Centre visits Murray Downs, Wakool and Tooleybuc every fortnight and has public access computers for assisted access to online Government Services. • The Service NSW Mobile Customer Service Centre visits Tooleybuc and Mathoura once a quarter. • All visitations are advertised on social media and via flyers.	
Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community 2.2 – Provide a variety of options on how people can contact Council									
Develop a community access/engagement strategy including digital platforms and by phone. (S DCED)	Deliver	(DP 2.2.1) Ensure face to face service centres are retained across the region	B: MCUSS P: MCUSS O: CCUSS	✓					
	Deliver	(DP 2.2.2) In addition to online information capture – continue to use paper-based forms for non-tech savvy community members	B: MCUSS P: MCUSS O: CCUSS	✓					
	Deliver	(DP 2.2.3) Develop a community access/engagement strategy including digital platforms and by phone. Implement a customer satisfaction annual survey and rating system to note service satisfaction with Council services	B: MCUSS P: MCUSS O: MCUSS		✓	✓	✓	• Permission sought from ELT to engage consultants to assist with creating a Customer Experience Strategy which will encompass digital platforms. • Voice of Customer surveys commenced in 2022-23 fourth quarter to measure satisfaction rates and track customer journey.	
Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community 2.3 – Customer Service Charter									
Develop and implement a fully integrated Customer Relationship Management (CRM) process and system (S DCED)	Deliver	(DP 2.3.1) Customer Service Charter to be aligned and implemented across Council's Business Units	B: MCUSS P: MCUSS O:MCUSS	✓				• Implementation of a Customer Service Charter delayed until we have had established our Customer Experience Strategy which incorporates Community and MRC consultation. This will enable us to create a Charter which will define the standards customers can expect and provide an obtainable Service Level Agreement.	
	Deliver	(DP 2.3.2) All Council staff to undertake and complete Customer Service Training	B: MCUSS P: MCUSS OMCUSS		✓	✓		• In consultation with HR. • Customer Service presentation on Dealing with Unacceptable Behaviour took place at the all staff training day and has been rolled out to those who were not present.	

murray river council Monthly Operational Report – July 2024 **Customer Service**

	Deliver	(DP 2.3.3) Development of Customer Relationship Management (CRM) process and system – phone system, knowledge management system.			✓	✓	✓	•	
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs. 3.12 – Cemeteries / commemoration									
Cemeteries have an identifiable level of service and standard across the Council area. (S DCED)	Deliver	(DP 3.12.1) Investigate level of services and complete an asset review for all of Councils cemeteries.	B: MCUSS P: MCUSS O: MCUSS		✓			• Review commenced and ongoing by CT Management in conjunction with the Revenue Taskforce and council asset assessments.	
Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging. 4.2 – Formation of Networks - training and networking to fulfil social function and spark migration of ideas									
Engage with Community Groups and develop social programs. (S DCED)	Deliver	(DP 4.2.3) Increase social interaction / library programs	B: MCUSS P: MCUSS O: CCUSS	✓	✓	✓	✓	• Each Library runs programs targeted to the community. We have regular Book Club, Move and Groove, Friday games, Games, Cuppa and Chat, Art Group, school holiday activities and special event months. • Tech Savvy for Seniors programs in Barham and Mathoura.	
Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs. 4.12 – Continue to provide and support services in remote communities with a focus on communicating the service availability and locations.									
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		✓			• Response received from Service NSW who declined to include Service NSW accessibility within the Mobile Library due to having three Service Centres in LGA.	
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface. 7.3 – Apply data sources to improve corporate decision making.									
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

murray river council

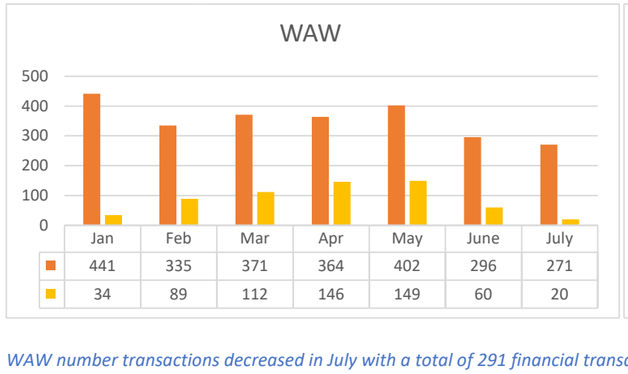
Monthly Operational Report – July 2024

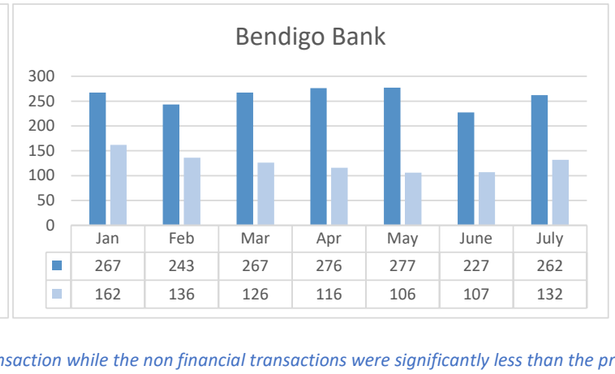
Customer Service

Customer Experience Strategy: Proto Partners have been engaged to assist with the design and development of a Customer Experience Strategy that will address key issues and challenges and provide a clear vision of the direction the organisation needs to take and the key initiatives that will support its delivery. This strategy will provide a clear roadmap that reflects the vision of delivering an improved customer experience across all areas of the business and meets the community's needs now and into the future. The Customer Experience Strategy will create alignment within the organisation, an understanding of what is of most value to MRC customers, and improve customer experience, agent experience, efficiencies and performance outcomes.
Implementation of a Customer Experience Strategy will create and foster a customer centric culture. The strategy will review our current customer experience and provide an action plan for improvements, measures and clarity on creating a customer centric culture, and will be based on insights from research, metrics and targeted engagement with employees and customers. This will also assist with the development of a Customer Service Charter that will outline our commitment to external customers based on customer expectations and achievable service level agreements as defined in the charter and meet the requirement for the annual Customer service Survey.

PART E: Business as Usual

WAW and Bendigo Bank Monthly Transaction Statistics





WAW Moulamein

Month	Jan	Feb	Mar	Apr	May	June	July
Financial	441	335	371	364	402	296	271
Non Financial	34	89	112	146	149	60	20
Total transactions	475	424	483	510	551	356	291

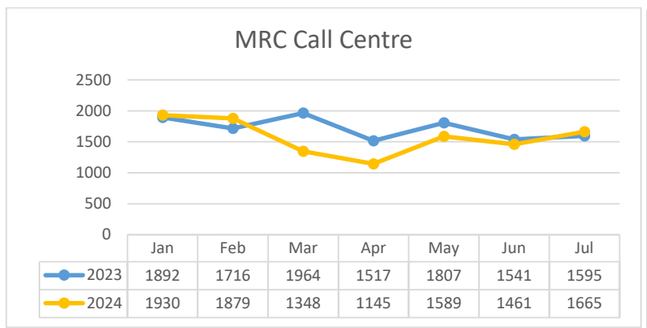
Bendigo Bank Mathoura

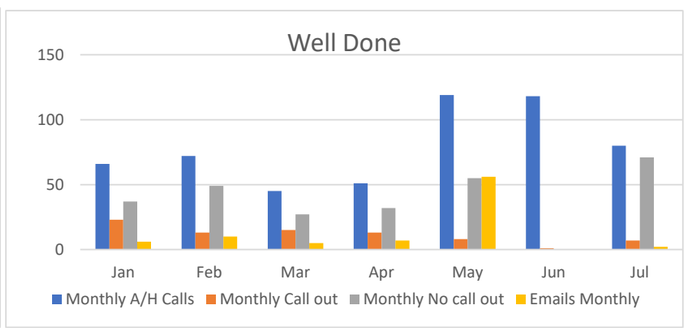
Month	Jan	Feb	Mar	Apr	May	June	July
Financial	267	243	267	276	277	227	262
Non-Financial	162	136	126	116	106	107	132
Total transactions	429	379	393	392	383	334	394

WAW number transactions decreased in July with a total of 291 financial transaction while the non financial transactions were significantly less than the previous month. A contributing factor may have been the closure of the Moulamein Business Centre on a Monday and Friday during the second half of the month due to the reduction of resourcing.

Bendigo Bank remained consistent during July recording 262 financial transactions and 132 non-financial transactions.

MRC Call Centre Monthly Statistics





Mathoura Call Centre

Month	Jan	Feb	Mar	Apr	May	Jun	Jul
Monthly total answered	1930	1879	1348	1145	1589	1461	1665
Monthly total unanswered	30	97	36	56	72	52	48

Well Done

Month	Jan	Feb	Mar	Apr	May	Jun	Jul
Monthly A/H Calls	66	72	45	51	119	118	80
Monthly Call out	23	13	15	13	8	1	7
Monthly No call out	37	49	27	32	55	0	71
Emails Monthly	6	10	5	7	56	0	2

The Murray River Council call centre saw a significant increase in calls in July compared to the previous month. This can be attributed to calls regarding water accounts and queries about the Council elections.

The After Hours call centre received 80 calls for July with 7 call out and 2 emails to our records team for distribution.

V/Line

Barham CSC conducted 120 V/Line ticket sales in the month of July. V/Line sales increased over the past month with school holiday travel being very popular.

murray river council

Monthly Operational Report – July 2024

Customer Service

Service Requests

Service Requests	*692*
Finalised	*564*
Phone Messages	*366 (included in Service Request figures)*
Snap Send Solve	*13 (included in Service Request figures)*

Complaints

We had 3 formal complaints recorded for the month of July. One complaint was addressed and deemed not an issue, one is under investigation, and one is to be addressed as it was lodged late in the month.

Cemeteries

We had a total of 9 interments for July.

Cemetery	Interment	Plaques	Occupied	Vacant	Reserved	
Barham	*0*	*0*	*1345*	*471*	*58*	*(69 Unavailable)*
Mathoura Lawn	*1 Burial*	*0*	*173*	*57*	*2*	*(1 Unavailable)*
Mathoura Pioneer	*0*	*0*	*430*	*312*	*16*	
Moama	*5 Burials, 1 Ash interment*	*0*	*1909*	*1305*	*128*	*(82 Unavailable)*
Moulamein	*1 Burial*	*0*	*447*	*273*	*7*	
Tooleybuc	*1 Burial*	*0*	*151*	*192*	*34*	

Tourism

Tourism has been very popular in the Barham office with enquiries and requests for local area information daily. The libraries and customer service centres assist residents and tourists with local information on attractions and events regularly and rely on the brochures and leaflets provided by the Economic Development team to assist with enquiries and promote our towns.

Libraries

Barham Library: *Our school holiday activity was on Tuesday 16th July and was an Olympics themed special event, with some sporty craft and activities, this was enjoyed by all participants. Tech Savvy Seniors sessions will once again be available in August/September with confirmation of times and dates to follow. We had a live stream presentation on "Protect yourself against scams" hosted by the eSafety Commissioner which was held at the Barham library on 20th July 2024 at 3.00pm. The hour-long presentation showed participants how to protect their personal information from scammers, how to safely make friends online, how to spot investment scams and where to go to for help. This was a free event and had a great attendance. There will be another presentation made during August with further presentations during the remainder of the year on other topics. We continue to take bookings for Digital help for people with their devices etc. through our partnership with Be Connected and the Digital Mentoring program and we welcome all enquiries. The Barham High School is collaborating with our library to undertake the Young Mentors program during term three. The students are currently undertaking their training, and the sessions will commence on Friday 16th August at 10.50am till 12.00pm. We have had a great response from our senior community members with many bookings made. The Cryptic Crossword workshops have been running every Friday afternoon at 1.30pm. Participants are enjoying learning the tricks to easily solve these elusive puzzles whilst appreciating each other's company. Afternoon tea is provided, and this is a free workshop, iPads are available for use. The Social Book Chat group has been meeting every Tuesday morning at 11.00am and enjoy catching up on what everyone is reading and lots of discussion on current events, with three new participants joining during July.*

Moulamein Library: *The library had a change of days during July. Resourcing across customer service centres has been impacted due to resignations and we changed an opening day in the Moulamein library to assist with centre coverages. This impacted the number of attendees for the games day due to library changing from Friday to Thursday. With football training taking place on Thursday's, we saw a significant decrease in our numbers in comparison to Friday afternoons. We have increased the number of attendees throughout the colder months with customers who regularly attend once a week, coming in twice a week to borrow books, keeping their minds active until the nicer weather arrives.*

Mathoura Library: *Mathoura Book sale has been a success so far with over 110 books sold so far with more people continuing to look through and find a bargain. The school holiday activities were a hit at the Mathoura library with many attending to enjoy the Lego, colouring and games. These activities were advertised in the Mathoura Public School newsletter which saw an increase in attendance compared with previous school holidays. New collection items have been ordered, and we look forward to seeing them trickle onto our shelves over the next few weeks. Shelving has been ordered and should be received early next month, this will be for our new stock to be displayed forward facing, to display what we have available and encourage more readers. iPads have also been received for the library. We plan to commence advertising the different programs we will be running such as Cryptic Crossword Group, My Heritage and Ancestry Library Edition, and intend to utilise the iPads to upload various magazine and book apps.*

Mobile Library: *The Mobile library service is suspended until we have adequate resourcing*.

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

SNSW Transactions 2024	**Quarter 1**	

murray river council

Monthly Operational Report – July 2024

Customer Service

	GLS	OLGR	Drives	Total			Yearly Target	YTD	% YTD Performance	Transactions remaining	% Target met
Barham	33	17	1402	1452			5900	1452	98.44%	4448	25%
Moama	135	66	4862	5063			18000	5063	112.51%	12937	28%
Moulamein	14	1	498	513			2200	513	93.27%	1687	23%

Still awaiting second 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

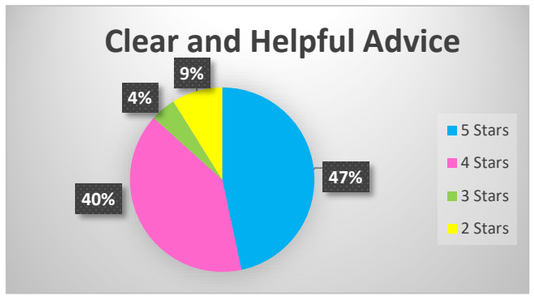
Service NSW have reviewed their reporting of transactions in line with the new contracts that took effect on the 1st January and all quarterly reporting will be done per calendar year rather than per financial year. Our yearly targets have been adjusted to reflect the rate of transactions being processed by each area. Growth and online services have had an impact on face-to-face service provision and the adjustments will assist agencies to achieve more realistic targets. Moving forward our targets for each agency have been adjusted as follows:

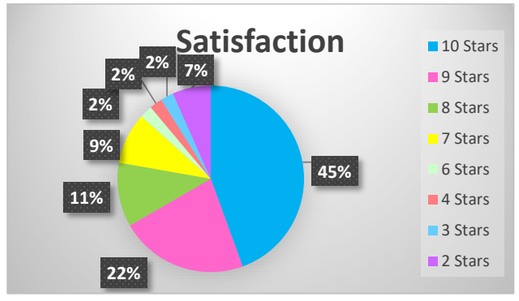
Barham 5900
Moama 18000
Moulamein 2200

All service centres are within 10% of their adjusted targets for the first quarter.

Voice of Customer

We had 45 responses to our Voice of Customer feedback calls in July. Of these, 40 responded that their enquiries were successfully completed with 5 enquiries still outstanding and all provided feedback that they had not received any response to their request. We received 85% for Clear and Helpful Advice and 83% Satisfaction for the service that was provided. Feedback suggests that community members expect a call even if we have attended and rectified the issue. Our customer service team will be setting customer expectations for how their request will be handled. When they make a request, the customer will be informed whether they will receive a follow-up call or if the request will be processed without any additional contact from the operations team. This means that if they are expecting a call, we'll reach out to discuss any details or provide updates. If not, their request will be completed as requested, without further communication.





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.	

murray river council Monthly Operational Report – July 2024 **Customer Service**

			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: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

The recent retirement of a staff member, combined with several staff members on leave, significantly reduced operational hours in Moulamein and Barham, leading to notable impacts on both locations in July. The decreased staffing levels have strained our ability to maintain service levels and address customer needs effectively. Additionally, the reassignment of trained agency staff to other areas has also impacted service levels, as the shortage of experienced and trained agency personnel has further hindered our operational capacity. The combined effect of these factors has created challenges in maintaining consistent service quality and meeting the expectations of our customers in those communities. This has also impacted the Finance team who have been assisting so the centre can open for three days a week.

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Economic Development and Tourism

PART A: Section Accountabilities and Team Roles

Manager of Economic Development and Tourism

SBPO	*Accountability*
B	Economic development
B	Community development
B	Destination branding and marketing
B	Community events
B	Tourism events
B	Tourism product development
B	Tourism and community signage
B	Visitor servicing
B	Arts and culture
B	Grant sourcing
B	MRC financial assistance program
B	Community and economic development admin management
B	Attraction and retention of residents and workers

Economic Development Officer

SBPO	*Accountability*
P	Economic development
P	Community development
P	Community events
P	Tourism and community signage
P	Arts and culture
P	Arts and culture strategy
P	Attraction and retention of residents and workers
O	Tourism and community signage
O	Attraction and retention of residents and workers
O	Community development
O	Stakeholder engagement
O	Arts and culture
O	Economic development
O	Adverse events planning coordination and delivery
O	Arts and culture strategy

Tourism Development Officer

SBPO	*Accountability*
P	Tourism product development
P	Visitor servicing
O	Tourism events - support and approvals
O	Tourism industry development
O	Visitor servicing
O	Tourism product development

Tourism Marketing and Events Officer

SBPO	*Accountability*
P	Destination branding and marketing
P	Tourism events
O	Tourism events - support, delivery and attraction
O	Destination branding and marketing
O	Tourism industry engagement
O	Being informed of industry best practice and trends
O	Stakeholder engagement

Grants Officer

SBPO	*Accountability*
P	Grant identification and applications (organisation wide)
P	Award identification and applications (organisation wide)
P	Grant reporting and acquittals
P	MRC Financial Assistance Program
P	Administration of MRC ClubGrants committee
P	Regular ED&T communication to community
O	Grant identification and applications (organisation wide)
O	Award identification and applications (organisation wide)
O	Grant reporting and acquittals
O	MRC Financial Assistance Program
O	Administration of MRC ClubGrants committee
O	Community grants support and education (and Q&A)
O	Stakeholder engagement

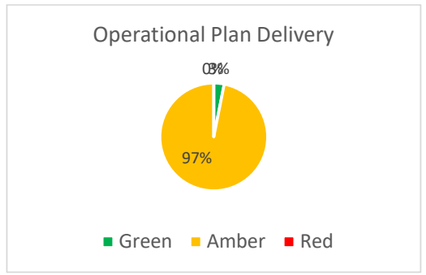
Business Support Officer

SBPO	*Accountability*
O	Community and Economic Development Admin
O	Community Events
O	Regular ED&T communication to community
O	Section 355 Administration
O	Stakeholder engagement

murray river council Monthly Operational Report – July 2024

Economic Development and Tourism

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



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 Strategy will be achieved in a sustainable and financially responsible way that allows flexibility and responsiveness in an ever-changing economic environment.
The Strategy is based on four goals:

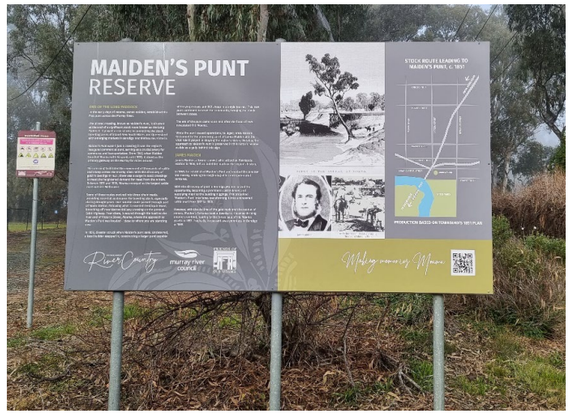
- Encourage and support economic development;
- Develop strong and resilient communities;
- Promote and grow tourism;
- Partnering with industry and government to promote and nurture innovation;

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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community 2.1 – Visitor and Resident information									
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:	✓				*JULY:* *A community directory will be built as part of a new Live Work Invest platform. Web developer ASECT digital have been engaged to build the website and directory. Work has commenced.*	
Theme 2 – Goal 3 – Provide clear, concise and consistent information that is easily accessible to our customers 2.6 – Improve externally provided information and communication.									
Further develop and enhance public communication materials. (S DCED)	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:		✓				
	Deliver, Partner, Advocate	(DP 2.6.6) Investigate and undertake a business case for creating a Community Directory including 1. housing or 'New to town' concierge service Trades directory	B: MEDT P: O:		✓			*JULY* *A community directory will be built as part of a new Live Work Invest platform and will include support for new residents through a new resident's kit and relocation information.*	
	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 – Achieve community driven results through collaboration and engagement (community and stakeholder). 2.8 – Community and Council collaboration									
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 The MRC 'Collaborative Communities – Your Ideas into Action Kit' has been developed and shared with community (ongoing) to support them achieve their priority projects. Grant opportunities are communicated to community groups via direct contact and via the community email newsletters, sent each month. *JULY* *Three newsletters were distributed through the month of July and included:* *4 July 2024 – eight Grant funding opportunities* *18 July 2024 – six Grant funding opportunities* *30 July 2024 – four Grant funding opportunities*	

		(DP 2.8.3) Further develop partnerships with local community groups to implement community driven projects	B: MCE P: MCE O: MCE	✓	✓	✓	✓	ONGOING ***JULY*** *Tourism Events and Marketing Officer met with Mathoura Speed Shear Committee to assist in the promotion of this year's event.* *Grants Officer met with:* • *Friends of Old Moama: to discuss their Jinker Shed project and suitable grant opportunities.* • *Wakool Soldiers Heritage Walk Committee: Conducted a site visit and meeting to review their project and progress and discuss their future initiatives.* *Grants Officer provided Letters of support:* • *Tooleybuc Manangatang Football Netball Club: Provided grant advice and a letter of support.* • *Moama Cricket Club: Provided a letter of support for their facility expansion project.*	●
Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging. 4.2 – Formation of Networks – training and networking to fulfil social function and spark migration of ideas									
Engage with Community Groups and develop social programs. (S DCED)	Deliver	(DP 4.2.2) Continue to form community networks for training and networking, placed based gathering to fulfill social function and to spark migration of ideas.	B: MEDT P: O:	✓	✓	✓	✓	ONGOING *JULY* *NAIDOC Week activities took place at Bunnaloo, Moama and Barham Primary Schools Theme: Keep Fire Burning- Blak, Proud and Loud. The artists involved were Debbie Flower (weaving) and Brett Ross (visual artist painting and mixed media).* *Council's Moama Lights event was delivered, which included an ice-skating rink, a low-sensory session, and involved community volunteers to help deliver the event.*	●
Theme 4 – Goal 2 – Foster and develop strategy to recognise and celebrate our rich heritage and indigenous culture (in partnership with community). 4.5 – Indigenous Recognition									
Collaborative agreements with local indigenous nations developed (S DCED	Deliver	(DP 4.5.1) Development of collaborative agreements with local indigenous nations. Establish twice yearly meetings with indigenous leaders.	B: MEDT P: O:		✓	✓	✓	Planning is underway to develop a Murray River Council Reconciliation Action Plan.	●
	Partner, Advocate	(DP 4.5.2) Ongoing support and advocacy for local indigenous sites and development of programs.	B: MEDT P: O:			✓	✓	Discussions are ongoing with a representative of the Barapa Barapa people to discuss opportunities to partner to better represent their culture within Barham and surrounds.	
	Deliver, Partner, Advocate	(DP 4.5.4) Work with Aboriginal artists, musicians, storytellers, poets etc to assist with planning for and execution of events within Councils LGA	B: MEDT P: O:				✓	A local aboriginal artist was engaged to provide artworks as part of the 2024 Moama Lights event. *JULY* *NAIDOC Week activities took place at Bunnaloo, Moama and Barham Primary Schools Theme: Keep Fire Burning- Blak, Proud and Loud. The artists involved were Debbie Flower (weaving) and Brett Ross (visual artist painting and mixed media).*	
Theme 4 – Goal 2 – Foster and develop strategy to recognise and celebrate our rich heritage and indigenous culture (in partnership with community). 4.6 – Regional History									
Celebrate significant local history milestones and develop an ongoing calendar of milestones (S DCED)	Deliver	(DP 4.6.1) Facilitate investment and construction to showcase history, art and culture of the MRC area	B: MEDT P: O:				✓		
	Deliver	(DP 4.6.2) Continue to celebrate our regional history	B: MEDT P: O:	✓	✓	✓	✓	ONGOING Eco Dev has continued to work with the Museum Advisor Program for Murray River Council, in conjunction with Museums and Galleries NSW, to support our local museums to grow and prosper. *JULY* *Grants Office met with our Museums Advisor, reviewed the contract for year 2 of the program and obtained an update on the collection policies being developed in conjunction with each of the museum bodies in our LGA.* *New interpretive signage installed in Old Moama*	●

murray river council Monthly Operational Report – July 2024 **Economic Development and Tourism**

								  	
Theme 4 – Goal 3 – Actively promote and resource educational pathways into (working with) Council (retain and attract new people). 4.7 – To attract quality staff to service community demands.									
To attract quality staff to service community demands. (S CEO)	Deliver	(DP 4.7.1) Investigate RDA Riverina's 'Country Change' program to attract new residents	B: CPO P: O:	✓	✓			*JULY* *Council has explored the Country Change Program and has joined as a member for 2024-2025. MRC will be part of the Country Change Magazine for 2024 and the Economic Development Officer will work with RDA Riverina to attract new residents to MRC through year-round marketing initiatives.*	
Theme 4 – Goal 3 – Actively promote and resource educational pathways into (working with) Council (retain and attract new people). 4.8 – Developing future leaders									
Develop a learning and development strategy including leadership opportunities – Emerging Leaders Program (S DCED)	Deliver	(DP 4.8.3) Ongoing development and use of skilled locals within S355 committees	B: MEDT P: O:	✓	✓	✓	✓	ONGOING Council works to support its s.355 committees to support them to be resourced and skilled to deliver on their responsibilities.	
Theme 4 – Goal 4 – Support existing and new art projects and diverse community events. 4.9 – Public Arts and Culture Projects									
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:	✓	✓			Council adopted its Arts and Culture Strategy at its June 2024 Council meeting. *JULY* *Council has engaged with Bridge Arts Committee regarding funding applications and their proposed Under the Bridge project. Staff worked with local schools to include student artworks in the 2024 Moama Lights event, held in July 2024.*	

	Advocate	(DP 4.9.2) Arts and Crafts Festival – various locations across Council	B: MEDT P: O:			✓	✓	*This has not progressed, due to lack of interest, ongoing scoping of ideas.*	
	Advocate	(DP 4.9.3) Actively advocate for Murals to be completed at various locations across Council	B: MEDT P: O:				✓	Staff are seeking grant funding opportunities ongoing, to source funding to undertake public art projects across the LGA. Staff are supporting Bridge Art Project Committee in their efforts to progress a mural project under the Moama rail bridge.	
	Advocate	(DP 4.9.4) Actively advocate for Silo Art projects to be completed at various locations across Council	B: MEDT P: O:	✓	✓	✓		*JULY* *River Country Art Trail* *- Steering Committee Meetings: Conducted in each town to discuss feedback from the Your Say Page and review the three proposed concept designs.* *- Report to August Council meeting for recommended artists in Moama, Moulamein and Mathoura.* *- Barham Artists: Currently developing new concept designs based on the updated brief with expected completion early August.* *- Next Steps: Once the Barham designs have received further feedback on the Your Say Page, a comprehensive report detailing the shortlisted artists (and recommended artists for all towns) will be presented at the September Council meeting.*	🟡
	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:	✓	✓	✓	✓	The Bridge Arts Project has received $4.95M funding from Regional NSW to design and construct an art gallery in Moama. Council is supporting the committee where possible. *JULY* *The Bridge Art Committee presented to a Councillor workshop on 9 July and a request was made by the committee to have a Council representative sit on a steering committee to oversee their gallery project, which was considered at the July Council meeting.*	🟡
	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 funding, promotion of various events and activities, inclusion in various tourism promotional activities, and also connections with South West Arts. *JULY* *NAIDOC Week activities took place at Bunnaloo, Moama and Barham Primary Schools Theme: Keep Fire Burning- Blak, Proud and Loud. The artists involved were Debbie Flower (weaving) and Brett Ross (visual artist painting and mixed media).*	🟡
Theme 4 – Goal 4 – Support existing and new art projects and diverse community events. 4.10 – Regional Events									
Develop a Regional Events Strategy (S DCED)	Deliver	(DP 4.10.1) Regional Events Strategy developed and implemented.	B: MEDT P: O:			✓			
	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:	✓	✓	✓	✓	*JULY* *The economic development and tourism team worked to successfully deliver the Moama Lights and Moama Ice Skating event, with over 21,000 tickets sold to Moama Lights and over 6,500 to ice skating.* *Staff supported the attraction, running and promotion of various events.* *Continued negotiations with major event organiser to host their event in Moama.* *Staff attended at the Winter Blues launch, supporting local events and community engagement.* *Staff are in discussions with various partners to consider attracting potential skills development and career pathway events across the LGA. Discussions are ongoing.*	🟡
	Partner, Advocate	(DP 4.10.3) Create ongoing opportunities for schools, community groups and businesses to develop events within the local community	B: MEDT P: O:	✓	✓	✓	✓	*JULY* *NAIDOC Week activities took place at Bunnaloo, Moama and Barham Primary Schools Theme: Keep Fire Burning- Blak, Proud and Loud. The artists involved were Debbie Flower (weaving) and Brett Ross (visual artist painting and mixed media).* *Staff supported the attraction, running and promotion of various events. Promotion of July events included Moama Lights and Winter Blues Festival.* *Eco dev staff supported various community groups to plan and run events within our communities.* *These events include:*	🟡

								• *Approval and additional support for Run Echuca Moama (formally Johnno's Run)* • *Approval for Echuca Moama Cycling Club annual races* • *Application received for Hudson's Circus* • *Development Application (DA) approval received for Moama Lights*	
	Advocate	(DP 4.10.4) Continue to support Community Markets – expand to new locations, live music, food trucks etc	B: MEDT P: O:	✓	✓			*JULY* *Staff worked with the operator of the Moama Market to coordinate the market working in conjunction with the Moama Lights event on three occasions.* *Provided marketing support for local markets, including promotion on VRC mediums such as social media and the website.*	🟡
Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs. 4.12 – Continue to provide and support services in remote communities with a focus on communicating the service availability and locations.									
Service Provision (S DCED)	Deliver	(DP 4.12.3) Increase information available relating to services provided and attended across the LGA including Medicare, Legal aid, Centrelink, Doctors, Service NSW, Services Australia.	B: MEDT P: O:			✓		*JULY* *Council's New Resident's Kit was finalised. This will provide new residents and existing community members with detailed information on the available services across the LGA. Printed hard copies will be provided to local real estates and displayed at Council service centres.*	
Theme 5 – Goal 1 – Encourage and support economic development across the region. 5.2 – Commercial Investment Strategy.									
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:			✓	✓	*JULY* *Draft document is under development.*	
Theme 5 – Goal 1 – Encourage and support economic development across the region. 5.3 – Prepare an Employment Lands Strategy									
Prepare an Employment Lands Strategy (S DCED)	Deliver	(DP 5.3.1) Prepare and implement an Employment Lands Strategy	B: MEDT P: O:		✓	✓		*JULY* *The draft strategy was endorsed by Council at its July meeting, to be placed on public display during July/August. Once feedback is received, it will be updated and presented back to Council for final adoption.*	🟡
		(DP 5.3.2, DP 5.33. DP 5.3.4, DP5.3.5)						All line items relocated to and reported under (DP 5.10.1)	
	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 and Tourism Strategy has been adopted and the Action Plan will support and help develop business opportunities across the region. *JULY* *Finalists in the Campaspe Murray Business Awards were announced and judging is underway.* *Staff continue to work with various tourism stakeholders to progress destination marketing activities following the announcement that Echuca Moama Tourism Association plans to dissolve.* *Staff attended the Destination NSW Experience Development Workshop with local businesses to enhance collaborative efforts and participated in a Campaspe Shire tourism networking night to foster connections within the tourism sector.*	🟡
Theme 5 – Goal 1 – Encourage and support economic development across the region. 5.5 – Chamber of Commerce									
Chamber of Commerce (S DCED)	Advocate	(DP 5.5.1) Assist with marketing of local Chambers of Commerce / Progress Associations.	B: MEDT P: O:	✓	✓	✓	✓	ONGOING Eco Dev staff work with local business groups and endeavour to strengthen partnerships and deliver improved outcomes for our communities.	🟡
Theme 5 – Goal 2 – Continue to develop strong and resilient communities. 5.6 – Increased Educational opportunities									
Review the education services available and required by our	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:				✓	*JULY* *Council received notification that its joint grant application for a Country University Centre to be established in Moama was unsuccessful. Staff are considering alternative ways to progress this project.*	

community including early childhood and adult community education. (S DCED)									
Theme 5 – Goal 2 – Continue to develop strong and resilient communities. 5.7 – Development of a resilient economy									
Develop Action Plans for each community to sit alongside the Adverse Events Plan which covers all of MRC. (S DCED)	Deliver, Partner, Advocate	(DP 5.7.1) Development and implementation of community actions plans	B: MEDT P: O:		✓	✓	✓	TO DO. *JULY* *Council's Community Recovery Officer continues to meet with community groups to discuss their challenges and needs.*	●
Theme 5 – Goal 3 – Promote and grow tourism across the region. 5.8 – Promotion of local attractions									
Yearly Events Strategy and Marketing and Promotions Plan developed. (S DCED)	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:		✓	✓	✓	Eco Dev have developed an annual marketing plan and will continue its implementation throughout the year. *JULY* *Staff continue to work with various tourism stakeholders to progress destination marketing activities following the announcement that Echuca Moama Tourism Association plans to dissolve.*	●
Theme 5 – Goal 3 – Promote and grow tourism across the region. 5.9 – Promote advantages to visit, live, work and invest									
Live, Work and Play in 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:		✓	✓	✓	A Workforce Attraction Plan has been developed and will be implemented during 2024 and 2025.	●
Theme 5 – Goal 3 – Promote and grow tourism across the region. 5.10 – Growing Tourism across the LGA.									
Develop an Economic Development and Tourism Strategy. (S DCED)	Deliver	(DP 5.10.1) Economic Development and Tourism Strategy developed and implementation has begun	B: MEDT P: O:	✓	✓	✓		ONGOING Council's Economic Development and Tourism Strategy has been adopted and the Action Plan is being delivered. *JULY* *Staff attended a steering committee meeting for Western Murray Land Improvement Group's biochar project.* *Work has started on the development of an MRC Investment Prospectus.* *The New Residents Kit has been finalised.* *Development of a new Live, Work Invest website is underway.* *A project to showcase local business success stories is underway.* *Moama Lights ran throughout July.* *Staff have had discussions with potential new events interested in coming to our region.* *Support has been provided to operators in attracting and planning new events.* *Delivery of the Campaspe Murray Business Awards is underway.* *Staff have investigated data collection options to increase the data available, to better monitor and evaluate our activities.* *Ongoing discussion with Echuca Moama Tourism regarding the allocation of existing marketing assets.* *Attended the Destination NSW Experience Development Workshop with local businesses to enhance collaborative efforts and participated in a Campaspe Shire tourism networking night to foster connections within the tourism sector.*	●
	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 improvements made. *JULY* *Interpretive signage for Old Moama Installed.* *Additional town signage for Barham, Goodnight and Wakool delivered and ready to be installed in coming weeks.*	●
	Advocate	(DP 5.10.3) Advocate for steam trains and replica train stations across the region	B: MEDT P: O:				✓	Council's Tourism Officer investigated the potential for and viability of having steam trains and replica train stations across the region. Below outlines some of the challenges and reasons why steam trains are not a viable tourism option. **Economic Viability**	

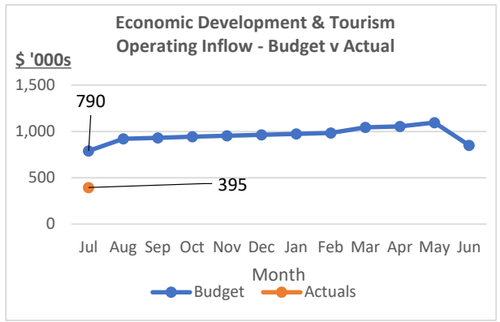
								Fuel Costs: steam trains require large quantities of coal or wood to produce steam, and water to generate the steam. The cost of these fuels can be significant, especially if coal is used, as it must be mined, transported, and stored. Labor Intensive: operating a steam locomotive requires a skilled crew, including an engineer and a fireman, who are responsible for managing the fire and water levels, as well as operating the locomotive. This labour can be expensive. Maintenance: steam locomotives are complex machines with many moving parts that require regular maintenance and repair. The cost of maintaining a steam locomotive is very high, especially if it's an antique or historical piece. Steam trains must meet strict safety regulations, and operators must adhere to safety protocols. Meeting these standards can be complex and expensive. Steam trains typically have limited passenger capacity compared to modern trains, which can make them less economically viable for mass tourism. **Infrastructure Challenges** Operating a steam train requires specific infrastructure, including tracks, stations, and maintenance facilities. Upgrading or maintaining this infrastructure to accommodate steam trains can be costly and time-consuming. Other requirements include water towers and coal depots, which adds to the operational costs. Modern diesel and electric trains can be refuelled or recharged more easily and quickly. Modern railway systems (like the recently updated Echuca Station) are not compatible with steam train operations due to differences in track gauges, signalling systems, and electrification. Adding a steam train to the existing schedule will interrupt the already in demand current V-line train schedule. The train lines are already under pressure due to aging infrastructure, environmental issues and keeping up with technology upgrades. **Safety Concerns** Steam locomotives pose safety risks that modern trains have largely mitigated. Boiler explosions, hot embers, and other safety hazards can pose risks to passengers and operators. **Environmental Concerns** Steam trains emit smoke and pollutants, which can be a concern in terms of air quality and environmental impact. Steam trains emit smoke, ash, and other pollutants, which can lead to increased costs related to environmental regulations and cleanup efforts. In an era where sustainability and environmental consciousness are important, this can be a drawback. **Weather Dependence** Steam trains are sensitive to weather conditions. Extreme temperatures like the ones experienced in the MRC LGA over Summer can affect their operation leading to cancellations or disruptions. **Low Demand/ Practicality** We already have established transportation networks, visitors have access to more convenient and cost-effective transportation options, such as buses, cars, or regular train services. Steam trains are generally slower than modern trains, which means longer travel times. Tourists may prefer faster transportation options, especially for long distances. Traveler preferences have evolved over the years, most people prefer fast, efficient, and reliable transportation options. Steam trains don't meet the demands of today's commuters and travellers. Steam trains are not as accessible to people with mobility and disability challenges. As they lack the amenities and accommodations found on modern trains, older people tend to take the more convenient option of public transport. A steam train tour currently brings visitors to Echuca-Moama, however due to lack of demand (mainly due to high cost required to cover expenses), the tours only run 2-3 times a year. While steam trains and replica stations may have some tourism appeal, they don't address the broader transportation needs of residents, potentially leaving them underserved by modern, efficient transit options. As budgets are often limited, and prioritising steam train initiatives over other transport options that will benefit both residents and tourism will be more beneficial. While there is significant interest in steam trains it is far more practical to focus on preserving steam train heritage through museums and occasional special events (such as the Steam Rally) to showcase to tourists with an interest in steam trains rather than as a regular mode of transportation for tourism. While preserving steam trains and heritage stations has cultural and historical value, it's essential to consider the practicality, costs, and broader transportation needs of a region when advocating for their adoption. In most cases it is more appropriate to focus on heritage railway tourism as a niche attraction rather than a comprehensive transportation solution and attraction.	
Theme 5 – Goal 4 – Partner with industry, community, and government organisations to promote and nurture innovation. 5.11 – Innovation									

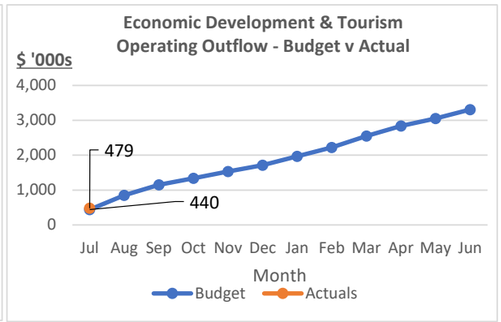
Be engaged in innovation and technology platforms and networks. (S DCED)	Partner, Advocate	(DP 5.11.1) Investigate and undertake pilot programs – cropping	B: MEDT P: O:		✓	✓	✓	Eco Dev staff are participating in the Barham Biochar Working Group, coordinated by Western Murray Land Improvement Group. *JULY* *Staff are investigating new platforms to enable us to obtain and analyse high-value data (e.g. Planwisely, Spendmap and CommBank Destination IQ data).* *Staff are investigating options for a new tourism website platform as the existing site agreement will cease by the end of the year.*	●
Theme 5 – Goal 4 – Partner with industry, community, and government organisations to promote and nurture innovation. 5.12 – Research & Development (R&D)									
Engage with universities and research institutions. (S DCED)	Partner, Advocate	(DP 5.12.1) Investigate and undertake pilot programs (including seeking funding sources) – cropping	B: MEDT P: O:		✓	✓	✓	Eco Dev staff are participating in the Barham Biochar Working Group, coordinated by Western Murray Land Improvement Group.	●
	Advocate	(DP 5.12.2) Consideration of opportunities to identify problem waste streams and implement circular economy options	B: MEDT P: O:				✓		
	Partner	(DP 5.12.3) Investigate options for Indigenous employment for trial projects Darts	B: MEDT P: O:				✓		
Theme 6 – Goal 3 – Advocate for improved public transport. 6.6 – Public Transport that connects towns									
Develop a Public Transport Strategy and advocate for implementation (S DCED)	Advocate	(DP 6.6.2) Advocate for improved public transport for our communities	B: MEDT P: O:			✓	✓		
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface. 7.3 – Apply data sources to improve corporate decision making.									
Enable interoperability between internal and Smart City systems (S DCS)	Deliver, Partner	(DP 7.3.2) Implement data capture mechanisms at attractions to collect data relating to use of locations and collection of on-the-spot feedback	B: MEDT P: O:			✓		*JULY* *Staff are investigating new platforms to enable us to obtain and analyse high-value data (e.g. Planwisely, Spendmap and CommBank Destination IQ data).*	
Collaborate with Telecommunication providers to gather public information for improved tourism promotion and Economic Development decision making. (S DCED)	Partner	(DP 7.3.5) Partnership in place and information is being used for effective decision making	B: MEDT P: O:				✓		
Theme 7 – Goal 2 – Explore technologies to forecast possible future opportunities. 7.6 – Promote advanced technologies.									
Support local business to access or develop and introduce advanced technologies. (S DCED)	Deliver	(DP 7.6.1) Business case to develop a technology hub completed.	B: MEDT P: O:				✓		
	Advocate	(DP 7.6.2) Continue to align strategic plans to future scenario planning	B: MEDT P: O:		✓	✓	✓	Council's Economic Development Strategy has been adopted and the Employment Lands Strategy is in draft form and will be regularly reviewed and adjusted as appropriate.	●
	Advocate	(DP 7.6.3) Continue being an active member of advocacy groups to promote research and advancement	B: MEDT P: O:	✓	✓	✓	✓	Council will provide support to advocacy groups where possible.	●
Support local business to access or develop and introduce advanced technologies.	Advocate	(DP 7.6.4) Promote the region as a node for New Fibre Optic Network.	B: MEDT P: O:	✓	✓	✓	✓	Council will provide support as required to advocate for improved connectivity for our communities and businesses.	●

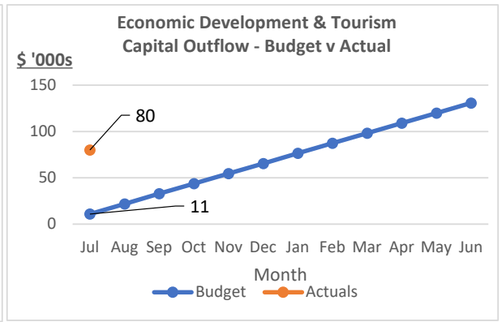
murray river council Monthly Operational Report – July 2024 **Economic Development and Tourism**

(S DCED)									
Theme 7 – Goal 3 – To encourage, educate and enable environmentally sustainable approaches to energy management. 7.7 – Community based energy generation (Micro-grids).									
Support community led energy generation enterprises. (S DCED)	Advocate	(DP 7.7.1) Support Micro-grid developments across the region.	B: MEDT P: O:		✓	✓	✓	As potential projects arise, Council will provide support as required. *JULY* *Staff engaged with CleanPeak (solar farm in Moama) and provided input into their Community Engagement Plan.*	
Theme 7 – Goal 3 – To encourage, educate and enable environmentally sustainable approaches to energy management. 7.9 – Electric Vehicle charging stations.									
Align public infrastructure with customer and community requirements. (S DCED)	Deliver, Advocate, Partner	(DP 7.9.1) Explore options for external funding of EV charging stations to meet demand.	B: MEDT P: O:			✓			
	Deliver	(DP 7.9.2) Prepare a changing station plan for installation locations for EV charging stations	B: MEDT P: O:			✓			
	Deliver	(DP 7.9.3) Develop and begin implementation of an Electric Vehicle Strategy	B: MEDT P: O:			✓		*JULY* *Ongoing discussions held with several potential consultants to finalise the strategy brief and define key requirements.*	
Theme 7 – Goal 4 – Monitor and assess emerging global technology trends. 7.12 – Be prepared to leverage emerging technologies for Economic & Community Development									
Use technology to create interactive / talking tours for our region. (S DCED)	Advocate, Partner	(DP 7.12.4) Investigate options and create a plan to develop interactive tours.	B: MEDT P: O:			✓	✓	*JULY* *Staff met with Silo Arts Australia and discussed their new App and opportunities to work together once the River Country Art Trail is completed.*	

PART C: Financial Outcomes







PART D: Project Status

MOAMA LIGHTS

- *Event delivered successfully during July, with over 21,000 tickets sold, 19,000 of these were from outside Echuca Moama.*
- *Post event report to be shared during August*

EVENT ATTRACTION

- *Continued negotiations with major event organiser to host their event in Moama.*

TOURISM MARKETING

- *Moama Lights attracted significant media attention and promoted the region far and wide.*
- *During July there was a 50% increase in post reach on Facebook – which is significant. The top 3 post topics were The Timbercutter, Moama Lights and the Tooleybuc Bridge. Instagram saw an impressive increase of 25% in post reach.*
- *A new digital partnership was established to manage targeted ads for River Country.*

murray river council Monthly Operational Report – July 2024 **Economic Development and Tourism**

SIGNAGE

- *Updated signage installed in Old Moama.*

LIVE WORK INVEST PROJECT

- *New Residents Kit completed.*
- *Live, Work, Invest Website development underway.*
- *7 x business success stories being developed.*

CAMPASPE MURRAY BUSINESS AWARDS

- *Finalists announced and judging underway.*

RIVER COUNTRY ART TRAIL

- *Steering Committee Meetings: Conducted in each town to discuss feedback from the Your Say Page and review the three proposed concept designs.*
- *Barham Artists: Currently developing new concept designs based on the updated brief with expected completion early August.*
- *Next Steps: Once the Barham designs have received further feedback on the Your Say Page, a comprehensive report detailing the shortlisted artists (and recommended artists for all towns) will be presented at the August Council meeting.*

PART E: Business as Usual

JULY
Grants Applied
- Country Arts Support Program: Artist in Residence/Museum Photography Project

Grant Outcomes

Program	***Project***	***Amount***
*Blackspot Program - **Successful***	*Moulamein Rd, Barham Rd Barham. Install retro reflective pavement makers and raise islands with additional stop or give-way. Upgrade T-Junction to channelised right turn and improve seal at intersection.*	***$475,680***
Local Government Procurement: Unsuccessful Joint Application with Berrigan Shire	*Software: Compliance with legislative and policy requirements, probity and best practice procurement*	*$25,000*
AI Early Adopter: Unsuccessful	*Software: AI platform to assist in improving the DA workflow.*	*$185,240*
National Water Grid: Unsuccessful	*Effluent Reuse for Irrigation of Public Open Spaces*	*$1,892,000*

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	

murray river council Monthly Operational Report – July 2024

Economic Development and Tourism

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

- *Moama Lights event delivered successfully during July, with over 21,000 tickets sold, 19,000 of these were from outside Echuca Moama. Post event report to be shared during August*
- *During July there was a 50% increase in post reach on Visit River Country's Facebook page, which is significant. The top 3 post topics were The Timbercutter, Moama Lights and the Tooleybuc Bridge. Instagram saw an impressive increase of 25% in post reach.*
- *Updated interpretive signage installed in Old Moama.*
- *New Residents Kit completed.*
- *Campaspe Murray Business Awards - finalists announced and judging underway.*
- *River Country Art Trail project is progressing with good community engagement received for the concept designs for each mural.*
- *Grant application under the Blackspot program (Moulamein Rd, Barham Rd Barham) – successful $475,680.*

murray river council Monthly Operational Report – July 2024 | Planning and Environment Directorate

PART A: Director Accountabilities and Key Performance Indicators

Director of Planning and Environment – Rod Croft	SBPO	Accountability
The Planning and Environment Department has approximately 65 full time equivalent staff spread across 3 Branches – Waste and Regulatory Services, Parks&& Open Spaces and Biosecurity and Development Services. The Director is responsible for an Operating Budget of $10 M and a Capital Budget of $3M (on average) The Director of Planning and Environment provides high-level strategic advice to the CEO and leadership and management of the Planning &Environment directorate to lead the Planning and Environmental Services Department of Council effectively and efficiently through and within legislative requirements and accounting practices. Ensure proactive development, deployment, and maintenance of Planning, and Environmental Services strategies, policies, and practices to meet Murray River Council (MRC) strategic direction and organisational goals. Provide leadership and direction to all planning and environment functions to deliver projects, operations, and statutory approvals within budget and on time.	S	Waste and Compliance Services
	S	Parks, Gardens, Open Space and Bio-Security
	S	Commercial Building Codes
	S	Private Building Compliance
	S	Building Compliance
	S	Statutory Planning
	S	Local Strategic Planning
	S	Intergovernment Relations – Planning and Environment
	S	Section 138's Driveways and Crossovers
	S	Solar Energy
	S	Building and Development
	S	Internal Approvals Part 5
	S	Planning Advisory Service
	S	Meninya Street Project
	B	Intergovernment Relations – Planning and Environment

Key Performance Indicators 2023/2024	Evidence/Comments:	🔴🟡🟢
Work with Campaspe Shire Council's Director Sustainability to harvest synergies that may exist to expand services and therefore gain scale etc.	Early conversations with the Director Sustainability has occurred. Looking to set up regular meetings from next year. Discussions need to be started again to confirm some cross-border development opportunities.	🟡
Deliver "Plannings" operational outcomes as determined by the 355 Special Revenue Committee, once the concept plans are finalised.	Preliminary conversations internally have occurred with the Manager Comms and Engagement regarding the timelines and process for the land conversion (community to operational land). Conversion of land from Community to operational land will be going up at Council's May meeting, with the planning process and subsequent Council reports following the Community meetings.	🟢
Assist `the Director Community and Economic Development as required with information that will contribute to the Employment Lands Strategy.	Quotes have been sought by multiple company's to complete this piece of work, input has and will continue to go into the project that relate to planning matters in particular commercial and industrial land and the relationship with the housing strategy. Consultant has been appointed with a number of workshops being held across the council area with targeted businesses to get ideas. Draft ELS is expected Feb 2024. Draft ELS strategy is in the final stages, and should be presented to Council in June/July. The Draft ELS is currently on public exhibition.	🟢Complete
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 need for aggressive rezoning of land in the short to medium term. A ministerial letter has been prepared with a solution-focused approach to influence changes to how the NSW stage government address fundamental flaws in the Housing strategy guideline in relation to the definition of "Vacant land" amongst other aspects.	🟢

NSW Government with regional planning issues and policies.	Further work has been completed with establishing a rates Sub-Category that looks at fringe residential development to activate newly zoned residential land or pipeline residential land in a timely manner. A response to Minister Scully in relation to his Council expectations has been completed.	
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 EPlanning Portal. Prepared EOI statement and documentation to run the process and lead the interview process for 5 x IT providers. Two IT providers were determined as being the strongest in the process, which RAMJO councils will be given the opportunity for 'economy of scale" type contracts with a provider with multiple councils. Process concluded 24/4/2023.	● Complete
By Dec 23 Gain a mandate for a revised Developer Contribution Plan	Draft Developer Contribution Plan has been completed, awaiting budget confirmation to move to a % based model from Finance and the 2023/2024 budget to understand capital project forecasts.	●
By Dec 23 Gain a mandate for a disincentive to land bank.	Legal advice sought in relation to legal pathways for establishing a sub-category for residential rates, including any potential IPART processes. Perr review of legal advice obtain by planning Barrister, further meetings scheduled in October to confirm a direction forward. Lot yield legal advice has been obtained regarding a sub-categorisation of land for "fringe residential/farmland". Further consideration and the timing of an approval to NSW government officials will be confirmed sometime in 2024. This has been confirmed as positive and could be considered in future	● Complete
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)	Employment land strategy will determine the type and location of industrial and commercial land to be rezoned. The consultant has been appointed, with workshops scheduled for early September 2023, to commence the data gathering exercise and site investigations (issues and discussion type analysis with key stakeholders). Dec 23 will be tight timeframes. Employment lands Strategy will identify industrial and commercial land for investigation. A number of conversations with potential developers and land owners have occurred in the past few months, with a developer forum planned to bring potential investors together to activate existing and new commercial land in Murray Downs and Moama. This will occur early to mid 2024. The ELS is currently on display that has identified the outcomes of the investigation of further industrial land, once this process has concluded and endorsed by the community, rezoning of land can occur.	●
By March 24 provide a detailed design for the Meninya Street Precinct	Procurement for successful supplier has occurred with Spiire being the successful consultant to undertake the work. It is doubtful that the March 24 timeline will be archivable. Spire has begun detail design process and on-ground service locating. Further revisions of the car parks and being completed in response to business owner feedback.	●
By Sept 23 produce a prospectus for the Meninya Street Precinct and EOI for the redevelopment of the old council offices (in conjunction with the Employment Lands Strategy Process).	Lucid Economics has been engaged for the development of a Prospectus for the Meninya old council office redevelopment. It is unlikely that this component will be completed by September 2023 but work on the prospectus continues. However, the Meninya Street Precinct plan has been completed, with the detailed design component works commencing following the award of contractor Spiire Australia Pty Ltd. The project manager is working with the Economic Development division identify and apply for relevant funding streams to progress the project. Crown Lands NSW have provided a significant challenge in relation to part of the on council offices being Crown land , with limited pathways to include in the prpspectus. Conversations at a high level in NSW will be required to allow this to process as it is not a good outcome for the project if only ½ of the planned site can be activated. Prospectus has been drafted, with a new footprint to exclude the Crown land component and by changing the configuration of the current car park. More work is to be done on this over the next month or so.	●
By Sept 24 assist the Director of Corporate Services and the CEO in developing the funding model for the Meninya Street Precinct.		

murray river council Monthly Operational Report – July 2024

Planning and Environment Directorate

PART A: Section Accountabilities and Team Roles

Manager of Development Services

The Manager Development Services is responsible for the management and delivery of all planning and certification services 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 the community.

Accountabilities

SBPO	*Accountability*
B	Building Compliance Management
B	Building Services
B	LG Act Approvals (eg Caravan Park)
O	Building Codes
O	Caravan Park Regulation Compliance
O	Post Certificate Services
O	Building Advisory Service
O	Building & Information Certificate Services
O	Building Development Applications
O	Compliance Certificates
B	Subdivision Planning
B	Local Environment Plan Preparation
B	Statutory Planning Management
B	Strategic Land Planning Statement
B	Section 45 Notices
B	Planning Advisory Services
B	Private Trees Management
B	Heritage Services
B	Planning Services
P	Statutory Planning Projects
P	Development of Local Environment Plan
P	Planning Projects
P	LG ACT Approvals, ATO
O	Planning Advisory Services
O	Implement Local Environment Plan
O	Implementation of Flood Study Data Interpretation
O	Planning Development Assessment Services
O	Heritage Information Service
O	Private Tree Regulation Service
O	Planning DA Processing
O	Private Planning Compliance Approvals
O	Statutory Planning Certificate Services

Manager Parks, Gardens, Open Spaces & Biosecurity

The Manager Parks, Gardens, Open Spaces & Biosecurity manages and coordinates parks, gardens and biosecurity within the Murray River Council and the public spaces and amenities including but not limited to playgrounds, trees swimming pools, sport and recreation facilities and grounds and public amenities in the Murray River Council area.

Accountabilities

SBPO	*Accountability*
B	Boat Ramps
B	Bushcare Volunteer Management (non 355's)
B	Sport & Recreation Facility
B	Rural Weed Program
B	Open Spaces
B	Horticulture Services
B	Natural Bushland
B	Weed Action Plan
B	Public Tree Management
B	Retaining Walls
B	Vertabrate Pests
B	Aquatic Services
B	Riverside Infrastructure
B	Playgrounds
B	Landscape Approvals
B	Town Maintenance (Public Furniture P&G's)
B	Fruit Fly Control
B	Parks, Open Spaces & Biosecurity Small Plant and Equipment
B	Public Trees
P	Open Spaces Facilities (public amenities, structures, BBQ's)
P	Public Trees
P	Open Spaces and Biosecurity Small Plant
P	Sport & Recreation Facilities
P	Natural bushland footpaths and cycleways
P	Landscape Approvals
P	Town Maintenance (Public Furniture P&G)
P	Sports and Recreation Facilities
P	Aquatic Services
P	Arbicultural Services Urban and rural
O	Approval for Hire/Lease of Open Space Venues
O	Stakeholder Engagement Sports & Recreation Facilities
O	Landscape Approvals

Manager Waste and Regulatory Services

The Manager Waste and Environmental Protection ensures quality programs and initiatives are provided to Council in the delivery of waste and environmental services, and compliance. Ensure the ratepayers are provided with appropriate, effective and efficient services, which encourage the community in the areas of recycling and waste minimisation.

Accountabilities

SBPO	*Accountability*
B	Waste to Energy
B	Development Services Investigation
B	Parking Management
B	Commercial Waste Management
B	Domestic Waste Management
B	Waste Transfer Station Manageme
B	Construction Materials Recycling an Management
B	Landfill Sites
B	Public Roadside Bin Management
B	Public Health Management
B	Management of unauthorised Activ
B	Management of unauthorised Activ & Camping
B	Pollution Regulation
B	Management of UPSS
B	Management of Illegal Dumping
B	Animal Regulatory Service Manage
P	Illegal Dumping (Waste and Other)
P	Illegal Dumping Systems and Proces

Meninya Street Project Manager

This is a contracted position to manage the Meninya Street Precinct Project.

Accountabilities

SBPO	*Accountability*
B	Meninya Street Project
P	Meninya Street Project
O	Meninya Street Project

Acting Senior Administration Officer/Executive Officer –

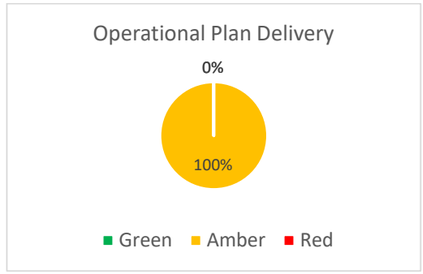
The Acting Senior Administration Officer/Executive Officer is to provide administrative support to the Development Services team, Manager Development Service and Director Planning & Environment. Additional to this the role services customers/applicants in relation to planning and building related development approvals and certificates.

Accountabilities

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.

murray river council Monthly Operational Report – July 2024 | Planning and Environment Directorate

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



Under the 4 year Delivery Plan, the *Section* relates to The Planning and Environment Directorate directly oversees the delivery of these outcomes.

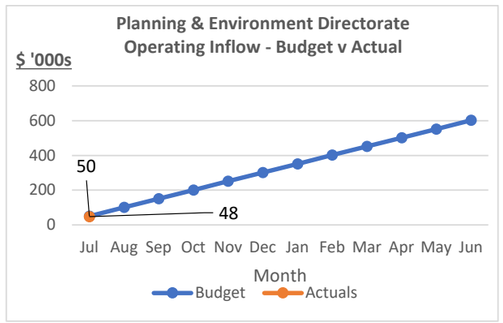
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment 1.6 - Stewardship agreements									
Work with relevant agencies to identify any projects that Council can support and contribute to relating to biodiversity, carbon or other offset agreements. (S DPE)	Advocate	(DP 1.6.1) MRC / DPIE Sustainable Councils and Communities Program findings to be reviewed and implemented.	B: DPE P: W&BC O:W&BC		✓	✓	✓		
Theme 1 – Goal 3 - Plan for the impacts of climate change 1.7 – Environmental Sustainability Strategy									
Develop & begin implementation of an Environmental Sustainability Strategy, containing energy efficiency and the impacts of climate change. (S DPE)	Deliver	(DP 1.7.1) Develop an Environmental Sustainability Strategy taking into account energy efficiency & the impacts of climate change	B: DPE P: O:			✓	✓		
Theme 2 – Goal 2 - Continue to be a trusted and ethical leader that leads by example 2.5 – Leadership that is trusted, capable and collaborative									
Develop and implement a Corporate Strategy. (S DPE)	Deliver, Partner, Advocate	(DP 2.5.1) Revitalisation of Meninya Street Moama	B: DPE P: O:	✓	✓	✓	✓	Project in Progress: Updated to July 2024 The Meninya Street Precinct Project has undergone extensive consultation throughout the life of the project. The development of the Master Plan included workshop sessions with invited businesses and community members to provide input and ideas into formulation of the Master Plan in 2018 focusing both the Central Meninya Street Precinct and Southern Precinct. In 2021, a Project Manager was appointed who continued the journey of the Master Plan through the development of Concept Designs and establishment of a community and business led Advisory Committee. Concept Plans were subject to extensive consultation with the community to gain feedback and direction which included hundreds of comments, emails, phone calls and direct submissions of feedback. Following the approval of Concept Designs by Council, a Video Animation was developed to help the community and businesses visualise and interact with the streetscape and to gain further feedback on the vision of Moama's CBD. Nearly 5000 views were received with overwhelming support from community and businesses, albeit with feedback highlight car parking requires further review to ensure the needs of businesses are met. In 2023, Council committed to the progression of the project through the award of the tender for the development of detailed civil designs for the streetscape to Spiire Pty Ltd. Spiire is tasked with completing required surveying, service location,	

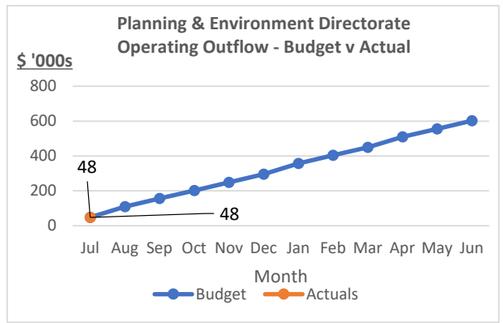
								geotechnical investigation and detailed designs to achieve shovel ready status to support funding applications and later construction. In December 2023, Spiire commenced feature surveying of the streetscape and concluded that stage of works in March 2023. Traffic Studies and geotechnical testing has also been completed by Spiire to assist the design process with evidence collected being used to support intersection, parking, pedestrian crossing and pavement design. Spiire has now reached a key stage as part of the Preliminary Design, where the finalistion of the road cross section will occur. This includes footpath, bike path, roadways, medians and nature-strip/commercial zones. Car Parking has been finalised with designs honouring the Council adopted Concept Design layout with parallel parking bays. Upon detailed investigation it was determined that the overall objectives of street beautification would be limited by retaining angled parking bays as this would restrict any outdoor dining areas and limit available nature strip buffers. This was then put to Council to note in the April meeting which was approved by Councillors. Spiire commenced the process of service location within the Road Reserve through non-destructive digging processes. This initially has utilised Ground Penetrating Radar technology to locate and identify services. GPR is used to capture indicative locations that will be then confirmed later during hydro-excavation and hand-excavation to confirm heights and alignments. Confirmed locations will then inform detailed design outputs. Council is now undertaking the process to determine service upgrades including potable and non-potable water, and stormwater management networks. Council is also working with Spiire to include a stand-alone fire water service supply network to negative the need for onsite fire fighting system May Key Design Updates: 1. Parallel Parking was adopted as the parking approach for the extent of Meninya Street 2. Bike Path was revised from a separated 2.5m bike path to a 4.0m Shared User Path to resolve safety and design issues. 3. Off-street parking was revised at the Meninya Street Office to relocate long vehicle parking to a more functional location. July Key Updates: Functional Layout Plans were provided to MRC and have undergone extensive review by all relevant departments. Functional Layout Plans will be revised to include feedback before being recirculated with Councillors. Revisions include maximisation of car parking facilities, revision of footpaths and pedestrian crossings, alterations to intersections and realignment of kerbs and line marking. During the month of July, the project received a short period of press related to car parking and a business led petition related to the removal of parking bays. Council's Director of Planning and Environment responded to questions received with facts regarding improvements to overall parking provisions within the Moama CBD.	
Theme 3 – Goal 4 – Strategic planning which produces consistent, strategic, transparent outcomes. 3.10 – Streetscaping / Master planning / Placemaking									
Investigate and prioritise townships for placemaking, masterplans and streetscaping, to be well-planned, design and implemented. (S DPE)	Deliver	(DP 3.10.1) Review of priority Streetscapes and Masterplans within MRC, to be undertaken with community consultation considering township identity and sense of place.	B: DPE P: O:		✓	✓		Murray Downs Precinct Structure Plan, Moulamein and Mathoura Mainstreet redevelopments	
	Deliver	(DP 3.10.2) Meninya Street Moama is the initial priority for MRC	B: DPE P: O:	✓	✓	✓	✓	Meninya Street Precinct Project is progressing through detailed design and is on track for completion in 2024 calendar year.	●
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs. 3.15 – Water Play									
Investigate commercial and public sector opportunities for splash and water parks throughout the region. (S DPE)	Partner, Advocate	(DP 3.15.1) Advocate for private investment of these facilities at appropriate locations linked to commercial business arrangements to allow sustainable funding model to maintain the asset and renew when required.	B: DSP P: O:	✓	✓	✓	✓	A private developer is in the early stages of designing a splash park, that will reside in the commercial/retail hub of a residential estate in Moama. Other opportunities will be advocated for in other townships outside of Moama.	●
Theme 7 – Goal 3 – To encourage, educate and enable environmentally sustainable approaches to energy management. 7.8 – Waste to Energy.									

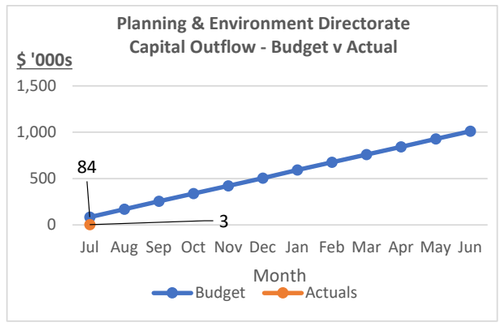
murray river council Monthly Operational Report – July 2024 | Planning and Environment Directorate

Maintain currency with EPA's Energy from Waste Policy. (S DPE)	Deliver	(DP 7.8.1) Energy from waste is embedded in the Environmental Sustainability Strategy.	B: DPE P: O:				✓	
	Partner	(DP 7.8.2) Investigate feasibility and provide a report to Council on options for future use of the WW2 fuel storage area in Mathoura in relation to waste to energy uses on the site.	B: DPE P: O:			✓		

PART C: Financial Outcomes







PART D: Project Status

Project	Update Summary
Meninya Street Streetscape Upgrade	Overview: - Master Plan was developed in 2018 based on feedback from the community and businesses to identify needs and wants from the streetscape - 2022, Project Manager and Advisory Committee commenced scoping discussions for a detailed Concept Plan - June 2022, Concept Plan endorsed by Advisory Committee and Council. Public consultation continued with a key focus on car parking to ensure supply meets demand. - September, 2022 – Consultation Report presented to Council outlining all feedback received and areas of investigation for future improvement. - October 2022, Procurement and award of contract for video animation 'fly through' of Meninya Street. - April, 2023, Video Animation endorsed by Advisory Committee and Council following the completion of public consultation. - May 2023, Procurement commenced for Meninya Street Detailed Design, advertised by Public Tender. - September, 2023, Contract Awarded to Spiire Australia Pty Ltd for the detailed design of Meninya Street. - December 2023 – March 2024 – Feature Surveying Completed - March 2024 – Geotechnical Testing of Streetscape, Laneways and Footpath areas completed (minor service location undertaken to assist with bore-hole placement) - April 2024 – Finalisation of streetscape cross section widths to progress with detailed design. Cross sections are inline with adopted concept designs and objectives set by Council for the project. May Key Design Updates: 1. Parallel Parking was adopted as the parking approach for the extent of Meninya Street 2. Bike Path was revised from a separated 2.5m bike path to a 4.0m Shared User Path to resolve safety and design issues. 3. Off-street parking was revised at the Meninya Street Office to relocate long vehicle parking to a more functional location. 4. GPR Service Location completed. 5. Functional Design outputs received from Spiire (Please see below). June/July: Functional Layout Plans were provided to MRC and have undergone extensive review by all relevant departments. Functional Layout Plans will be revised to include feedback before being recirculated with Councillors. Revisions include maximisation of car parking facilities, revision of footpaths and pedestrian crossings, alterations to intersections and realignment of kerbs and line marking. During the month of July, the project received a short period of press related to car parking and a business led petition related to the removal of parking bays. Council's Director of Planning and Environment responded to questions received with facts regarding improvements to overall parking provisions within the Moama CBD.
Soundshell Precinct Upgrade	Please refer to update in Parks and Bio-Security MOR
Horseshoe Lagoon Upgrade:	Please refer to update in Parks and Bio-Security MOR

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PART E: Business as Usual

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	
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.	- Continue to advocate for "stocktake process" to be completed Nationally via local 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 created no increase in Full time Equivalent staff but will change positions to allow a better field of applicants via the recruitment process. - A new development services structure has been designed and confirmed where roles have been changed to entice different skills sets to fill roles where the pinch points are in workloads across the development services directorate. Therefore, Council can algin skills and experience with the technical work and admin staff with more admin tasks. First stages of advertisement will be advertised in Early April. - Para planner roles and local government approval role has been filled. Senior technical roles and planning staff are being advertised currently until filled. - A council report will be seeking Council support for a longer term consulting arrangement to lower the cost of senior planning staff contracts, whicl securing longer term resources with in the department. - Regional Placemaking planner interviews in May, New Parra Planner appointed.	

Council resolutions completed

Council resolutions outstanding within 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/06/2024	Recission motion - Planning Proposal to reclassify 18 lots of Murray River Council land from Commuinty to Operational	160624	**RESOLUTION 160624** Moved: Cr Dennis Gleeson Seconded: Cr Neil Gorey That: 1. Council notes the information outlined in this report include reference to previous resolutions and the history of the project to date. 2. Council notes that over the next 5 years with new residential subdivisions being finalised there will be a net gain of 2.25 hectares of open space, if the 18 lots (some partial) are disposed of following the land reclassification process 6. Council considers the budget implications of the unbudgeted operational costs for the 2024/25 financial year and identifies the savings in the order of $100,000 ($67,988 Staffing costs plus services and consumables) to offset the	Croft, Rod	

financial impact to the operational budget by removing the four (4) areas identified to meet the previous Council resolution 041223 (*Setting the Financial Sustainability Path Gradient*).

Recommendation numbers 3, 4, 5 & 7 were deleted prior to debate as they were a duplication of the councillor notice of motion included in this meeting paper.

CARRIED

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

Against: Nil

CARRIED 7/0

04 Jul 2024 10:20am Leyonhjelm, Lindy

Recission motion was amended to include all 18 lots that were included in the report to Council. The actions have now been revised as per the resolution of Council

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Parks & Open Space Strategy 2024-2034	130724	**RESOLUTION 130724** Moved: Cr Kron Nicholas Seconded: Cr Geoff Wise That Council: 1. Notes the formal responses received during the required 28-day public consultation period (attachment 3) 2. Acknowledges the inclusions and alterations made to the final Parks and Open Space Strategy 2024-2034. 3. Formally adopt the Parks and Open Space Strategy 2024-2034 (attachment 1) 4. Endorse the Parks and Open Space Service Delivery Plan. (attachment 2) **CARRIED**	Keogh, Luke	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Addition to the Shedule of Fees and Charges	270524	**RESOLUTION 270524** Moved: Cr Neil Gorey Seconded: Cr Ann Crowe 1. That Council agree to an amendment to the Council 2023/24 fees and charges in relation to Planning Proposal Scoping Reports - review and provide feedback to include a fee of $1500 for 'Basic' and 'Standard' proposals and $3500 for 'complex' and ''principal'' proposals, as defined in the Local Environmental Plan Making Guideline by the Department of Planning and Environment. 2. That Council, as per Section 610F of the *Local Government Act 1993*, place the amended fee on public exhibition for a period of 28 days. **CARRIED**	McFarlane, Jessica	

06 Jun 2024 3:56pm McFarlane, Jessica

under advertisement

murray river council Monthly Operational Report – July 2024 **Planning and Environment Directorate**

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/06/2024	MURRAY LOCAL ENVIRONMENTAL PLAN 2011 - PLANNING PROPOSAL TO AMEND THE LAND USE TABLE FOR ZONE RU1 PRIMARY PRODUCTION TO ENABLE CARAVAN PARK LAND USE (TO FACILITATE THE DEVELOPMENT OF A MANUFACTURED HOME ESTATE) TO BE PERMITTED WITH CONSENT ON PART LOT 49 IN DP751159 AND TO REMOVE THE MINIMUM LOT SIZE REQUIREMENTS OF 120 HECTARES FOR THE SITE. PLANNING PROPOSAL PP-2023-2719	150624	**RESOLUTION 150624** Moved: Cr Ann Crowe Seconded: Cr Neil Gorey That 1. The Council to endorse the Planning Proposal prepared by Stimson Urban & Regional Planning to amend the *Murray Local Environmental Plan 2011* (LEP) to override the Land Use Table for the RU1 Primary Production zone to enable the land use definition of 'Caravan Park' on Lot 49 in DP751159 and to vary the minimum lot size provisions subject to the following: A Plan of subdivision is provided to detail the minimum lot size proposed to facilitate the proposed development and how the infrastructure associated with the MHE is to be wholly contained within the proposed lot before the gateway determination has been finalised. 2. The Planning Proposal is to be sent to the NSW Department of Planning, Housing and Infrastructure (DPHI) for a 'Gateway Determination' in accordance with Section 3.34 of the *Environmental Planning and Assessment Act 1979* following the consideration of the additional material. 3. Council's staff to complete actions, as outlined in the Gateway Determination and send the Planning Proposal to the NSW Parliamentary Counsel's Office (PCO) requesting the Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan (LEP) subject to items 1 and 2. **CARRIED** In Favour: Crs Frank Crawley, Neil Gorey, Ann Crowe, Dennis Gleeson, Kron Nicholas, Thomas Weyrich and Geoff Wise Against: Nil **CARRIED 7/0**	McFarlane, Jessica	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Addition to the Shedule of Fees and Charges	300524	**RESOLUTION 300524** Moved: Cr Neil Gorey Seconded: Cr Ann Crowe 1. That Council agree to an amendment to the Council 2024/25 fees and charges in relation to Private Sanitary Drainage Plan from $50 to $25. 2. That Council, as per Section 610F of the *Local Government Act 1993*, place the amended fee on public exhibition for a period of 28 days. **CARRIED**	McFarlane, Jessica	
06 Jun 2024 3:56pm McFarlane, Jessica under advertisement					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 18/06/2024	MURRAY LOCAL ENVIRONMENTAL PLAN 2011 - PLANNING PROPOSAL TO CHANGE ZONING FROM RU1 PRIMARY PRODUCTION TO R2 LOW DENSITY RESIDENTIAL AND E1 LOCAL CENTRE FOR LOTS 1-2 IN DP1283567, LOT 1 IN DP1231552 AND LOT 1-3 IN DP854487 LOCATED AT 420-508 PERRICOOTA ROAD, MOAMA NSW 2731.	020624	**RESOLUTION 020624** Moved: Cr Geoff Wise Seconded: Cr Thomas Weyrich That: 1. Council re-endorse the Planning Proposal prepared by Habitat Planning Pty to amend the Murray Local Environmental Plan 2011 (LEP) to vary the zoning of the site on Lot 1 in DP1283567 and Lots 1–3 in DP854487	McFarlane, Jessica	

from RU1 Primary Production Zone to R2 Low Density Residential Zone. Lot 1 in DP1283567 from RU1 Primary Production Zone to E1 Local Centre Zone. Subsequently, reductions in minimum lot sizes proposed for Lots 1 in DP1283567 and Lots 1–3 in DP854487, from a minimum lot size of 100 hectares to a minimum lot size of 2,000m2. Further, the minimum lot size for the E1 Local Centre Zone is proposed to be abolished.

2. The Planning Proposal be sent to NSW Department of Planning, Housing and Infrastructure (DPHI) for final endorsement.

3. Council staff complete all actions, as outlined in the Gateway Determination and send the Planning Proposal to the NSW Parliamentary Counsel's Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan (LEP).

4. No objections were received as part of the re-exhibition period ending 14th June 2024.

In Favour: Crs Frank Crawley, Neil Gorey, Ann Crowe, Thomas Weyrich and Geoff Wise

Against: Nil

CARRIED 5/0

CARRIED

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Planning Proposal PP-2023-2004 Post Consultation Supplementary Report	150724	**RESOLUTION 150724** Moved: Cr Geoff Wise Seconded: Cr Ann Crowe That 1. The Council Officer's report be received and noted by Council. 2. Council continues to proceed with the Planning Proposal PP-2023-2004 acknowledging the submissions from NSW Government agencies with no objections. In Favour: Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Dennis Gleeson, Kron Nicholas and Geoff Wise Against: Nil **CARRIED 7/0** **CARRIED**	O'Brien, Christopher	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Planning Proposal PP-2023-1523 Post Consultation Report	160724	**RESOLUTION 160724** Moved: Cr Geoff Wise Seconded: Cr Neil Gorey That: 1. The Council officers report be received and noted. 2. The Applicant update the submitted Planning Proposal to address NSW Rural Fire Service and NSW Department of Climate Change, Energy, the Environment and Water (regarding biodiversity) referral comments.	O'Brien, Christopher	

3. Council re-endorse the Planning Proposal to change zoning from R5 Large Lot Residential to RU5 Village and vary the Minimum Lot Size Provisions from 4000m2 to 450m2 for Lot 611 DP 806704 located at 6 Clifton Street, Mathoura NSW 2710.

4. Once amended, the Planning Proposal be sent to NSW Department of Planning, Housing and Infrastructure (DPHI) for final endorsement.

5. Council staff complete all actions, as outlined in the Gateway Determination and send the Planning Proposal to the NSW Parliamentary Counsel's Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan (LEP).

Note: The majority of this report has been authored by Itto Vukeni, Consultant Town Planner.

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

Against: Nil

CARRIED 7/0

CARRIED

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Meninya Street Precinct Project - July Update	120724	**RESOLUTION 120724** Moved: Cr Ann Crowe Seconded: Cr Neil Gorey That: 1. Council notes the Meninya Street Precinct Project Council adopted motions to date on the Project (attachment 1). 2. Council note the fundamental objectives previously set for the Meninya Street Precinct Project outlined in this report. 3. Council receive and note the June Project Update for the Meninya Street Precinct Project. **CARRIED**	Sherman, Matthew	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Meninya Street Precinct Project - Car Parking Fee Proposal	140724	**RESOLUTION 140724** Moved: Cr Neil Gorey Seconded: Cr Ann Crowe That Council Rejects the Fee Proposal and continues with the current design process for Meninya Street Precinct Project and continues with the endorsed project objectives and parking layouts. In Favour: Crs Frank Crawley, Neil Gorey, Ann Crowe and Dennis Gleeson Against: Crs Nikki Cohen, Kron Nicholas and Geoff Wise **CARRIED 4/3**	Sherman, Matthew	

CARRIED

Council resolutions outstanding outside 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/02/2024	Murray Local Environmental Plan 2011- Planning Proposal PP-2023-2003 - Beer Road & Perricoota Road Moama to change zoning from RU1 Primary Production to R1 General Residential Zone for Lots 2 & 3 DP1213161 and Lot 15 DP1273625 and vary the minimum Lot from 120 Hectares to 500m2 minimum Lot size	130224	**RESOLUTION 130224** Moved: Cr Geoff Wise Seconded: Cr Kron Nicholas That: *1.* Council endorse the Planning Proposal prepared by Habitat Planning Pty to amend the Murray Local Environmental Plan 2011 (LEP) to vary the zoning of the site on Lots 2 and 3 in DP1213161 and 15 in DP1273625 from RU1 Primary Production Zone to R1 General Residential Zone and to vary the minimum lot sizes for subject allotments from 120 hectares to a minimum lot size of 500m$^{2.}$ *2.* The Planning proposal be sent to NSW Department of Planning and Environment (DPE) for 'Gateway Determination' in accordance with Section 3.34 of the *Environmental Planning and Assessment Act 1979.* *3.* Council staff complete all actions outlined in the Gateway Determination and send the planning proposal to the NSW Parliamentary Counsels Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan 2011 (LEP) *4.* Council notes if valid objections are received via the public exhibition process, a further report will come back to council for consideration. In Favour: Crs Frank Crawley, Neil Gorey, Dennis Gleeson, Kron Nicholas, Thomas Weyrich and Geoff Wise Against: Nil **CARRIED 6/0** **CARRIED**	Cartlidge, Ashleigh	

06 May 2024 3:18pm Leyonhjelm, Lindy - Reallocation

Action reassigned to Cartlidge, Ashleigh by Leyonhjelm, Lindy - Kellie Richmond has left the organisation

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 24/10/2023	Final Murray River Council Local Housing Strategy	171023	**RESOLUTION 171023** Moved: Cr Chris Bilkey Seconded: Cr Dennis Gleeson That; 1. Council notes that information outlined in the council report in relation to the Final Murray River Council Local Housing Strategy. 2. Council adopts the Final version of the Murray River Council Local Housing Strategy (both part 1 and 2) and forwards the document to the Department of Planning and Environment for endorsement. 3. Council authorises the Chief Executive Officer or his delegate to make edits to the final document where required to publish the document. Noting that any major changes to the document will come back to Council for re-endorsement.	Croft, Rod	

			In Favour: Crs Frank Crawley, Neil Gorey, Chris Bilkey, Nikki Cohen, Dennis Gleeson, Kron Nicholas, Thomas Weyrich and Geoff Wise Against: Cr Ann Crowe **CARRIED 8/1** **CARRIED**		

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 15/11/2023	Mandate for Planning matters	041123	**RESOLUTION 041123** Moved: Cr Thomas Weyrich Seconded: Cr Nikki Cohen That Council approve the CEO and his delegate to investigate the following planning matters. 1. Investigate and prepare a New Developer Contribution Plan for Murray River Council established under 7.12 of the *Environmental Planning and Assessment Act 1979* for Council adoption. and. 2. Investigate and provide Council with options to activate and address land banking issues that are occurring within Murray River Council area. **CARRIED** In Favour: Crs Frank Crawley, Nikki Cohen, Ann Crowe, Dennis Gleeson, Kron Nicholas, Thomas Weyrich and Geoff Wise Against: Nil **CARRIED 7/0**	Croft, Rod	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 22/08/2023	Mayoral Minute - Victorian Government Gas Ban	030823	**RESOLUTION 030823** Moved: Cr Frank Crawley That: 1. Council notes the information outlined in this report in relation to the Victorian Government moving to ban gas connections in homes and government building as of 1 January 2024. 2. Council authorises the CEO and/or his delegate to seek clarity and reassurance for the relevant Victorian Minister on the continued gas supply to Murray River Council townships from Victoria. **CARRIED**	Croft, Rod	
12 Sep 2023 8:58am Croft, Rod Letter will be written within the coming weeks and sent to relevant minister.					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/09/2023	Bridge Art Project - Car Parking Options	220923	**RESOLUTION 220923** Moved: Cr Ann Crowe	Croft, Rod	

Seconded: Cr Chris Bilkey

That Option 1 below be the supported option.

Option 1 – That Council supports the current car park design due to the site constraints and projected patron use of the facility, which would allow car parking requirements to be met offsite utilising existing car park spaces for larger evening events (estimated at 45 car park spaces), additional to the 12 dedicated car park spaces onsite (including 1 accessible car park) for regular daily operation.

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

Against: Nil

CARRIED 9/0

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/04/2024	Notice of Motion - Council gives an update on the delivery of the Moulamein Main Street Redevelopment Project, including the timelines involved and community engagement.	270424	**RESOLUTION 270424** Moved: Cr Neil Gorey Seconded: Cr Geoff Wise That Murray River Council gives an update on the delivery of the Moulamein Main Street Redevelopment Project, including the timelines involved and community engagement. Following the meeting, a media release to be issued, updating the community on this project. **CARRIED**	McFarlane, Jessica	

25 Jul 2024 12:01pm Leyonhjelm, Lindy - Reallocation

Action reassigned to McFarlane, Jessica by Leyonhjelm, Lindy - Jess has the update on the timelines as it has been placed in the 24/25 budget+

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/03/2024	MURRAY LOCAL ENVIRONMENTAL PLAN 2011 - PLANNING PROPOSAL TO CHANGE ZONING FROM RU1 PRIMARY PRODUCTION TO R2 LOW DENSITY RESIDENTIAL AND E1 LOCAL CENTRE FOR LOTS 1-2 IN DP1283567, LOT 1 IN DP1231552 AND LOT 1-3 IN DP854487 LOCATED AT 420-508 PERRICOOTA ROAD, MOAMA NSW 2731.	180324	**RESOLUTION 180324** Moved: Cr Neil Gorey Seconded: Cr Geoff Wise That: 1. Council re-endorse the Planning Proposal prepared by Habitat Planning Pty to amend the Murray Local Environmental Plan 2011 (LEP) to vary the zoning of the site on Lot 1 in DP1283567 and Lots 1–3 in DP854487 from RU1 Primary Production Zone to R2 Low Density Residential Zone. Lot 1 in DP1283567 from RU1 Primary Production Zone to E1 Local Centre Zone. Subsequently, reductions in minimum lot sizes proposed for Lots 1 in DP1283567 and Lots 1–3 in DP854487, from a minimum lot size of 100 hectares to a minimum lot size of 2,000m2. Further, the minimum lot size for the E1 Local Centre Zone is proposed to be abolished. 2. The Planning Proposal be sent to NSW Department of Planning and Environment (DPE) for final endorsement. 3. Council staff complete all actions, as outlined in the Gateway Determination and send the Planning Proposal to the NSW Parliamentary Counsel's Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan (LEP). **4. Council notes that this recommendation assumes that no valid objections are received prior to the public exhibition closing date of 3 April 2024. If valid objections are received via the public exhibition process, the outcomes of this recommendation are null, and void and a further report will come back to council for consideration.** In Favour: Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Kron Nicholas, Thomas Weyrich and Geoff Wise Against: Nil	McFarlane, Jessica	

CARRIED 7/0

CARRIED

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/03/2024	Planning Proposal to change zoning from R5 Large Lot to RU5 village and vary the mimimum lot size from 4,000m2 to 450m2 at Lot 611 DP 611 in DP 806704, 6 Clifton Street Mathoura NSW 2710	190324	**RESOLUTION 190324** Moved: Cr Thomas Weyrich Seconded: Cr Geoff Wise That: 1. Council re-endorse the Planning Proposal prepared by Habitat Planning Pty to change zoning from R5 large lot to RU5 Village and vary the minimum lots size from 4000m2 to 450m2 for Lot 611 in DP806704 located at 6 Clifton Street, Mathoura NSW 2710. 2. The Planning Proposal be sent to NSW Department of Planning and Environment (DPE) for final endorsement. 3. Council's staff complete all actions, as outlined in the Gateway Determination and send the Planning Proposal to the NSW Parliamentary Counsel's Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan (LEP). 4. **Council notes that this recommendation assumes that no valid objections are received prior to the public exhibition closing date of 3 April 2024. If valid objections are received via the public exhibition process, the outcomes of this recommendation are null and void and a further report will come back to council for consideration.** In Favour: Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Kron Nicholas, Thomas Weyrich and Geoff Wise Against: Nil **CARRIED 7/0** **CARRIED** **06 Jun 2024 3:56pm McFarlane, Jessica** to be heard at June Council meeting for final endorsement	McFarlane, Jessica	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/02/2023	Planning Proposal - PP-2021-5594 - Post Consultation Report - Planning Proposal for amendment of Murray Local Environmental Plan 2011 to reduce the minimum lot size from 3000m2 to 1000m2 at Lot 17 DP258661, 17 Maiden Smith Drive, Moama	120223	**MOTION** Moved: Cr Geoff Wise Seconded: Cr Ann Crowe 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. SEE AMENDED RESOLUTION WITH ADDITIONAL ITEM **RESOLUTION 120223**	McFarlane, Jessica	

Moved: Cr Frank 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

12 Sep 2023 4:01pm Donald, Jan

No further update.

06 Jun 2024 3:53pm McFarlane, Jessica

EGM upcoming for Council resolution

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 12/12/2023	Amendment to fees and charges	111223	**RESOLUTION 111223** Moved: Cr Neil Gorey Seconded: Cr Ann Crowe 1. That Council agree to an amendment to the Council 2022/23 fees and charges in relation to Caravan Parks, Camping Grounds & Manufactured Home Estates – Initial Application Fee for Approval to Operate (ATO)". 2. That Council, as per Section 610F of the *Local Government Act 1993*, place the amended fee on public exhibition for a period of 28 days. **CARRIED**	McFarlane, Jessica	

murray river council Monthly Operational Report – July 2024 **Planning and Environment Directorate**

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 12/12/2023	MURRAY LOCAL ENVIRONMENTAL PLAN 2011 - PLANNING PROPOSAL TO CHANGE ZONING FROM RU1 PRIMARY PRODUCTION TO R2 LOW DENSITY RESIDENTIAL AND E1 LOCAL CENTRE FOR LOTS 1-2 IN DP1283567, LOT 1 IN DP1231552 AND LOT 1-3 IN DP854487 LOCATED AT 420-508 PERRICOOTA ROAD, MOAMA NSW 2731.	131223	**RESOLUTION 131223** Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson That: 1. Council endorse the Planning Proposal prepared by Habitat Planning Pty to amend the Murray Local Environmental Plan 2011 (LEP) to vary the zoning of the site on Lot 1 in DP1283567 and Lots 1–3 in DP854487 from RU1 Primary Production Zone to R2 Low Density Residential Zone. Lot 1 in DP1283567 from RU1 Primary Production Zone to E1 Local Centre Zone. Subsequently, reductions in minimum lot sizes proposed for Lots 1 in DP1283567 and Lots 1–3 in DP854487, from a minimum lot size of 100 hectares to a minimum lot size of 2,000m2. Further, the minimum lot size for the E1 Local Centre Zone is proposed to be abolished. 2. The Planning Proposal be sent to NSW Department of Planning and Environment (DPE) for a 'Gateway Determination' in accordance with Section 3.34 of the Environmental Planning and Assessment Act 1979. 3. Council staff complete all actions, as outlined in the Gateway Determination and send the Planning Proposal to the NSW Parliamentary Counsel's Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan (LEP). 4. Council notes if valid objections are received via the public exhibition process, a further report will come back to council for consideration. In Favour: Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Dennis Gleeson, Thomas Weyrich and Geoff Wise Against: Nil **CARRIED 7/0** **CARRIED** **11 Mar 2024 11:30am McFarlane, Jessica** Planning Proposal forwrded to DPE for concurrence. **06 Jun 2024 3:54pm McFarlane, Jessica** on-going	McFarlane, Jessica	

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

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Development Services

PART A: Section Accountabilities and Team Roles

Manager Development Services

The Manager Development Services is responsible for the management and delivery of all planning and certification services 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 the community.

Accountabilities

SBPO	*Accountability*
B	Subdivision Planning
B	Local Environment Plan Preparation
B	Statutory Planning Management
B	Strategic Land Planning Statement
B	Section 45 Notices
B	Planning Advisory Services
B	Private Trees Management
B	Heritage Services
B	Planning Services
P	Statutory Planning Projects
P	Development of LEP
P	Planning Projects
O	Planning Advisory Services
O	Implement LEP
O	Implementation of Flood Study Data Interpretation
O	Planning Development Assessment Services
O	Heritage Information Service
O	Private Tree Regulation Service
O	Planning DA Processing
O	Private Planning Compliance Approvals
O	Planning Proposals
O	Statutory Planning Certificate Services

Senior Building Surveyor

The objective of this role is to provide a very high level of advice, support and leadership to the building services team and to support the customers of Murray River Council in accordance with set policies and procedures and legislative requirements.

To carry out all duties and functions prescribed under the various Planning 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.

Accountabilities

B	Building Compliance Management
B	Building Services
B	LG Act Approvals (e.g. Caravan Park)
O	Building Codes
O	Caravan Park Regulation Compliance
O	Post Certificate Services
O	Building Advisory Service
O	Building & Information Certificate Services
O	Building Development Applications
O	Compliance Certificates
P	LG ACT Approvals, ATO

Building Surveyor (Including Cadet BS)

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.

Accountabilities

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.

Senior Town Planners

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.

Tasks

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.

Administration Officers

The objective of this role is to provide administrative support to the planning service team, with specific planning administration duties under the direction of the supervisor. The incumbent will be expected to make a valuable contribution to the level and quality of support provided to the Development Services Department.

Accountabilities

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.

Subdivision Engineer

The objective of this role is to negotiate and carry out all functions associated with Subdivisions (pre-construction) managed by Murray River Council in accordance with legislation, policy and procedure.

Multiple stages of subdivision plans for development in the next six month have been completed and released.

Accountabilities

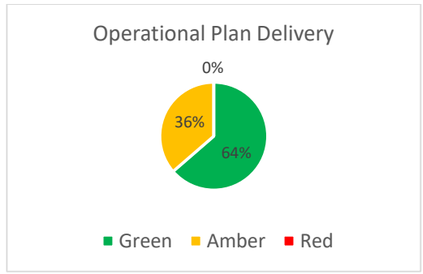
SBPO	*Accountability*
P	Street Light Planning
P	Subdivision Planning
P	Section 45 Projects
P	Gifted Assets
P	Plan approvals for Parking
P	Post DA Approvals
O	Subdivision Certificate Processing
O	Engineering Plan Checking
O	Issuing of Section 45 notices
O	Subdivision Works as Executed
O	Subdivision Certificates
O	Subdivision Works Certificates
O	Section 138 DA's
O	Section 138 Internal Advisory Service
O	Inspection/Compliance of Section 138's

murray river council

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Development Services

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



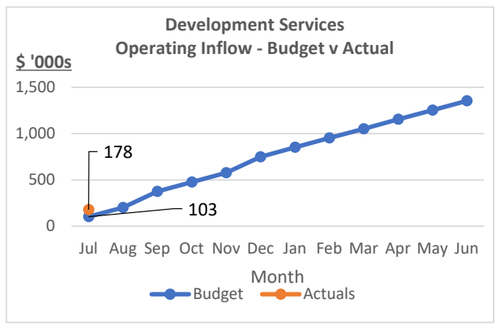
Under the 4-year Delivery Plan, the Development Services provides a service as part of the Planning and Environment Directorate

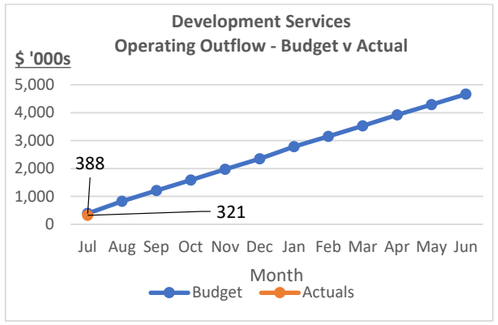
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment. 1.4 - Improving areas of natural habitat									
Identify and enhance natural values/habitats as part of 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:	✓	✓			A new waterfront strategy for the Riverina Region is under development by DPE. Specific waterfront requirements are to be included in the DCP currently under development.	●
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:	✓	✓	✓	✓	Council is currently managing a high volume of green spaces that are donated to Council for maintenance. Moving forward, green spaces will be looked at closely for on-going management so as to reduce costs to Council and ratepayers.	●
Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community. 2.4 - Statutory Planning and Building									
Encourage improved standards of development applications. (S DPE)	Deliver	(DP 2.4.1) Percentage of approvals completed within statutory timeframes. Update Development Services Charter.	B: MDS P: O:	✓	✓			Development Services continue to enhance and develop streamlined process along with additional resources with the objective to fast track approvals.	●
		(DP 2.4.2)						All line items relocated to and reported under (DP 3.11.1)	
		(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:	✓	✓	✓		Project to be revisited and reevaluated.	●
Provide sufficient resources to meet statutory delivery timeframes. (S DPE)	Advocate	(DP 2.4.5) Undertake and complete process mapping of planning processes and efficiencies.	B: MDS P: O:	✓	✓				●
	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 enquiries. (S DPE)	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:	✓	✓			New Checklists for internal and external use with streamlined guides currently under development and nearing completion for use early 2024.	●
	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:	✓	✓				●

murray river council Monthly Operational Report – July 2024 **Development Services**

Theme 3 – Goal 2 – Enable development of sustainable liveable communities. 3.7 – Housing Strategy									
Development of a Residential Housing Strategy which will guide the rezoning of future residential land over the next 5-10 years and beyond. (S DPE)	Deliver	(DP 3.7.1) Develop a Residential Housing Strategy.	B: MDS P: O:	✓	✓			Final Copy uploaded onto Council website February 2024.	●
	Deliver	(DP 3.7.2) Review and update the Local Environment Plan in relation to the Housing Strategy Outcomes.	B: MDS P: O:			✓	✓		
Theme 3 – Goal 4 – Strategic planning which produces consistent, strategic, transparent outcomes. 3.11 – Town Planning / Land Use Strategies									
Prepare new Development Control Plan and New Local Environment Plan for MRC (S DPE)	Deliver	(DP 3.11.1) Review and develop a new Development Control Plan	B: MDS P: O:		✓	✓		MDS is working with Council's consultant Louise Collins to develop Council's new DCP for the whole LGA. The framework/outline for the DCP is underway with a FIRST DRAFT expected mid-2024.	●
	Deliver	(DP 3.11.2) Review and develop a new Local Environment Plan	B: MDS P: O:			✓	✓		
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs. 3.13 – Upgrade, enhance and maintain Parks and Open Spaces that connect Communities and are accessible.									
Investigate and review current standards of existing parks and identify upgrades required including accessibility and amenity blocks where appropriate. Consider new areas of Parks & Open Spaces where they link to high use areas, such as residential subdivisions. (S DPE)	Deliver	(DP 3.13.3) Feasibility and demand investigated for teenage hangout spaces across the region	B: MDS P: O:			✓			
	Deliver Partner Advocate	(DP 3.13.5) Increase in public access points to rivers – being assessed via the Waterfront Strategy		✓	✓	✓	✓		●

PART C: Financial Outcomes





PART D: Project Status

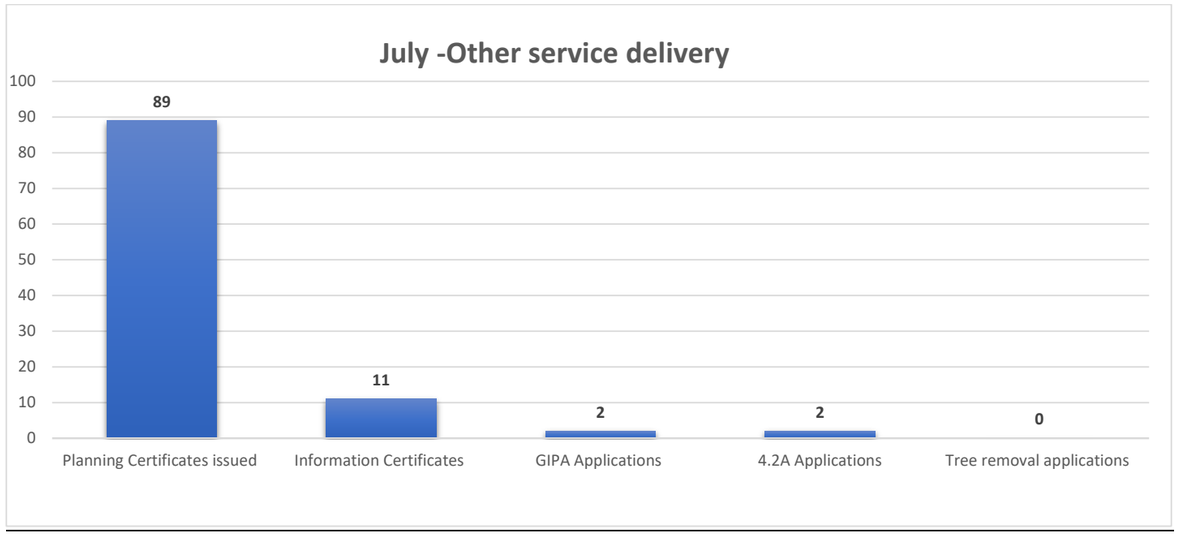
August 2022	**Residential Housing Strategy**	Expected to be reported to the Council meeting September 2023 as per advice from Wakefield Planning.	*COMPLETED – STRATEGY NOW IN IPLEMENTATION*

murray river council Monthly Operational Report – July 2024 **Development Services**

August 2022	**Waterfront Strategy**	Project to be reassessed.	*PROJECT CEASED – WATERFRONT MATTERS TO BE INCLUDED IN NEW DCP CHAPTER*

PART E: Business as Usual

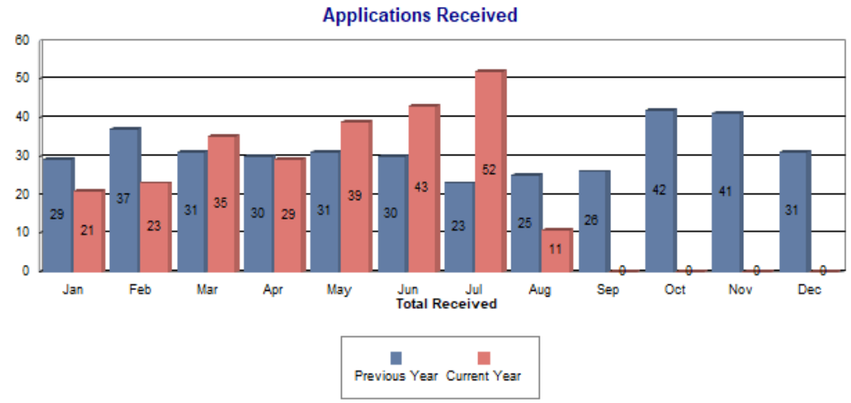
Planning Certificates issued	89
Information Certificates	11
GIPA Applications	2
4.2A Applications	2
Tree removal applications	0

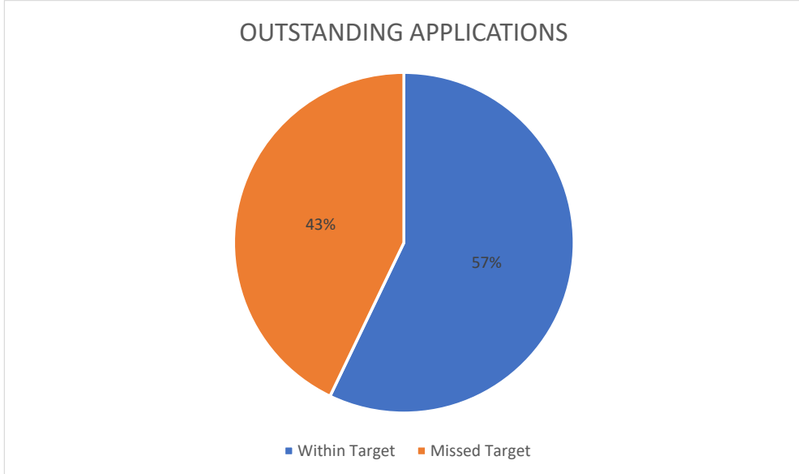


murray river council Monthly Operational Report – July 2024 **Development Services**

DEVELOPMENT APPLICATIONS:

Current Year to Date v Previous Year

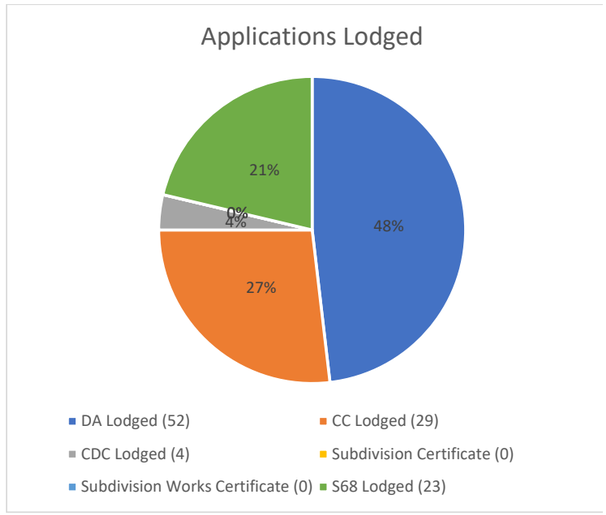




APPLICATIONS LODGED, DETERMINED and INSPECTIONS

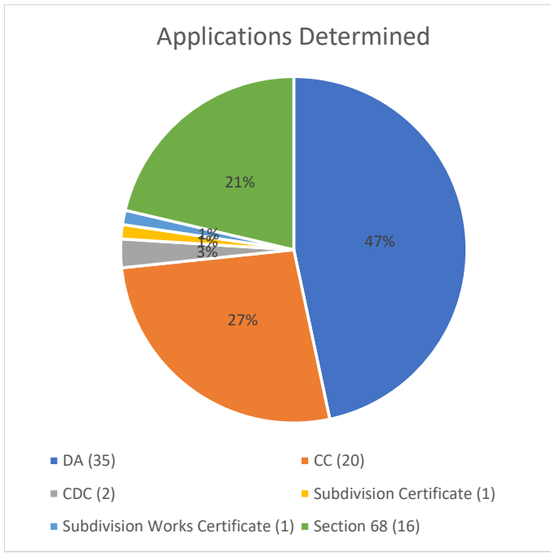
Applications Lodged:

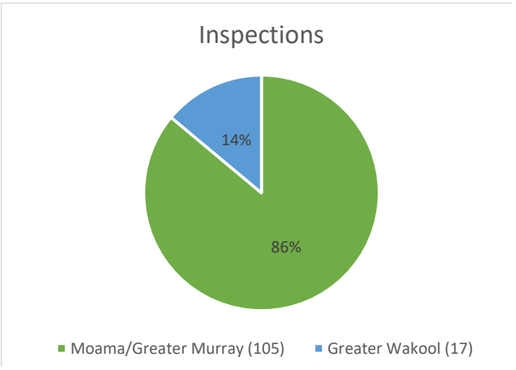
DA Lodged	52
CC Lodged	29
CDC Lodged	4
Subdivision Certificate	0
Subdivision Works Certificate	0
S68 Lodged	23



Applications Determined:

DA	35
CC	20
CDC	2
Subdivision Certificate	1
Subdivision Works Certificate	1
Section 68	16





murray river council Monthly Operational Report – July 2024 **Development Services**

Applications in the Portal, under Request for Information:

Development Applications – 32 Construction Certificates- 9 Section 68 - 15 Complying Development Certificate – 19

Occupation Certificates – 10 Building Information Certificates – 2 Subdivision Works Certificate – 2 Subdivision Certificate - 4

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	
June 2022	E Planning Portal Errors	Log and record the errors and raise these issues with the E Planning Portal technical support team.	Council staff have contacted 'E Planning technical support' to resolve errors and issues as there is an issue in the system in relation to processing building related certificates and post consents. Issues with the E planning portal system are being documented and have been discussed with DPE. Council has released a Development Update to the Development Forum Group acknowledging the issues with the portal and describing the function and processes of the portal in a straightforward way. This information may assist developers to understand how the portal works and the processes both Council and applicants need to adopt when using the portal. **Update: June 2022**- Council's Director of Planning and Environment met with the Minister of Planning and Minister of Local Government to discuss the NSW Planning Portal functionality. **Update May 2023 –** As the portal evolves Council is exploring software and options that integrate with the portal for as much ease of use as possible. The main issue is that customer service at the portal is still minimal and Council staff continue to receive various requests for support from the community.	
December 2021	Development contributions reform	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 areas.	Council completed a submission as part of the second round of consultation. Council have again raised objection to the subject reforms. Staff will update as the matter progresses.	
May 2022	Builder's Forum / Industry Forum	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.	Most recent forum held November 2023 – great feedback and about 12 attendees.	
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.	The introduction of standard conditions of development consent is an initiative under the NSW Planning Reform Action Plan. From 30 June 2023, councils and planning panels will be required to use the standard format notice of determination on the NSW Planning Portal.	

murray river council Monthly Operational Report – July 2024 **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: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

Dan Tayles received his Accreditation from Service NSW in August as a Building Inspector. MRC now has four Accredited Certifiers on staff.

DS entered into a contract with Itto Vurenki to provide Town Planning Services and important support to MRC. Currently, we have been unable to successfully recruit senior staff. DS Manager is now looking at alternative options for the Senior TP positions and how to best provide Council services to a high quality moving forward.

murray river council Monthly Operational Report – July 2024

Parks, Gardens, Open Spaces and Biosecurity

PART A: Section Accountabilities and Team Roles

Manager Parks and Biosecurity

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.

Accountabilities

SBPO	*Accountability*
B	Boat Ramps
B	Bushcare Volunteers (Non 355'S)
B	Sport & Recreation Facilities
B	Rural and Urban Weed Management
B	Open Spaces
B	Horticultural Services
B	Natural Bushlands
B	Weed Action Plan
B	Public Trees
B	Retaining Walls
B	Vertebrates Pest Management
B	Aquatic Services
B	Riverside Infrastructure
B	Playgrounds
B	Landscape Approvals
B	Town Maintenance {(Public Furniture P&G)
B	Fruit Fly Control
B	Parks, Open Spaces and Biosecurity Small Plant and Equipment
P	Landscape Approvals
O	Hire/Leases of Open space venues
O	Stakeholder engagement Sports and Recreation facilities
O	Landscape Approvals

Superintendent Parks and Biosecurity

The Superintendent Parks and Biosecurity role leads and supervises the Biosecurity officers and Parks teams to conduct operational services daily. Key elements of the role are to manage the operational service delivery in Parks, Recreation Reserves and Cemeteries in accordance with Murray River Council's policies and procedures and any legislative requirements. Further to this manage services relating to priority and invasive weeds throughout Murray River Council boundaries in accordance with the *NSW Biosecurity Act 2015.* The role is also a key leadership and management role for the Parks and Biosecurity disciplines where all activities are undertaken and prioritised in a consistent, sustainable, and efficient manner across the Murray River Council area.

Accountabilities

SBPO	*Accountability*
P	Sport & Recreation Facilities
P	Open Space facilities: public amenities & structures
P	Horticulture Services
P	Playgrounds
P	Open Spaces
P	Boat Ramps
P	Aquatic Services
P	Public Trees
P	Town Maintenance: Public Furniture, BBQs
P	Arboriculture Services Urban and Rural
P	Natural Bushland footpaths and cycleways
P	Riverside Infrastructure: Wharfs, Jetties, Pontoons, walkways
P	Retaining Walls
P	Weed Action Plan (WAP)
P	Fruit Fly Control
P	Rural and Urban Weed Management
P	Vertebrate Pest Management
P	Parks & Biosecurity Small Plant & Equipment
O	Horticultural Services
O	Aquatic Services
O	Playgrounds
O	Hire/Leases of Open Space Venues
O	Sports & Recreation facilities services
O	Arboriculture Services Urban and Rural
O	Stakeholder engagement of Open Space Venues
O	Maintenance of Crown Land
O	Grave Digging
O	Fire/Fuel hazard reduction
O	Riverside infrastructure maintenance: Wharf's, Pontoons & Jetty's
O	Natural bushland improvement maintenance
O	Maintenance of Heritage sites
O	Cemetery maintenance
O	Deliver Weed Action Plan (WAP)
O	Fruit Fly Control
O	Urban Road Reserve Maintenance
O	Vegetation Management on Rural and Urban Roads
O	Small Plant for Biosecurity
O	Vertebrate Pest Management

Parks Team Leaders (By Location)

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 and 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 & Open Space. 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.

Accountabilities

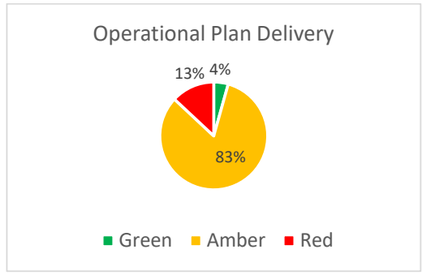
SBPO	*Accountability*
O	Horticulture Services
O	Cemetery Maintenance and Public Facilities
O	Open Spaces Facilities (Public amenities, structure, BBQ's and furniture)
O	Boat Ramp Maintenance
O	Maintenance of Town (Public Furniture P&G)
O	Open Spaces including Playgrounds
O	Open Spaces – gardens
O	Riverside Infrastructure
O	Commercial Area Manual Street Cleaning
O	Small Plant and Equipment Open Spaces & Recreation

murray river council

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Parks, Gardens, Open Spaces and Biosecurity

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



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 oversees the delivery of these outcomes

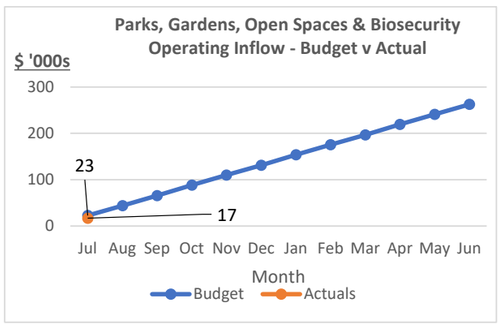
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	Year 2	Year 3	Year 4	Comments	
Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles. 3.1 – Sports and recreation facilities and spaces									
Outcomes of the Asset and service delivery review to be planned for and prioritised. (S DPE)	Deliver	(DP 3.1.1) Develop a Service standards strategy for all Parks, Recreation reserves.	B: MPOSB P: MPOSB O:CPG	✓	✓			Parks and Open Space Strategy 2024-34 Adopted. Parks operational Service Delivery plan adopted.	●
	Deliver	(DP 3.1.2) Investigate and plan for development of various boat ramps across the region.	B: MPOSB P: MIP O:CPG	✓	✓	✓	✓	Murray Downs Boat Ramp project ongoing. Ramp maintenance completed at Greg Graham Reserve, Calimo	●
	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:			✓		Project not commenced	●
	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:SPG	✓	✓	✓	✓	Tender awarded to Belgravia Leisure at September 2023 Council meeting for Management of Moama & Mathoura outdoor Pools. 2024/25 Season preparation commenced. Maintenance on pools to commence late August/ September, repainting both Moama & Mathoura Pools.	●
	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.	●

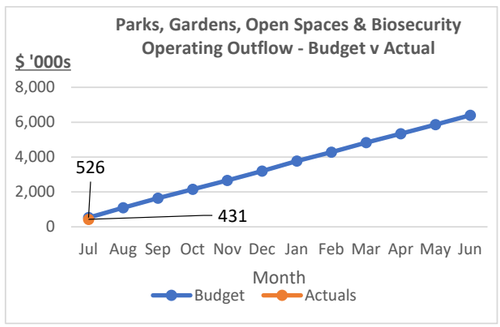
	Deliver	(DP 3.1.11) Review and rationalise requirements for sports and recreation facilities, based on demands of such services, usage of existing facilities and affordability of maintaining and renewing such facilities.	B: MPOSB P: MPOSB O:MPOSB		✓	✓	✓	All sports & recreation buildings currently maintained 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. Further review and assessment of current usage trends to be undertaken.	🟡
Theme 3 – Goal 2 – Enable development of sustainable liveable communities 3.8 – Community / Botanical Gardens									
Review and support the finalisation of existing community & Botanical gardens. (S DPE)	Deliver	(DP 3.8.1) Continue to support existing community and botanical gardens	B: MPOSB P: MPOSB O:CPG	✓	✓	✓	✓	Review and support provided in accordance with Parks Operational Service Delivery plan.	🟡
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs. 3.13 – Upgrade, enhance and maintain Parks and Open Spaces that connect Communities and are accessible.									
Investigate and review current standards of existing parks and identify upgrades required including accessibility and amenity blocks where appropriate. Consider new areas of Parks & Open Spaces where they link to high use areas, such as residential subdivisions. (S DPE)	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	✓					🟢
	Deliver, Partner, Advocate	(DP 3.13.2) Murray Downs Riverside Park – designed and implementation has begun	B: MPOSB P: MIP O:CPG	✓	✓	✓	✓	Concept design completed by Thompson Hay Landscape Architects. Boat ramp stage has been designed and is currently under construction.	🟡
	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.	🟡
	Deliver	(DP 3.13.6) Deliver Township Beautician Projects in accordance with Master Plans / Streetscape Plans	B: MPOSB P: O:			✓	✓	Project not yet commenced.	🔴
	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:		✓	✓		Public amenities strategy to be scoped and completed as an action of the Draft Buildings Strategy.	🟡
	Deliver	(DP 3.13.8) Ongoing feasibility assessments for new and existing picnic areas.	B: MPOSB P: O:			✓		Project commenced and ongoing in accordance with Capital budget allocation and Parks & Open Space Strategy 2024-34.	🟡
	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:		✓	✓		Level of services included in the Parks & Open Space Strategy. Current assets reviewed and inspected in accordance with Parks Operational Service Delivery Plan.	🟡
	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. Furniture recently procured for installation across LGA to replace old assets.	🟡
	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 and external funding opportunities.	🟡
	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	✓	✓	✓	✓	Outstanding projects from 2022 floods still awaiting CAT D funding approval.	🟡
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.									

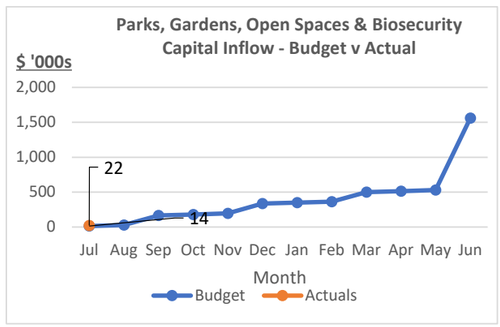
murray river council Monthly Operational Report – July 2024 | Parks, Gardens, Open Spaces and Biosecurity

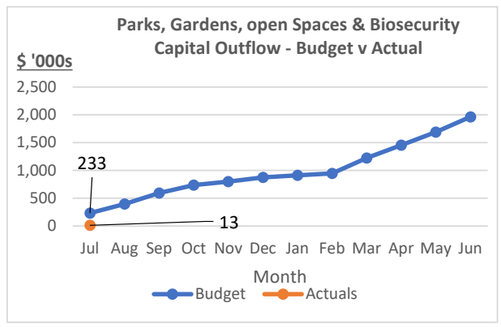
3.14 – Public Space Waste and Recycling									
Investigate and implement a program for waste and recycling bins in public spaces. (S DPE)	Deliver	(DP 3.14.1) Ongoing installation of dog poo bag dispensers across the region	B: MPOSB P: CPG O:TLPG	✓	✓	✓	✓	Project commenced and ongoing in accordance with Capital budget allocation and Council's Compliance Officers recommendations.	●
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs. 3.16 – Weed Management									
Review and further development the Weed Management Strategy (S DPE)	Deliver, Partner	(DP 3.16.1) Development of an Urban Weed Management Plan for adoption by Council.	B: MPOSB P: CB O:CB	✓	✓	✓	✓	Project commenced and ongoing. Biosecurity Co-ordinator currently developing the Plan for adoption by Council. Current draft document in development.	●
	Deliver, Partner, Advocate	(DP 3.16.2) Weed Management Priorities are communicated annually with the community.	B: MPOSB P: CB O:CB	✓	✓	✓	✓	Project commenced and ongoing. 2023/24 WAP allocations and targets identified and approved by Murray Local Land Services and NSW DPI. Stakeholder and land owner engagement and education included in the WAP. Monthly BIS reports submitted to NSW DPI. 2023/24 Funding deed received and acknowledged.	●
	Deliver	(DP 3.16.3) A reduction of priority weeds reducing over time.	B: MPOSB P: CB O:CB	✓	✓	✓	✓	Project commenced and ongoing. 2023/24 WAP allocations and targets identified and approved by Murray Local Land Services and NSW DPI. GIS mapping and reporting of priority weeds ongoing.	●
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface. 7.2 – Leverage the GIS to improve the extent, efficiency and effectiveness of data capture.									
Use new technology and software to capture information. (S DI)	Deliver	(DP 7.2.3) Implement artificial intelligence to assist in identification of priority weeds	B: MPOSB P: CB O:CB			✓	✓		
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface. 7.3 – Apply data sources to improve corporate decision making.									
Better management of Biosecurity risks through the use of AI (data capture) (S DI)	Deliver	(DP 7.3.4) Implement Artificial Intelligence to assist in the management of priority weeds	B: MPOSB P: CB O:CB			✓	✓		

PART C: Financial Outcomes









murray river council Monthly Operational Report – July 2024 **Parks, Gardens, Open Spaces and Biosecurity**

PART D: Project Status

Location & Fund	Fund	Project Title	Project Phase	% Works Complete	Status	Comments
Barham Recreation Reserve	SCCF5	Barham Recreation Reserve Art & Tourism project viewing platform	Delivery	60%	Delivery	 
Moulamein	SCCF5	Moulamein Lake Accessibility & Infrastructure upgrade	Delivery	85%	Delivery	Works ongoing, advanced trees planted. Awaiting irrigation contractor to install new system, delivery expected late August 2024.
Moama	SCCF5	Horseshoe Lagoon Landscaping	Delivery	98%	Delivery	98% of works completed. Outstanding Works: Installation of Solar Lighting, Grouting of Landscaping Features and Site Clean Up. 

murray river council Monthly Operational Report – July 2024 | Parks, Gardens, Open Spaces and Biosecurity

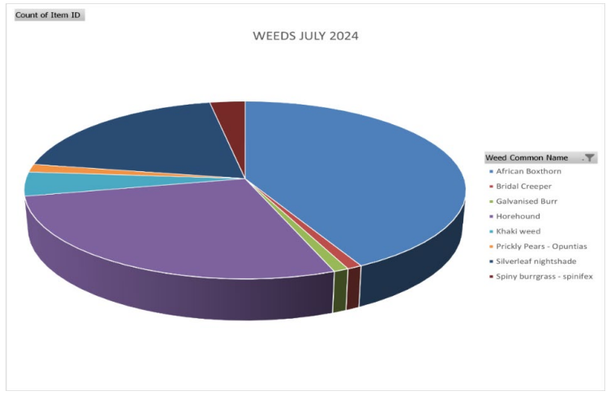
PART E: Business as Usual

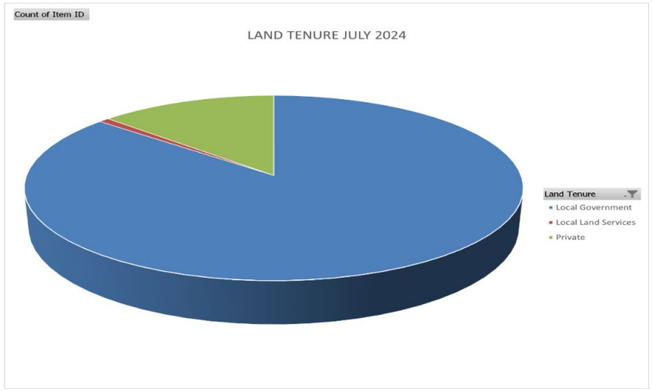
Weed Action Plan (WAP) agreed targets met. BIS reports being prepared for Murray Local Land Services.
Roads, Reserves and Waterways Sprayed for WAP – Sweet Briar, Spiny Burrgrass, Silverleaf Nightshade, Khaki Weed, African Boxthorns, Horehound, Creeping Knapweed, Prickly Pear, Bridal Creeper, ETC.

OPERATIONS:

- Weed Action Plan Targets met and reported to NSW DPI & Murray Local Land Services.
- **WEED ACTION PLAN – 260** Points recorded and reported to BIS.
- NIL infestations – 207
- Infestations – 53

28 Sites Inspected and 1023**km Roads inspected.**





GENERAL WEED CONTROL - Road Spraying –1005 km sprayed.

Barham Township	Wakool Recreation Reserve & Township	MRC Stockpile sites	Moama township	Unsealed rural roads



murray river council Monthly Operational Report – July 2024 | Parks, Gardens, Open Spaces and Biosecurity

Tiger Pear ***Bone seed***

GENERAL PARKS OPERATIONS:

Town Maintenance- All locations as per service delivery.	**Mowing-** As per service delivery plans	**Roadside Mowing**- As per service delivery plans.
Arborist Services- All towns- Street tree lifting and formative pruning. MRC staff delivering service using dry hired chipper.	**Horticulture**: as per service delivery. Mulching-Mathoura entries, Rose pruning all towns 300+, General pruning all towns. Garden bed weed control Moama off leash park pruning and tree maintenace	**Cemeteries**-Multiple burials-All locations, Bollard repairs Barham Cemetery
Irrigation maintenance: Mensforth Park filter upgrade,	**Sportsgrounds:** General fertiliser applications to maintain growth. School athletics preparations Moama.	**Park Furniture**: New furniture installed Mensforth Park, Botanic Gardens. Bubblers installed Riverside Park.
Playgrounds: Maintenance commenced-Softfall installation Wakool, Tooleybuc & Koraleigh. Component replacements.	**OTHER:** Staff training- Chipper induction	**OTHER**: Retaining wall repairs Picnic Point C/P.



Mathoura pruning & mulching


Street tree pruning


Greg Graham reserve boat ramp maintenance


Furniture installation

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	
	Injury/illness or property damage to users of Council's recreational spaces	Regular inspection and maintenance Remote Supervision signage	Project - Ensure all required signage is erect and visible	

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

- Implementation of new Work Order structure for parks services to improve financial reporting
- Implementation of Parks Operational service delivery plan
- Preparations for Moama lights – Pre and post event.
- Staff training- Chipper inductions, CoR, Emerging Leaders program

murray river council

Monthly Operational Report – July 2024

Waste and Compliance

PART A: Section Accountabilities and Team Roles

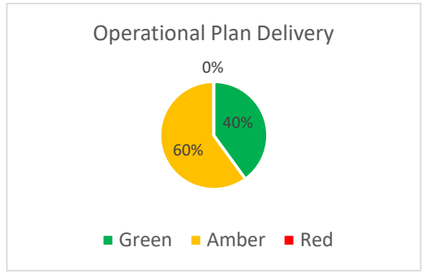
Manager Waste and Regulatory Services – Brian Holmes	Coordinator Compliance Ranger	Coordinator Waste Management	Environmental Health Coordinator	Business Unit Support Officer
To ensure quality programs and initiatives are provided to Council in the delivery of Waste and Regulatory services. Ensure the ratepayers are provided with appropriate, effective and efficient services, which encourage the community in the areas of recycling and waste minimisation. Provide strong leadership and direction to the waste and compliance team in relation to legislation, projects and operations. Areas of Focus/Accountability: Compliance & Regulatory management, Waste and recycling kerbside and street management, Waste facility management.	To provide high quality monitoring, control and awareness programs and initiatives to ensure compliance by the community with statutory requirements for environmental and animal control standards, as well as investigate, action, and represent Council in relation to complaints and breaches in legislation and local government laws and to prepare documentation and represent Council in Court hearings within the scope of the position. Areas of Focus/Accountability: Compliance operations, Staff rostering and on call, Companion animals, Parking and abandoned vehicles, unauthorised signage, and animal management, POEO and any legislation applicable to MRC and its constituents.	To provide leadership to the Waste Management team to achieve Council's Waste Strategy objectives and outcomes with a focus on teamwork, service delivery, productivity, and customer service, as well as ensuring ratepayers are provided with appropriate, effective, and efficient provision of waste related services, which encourages and educates the community in all areas of waste minimisation and recycling Areas of Focus/Accountability: Waste facility operation, kerbside & street litter collection operation, waste customer service and resource recovery.	The objective of this role is to provide a very high level of effective and efficient environmental services support to customers of Murray River Council in accordance with set policies and procedures and legislative requirements. Areas of Focus/Accountability: Underground petroleum storage systems management of compliance, Liquid trade waste agreements compliance, Regulating food premises and food vans, Pool inspections/ compliance	To provide a high standard of administrative support to the Waste and Regulatory Services Business Unit through effective, efficient, and flexible customer service. Coordinate the business unit's day to day diary management, meetings, training needs, phone calls & purchasing requirements in an effective and efficient manner. Collate and collect data to work with team members to drive the business unit forward and capture any operational data to tighten efficiencies. Areas of Focus/Accountability: Waste and Compliance customer service, work scheduling, administration, data collection and project functions.
Accountabilities	**Accountabilities**	**Accountabilities**	**Accountabilities**	**Accountabilities**
SBPO / *Accountability* B Waste to Energy B Development Services Investigations B Parking Management B Commercial Waste Management B Domestic Waste Management B Waste Transfer Station Management B Construction Materials Recycling and Disposal Management B Landfill Sites B Public Roadside Bin Management B Public Health Management B Management of unauthorised Activity B Management of unauthorised Activity Fires/Firewood & Camping B Pollution Regulation B Management of UPSS B Management of Illegal Dumping B Animal Regulatory Service Management P Illegal Dumping (Waste and Other) P Illegal Dumping Systems and Processes	*SBPO* / *Accountability* B Dead Animals Side of Rural Roads B Fire/Fuel Hazard B Mosquito Population P Pollution Regulation P Unauthorised Activity (Fire, Firewood Collection and Camping) P Animal Regulatory Service P Dead Animals Side of Rural Road P Fire/Fuel Hazard P Processes and Systems for Unauthorised Activity O Companion Animal Regulatory Service O Illegal Dumping Regulatory Service O External Signage Compliance O Dead Animals Side of Rural Roads O Pollution Regulation O Identification of Fire/Fuel Hazard O Unauthorised Activity (Fire, Firewood and Camping) Investigation O Pest Management Public Health Regulatory Service O Unauthorised Activity Investigation Service O Parking and Traffic Regulatory Service O Mosquito population compliance management O Private Building and Planning Compliance	*SBPO* / *Accountability* P Domestic Waste P Commercial Waste P Public Roadside Bins P Waste Transfer Stations P Landfill Sites P Construction materials recycling and disposal O Collection & Removal of Waste from Transfer Station O Delivery of Kerbside Waste Service O Commercial Waste Delivery Service O Public Roadside Bin Management O Landfill Disposals O Customer Service at Transfer Stations O Construction materials recycling and disposal O Landfill Services	*SBPO* / *Accountability* P Regulated Food Premises P Public Health (Hairdressing, beauty and skin penetration) P Public Pool Health Compliance P Onsite domestic wastewater applications P UPSS Projects P Liquid Trade Waste O UPSS Regulatory Service O Public Health (Hairdressing, beauty and skin penetration) O Regulated Food Premises O Public Pool Health Compliance O Onsite domestic Wastewater applications O Liquid Trade Waste	*SBPO* / *Accountability* P Compliance Administration P Waste Administration P Environmental Health Administration O Waste Administration O Compliance Administration O Environmental Health Administration

murray river council

Monthly Operational Report – July 2024

Waste and Compliance

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



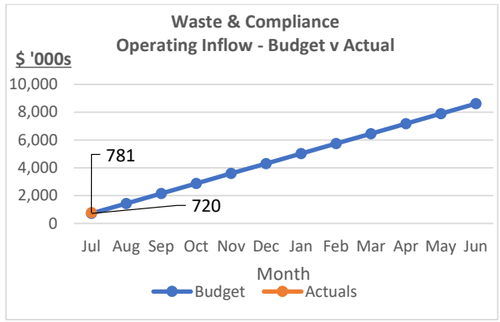
Under the 4-year Delivery Plan, the *Section* relates to ongoing and sustainably managing waste: reduction; recycling; landfill remediation and development; and public education. The Planning and Environment Directorate directly oversees the delivery of these outcomes.

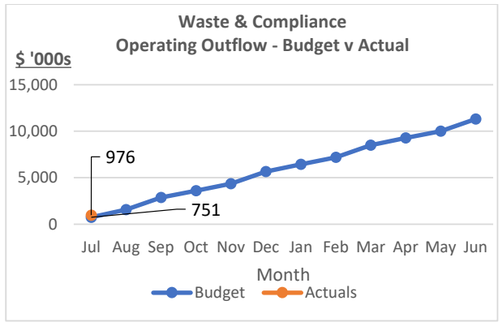
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	●
Theme 1 – Goal 1 - Facilitate Circular Economy 1.1- Designing and promoting products that last and that can be reused, repaired and remanufactured									
An increase of waste 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 fit out and electrical connections are being made. ATM, Singulators, console and compressor commissioning will occur in August before Occupancy Certificate is sought.	●
Theme 1 – Goal 1 - Facilitate Circular Economy 1.2- Enhance waste and recycling programs 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)	Deliver	(DP 1.2.1) Encourage Council's Community to participate in the National Garage Sale Trail. Council to support the National Garage Sale Campaign.	B: MWCS P: CWS O: MCE	✓	✓	✓	✓	Promotion of the Garage Sale Trail will be undertaken in the lead up to the event in November.	●
Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment 1.5 - Landfill Rehabilitation works									
Develop & begin implementation of Waste Management Strategy to rehabilitate landfill sites over the next 10 years. (S DPE)	Deliver	(DP 1.5.1) Upgrades to landfills and transfer stations to be carried out on a risk-based approach.	B: MWCS P: MWCS O:CW	✓	✓	✓	✓	Landfill Risk Assessment project is complete, and outputs have been included in the 10 Year Waste Capital Program. Transfer Station upgrade designs are being completed for all other sites and will also be included in the 10 Year Waste Capital Program. Projects will then be prioritised for delivery over the coming years giving consideration to risk presented and available funding. The design for the push pit at Moama Waste Management Facility is being assessed for currency and upgraded to tender ready so construction can commence early in the 2024/25 financial year. Fifteen 50 have won the RFQ process and will commence design upgrade activities in early April.	●
Theme 3 – Goal 3 – Delivering best practice and compliant waste and recycling service and infrastructure that meets community needs. 3.9 – Kerbside, landfill and waste collection services and facilities									
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	✓					●

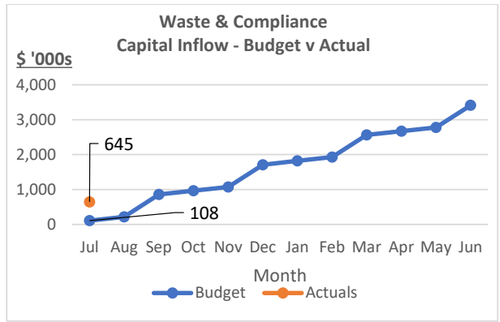
murray river council Monthly Operational Report – July 2024 **Waste and Compliance**

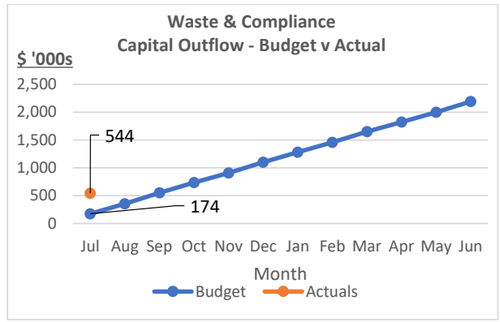
Develop & begin implementation of the Waste Management Strategy. (S DPE)	Deliver	(DP 3.9.2) Additional waste and recycling options investigated and actioned as per the strategy.	B: MWCS P: CW O:CW	✓	✓	✓	✓	This is an ongoing action that is considered by the Waste Unit continuously.	🟡
Theme 3 – Goal 5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

PART C: Financial Outcomes









PART D: Project Status

Waste

- The Automated Depot project has progressed with the external plumbing and roofing completed. The internal walls are completely cladded and insulated ready for plaster. PA doors and windows have been installed into the structure and the electrical contractor is continuing with the fit out.
- The Moama Landfill Push Pit project redesign is progressing with designs being finalised and a bill of quantities to come. Advice has been sought from the building and planning team as to what approval the waste team requires to construct the project.
- The new landfill project to investigate the suitability of the northern block (adjacent to the current landfill) for landfilling saw concept designs agreed, final designs are now in the process of being developed. Meetings between the contractor and council staff continue to ensure the best outcome is achieved.
- The Wakool landfill has been cleaned up and closure finalised during July to prepare the site for rehabilitation in the future.
- Councils waste team is working with RAMJO on a bin trim grant project to explore opportunities of a commercial food waste service or process to help satisfy the 2025 requirements of commercial food premises recycling food waste.
- The methane gas pumping trial and leachate collection system installation has been completed and the trial is now underway with promising results thus far.

Compliance

- Improvements occurring at both Barham and Moama pounds, with risk and safety issues being addressed and hot water installation.
- Ongoing TechOne Compliance Module being developed.
- Potential for MoA with surrounding Councils for compliance services and assistance where or when needed. Gannawarra Shire Council interested.

Environmental Health

murray river council Monthly Operational Report – July 2024 **Waste and Compliance**

- Melissa Best on maternity leave and engaged a consultant for one to two days a week for six months or up until Feb 2025.
- Ongoing TechOne EH module being developed.

PART E: Business as Usual

Waste

- Councils waste team has completed the first full layer of waste in cell 5 and will commence filling the second layer to the design recently completed by 5D survey and uploaded onto the compactor GPS system for operator guidance.
- Interviews have been completed for the Barham and Moulamein replacement positions with successful candidates notified.
- Equipment for the Automated Depot such as bin lifters, sorting tables and attachments have arrived ready for operations
- Mattress and tyre shredding was conducted on site and processed.
- The waste team is gearing up for an additional 5 team members as part of the Return & Earn shed operations.

Compliance

- High volume of animals, particularly dogs at MRC pounds and reduced intake from rehoming service due to vehicle breakdown.
- Gannawarra Shire Council assisted in holding surplus animals until they could be sent for rehoming, sparked discussions of possible MoA between other Councils and providing assistance where required in ranger services.
- A serious dog attack occurred in Moama where one dog caused the death of another, resulted in the dog being surrendered and euthanised.
- Melissa Best baby arrives, Delilah Poppy.
- Police assistance request for a large dog in a vehicle at the Barham Hospital. The car has also since been impounded.

Environmental Health

- Assessing food business applications in preparation for inspections and commencement of environmental health consultant.
- Responding to various enquiries from the public including, skin penetration, hair and beauty and food businesses.



Methane gas capture trial running on the Moama Landfill collecting data to understand what can be achieved under the Carbon Farming Initiative.

murray river council Monthly Operational Report – July 2024 **Waste and Compliance**



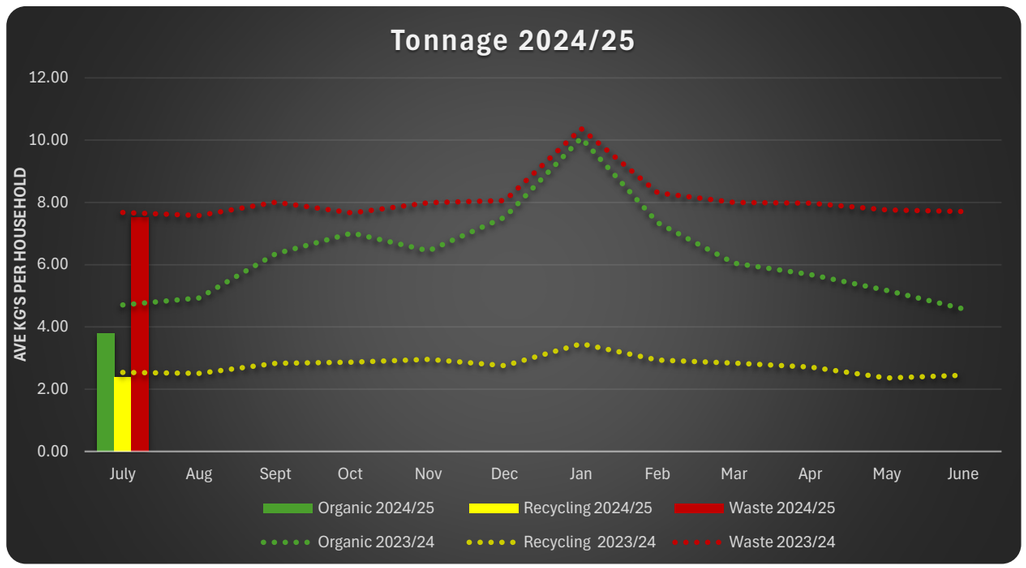
Vertical risers installed as a component of the leachate collections system at Moama Landfill, these are dual purpose and capture gas aswell.

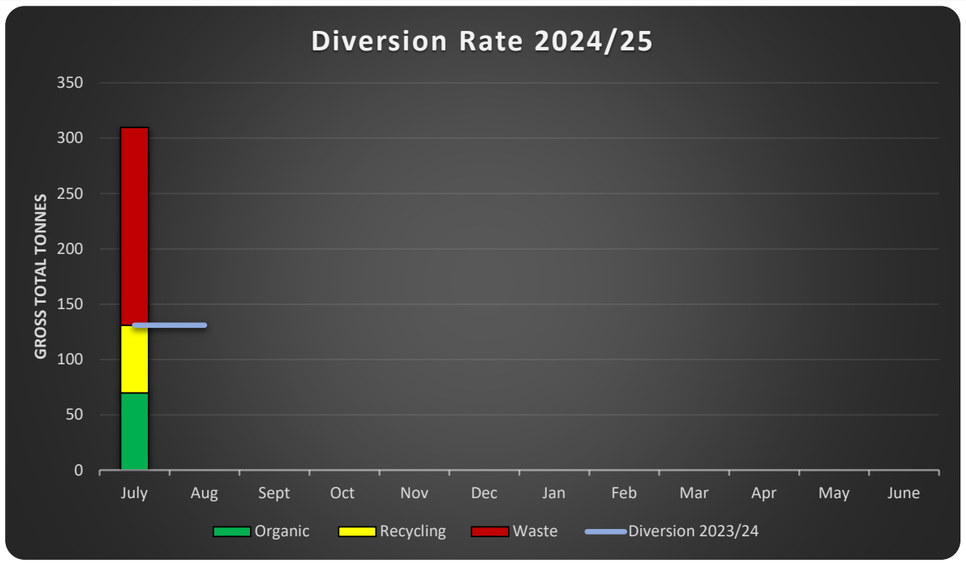


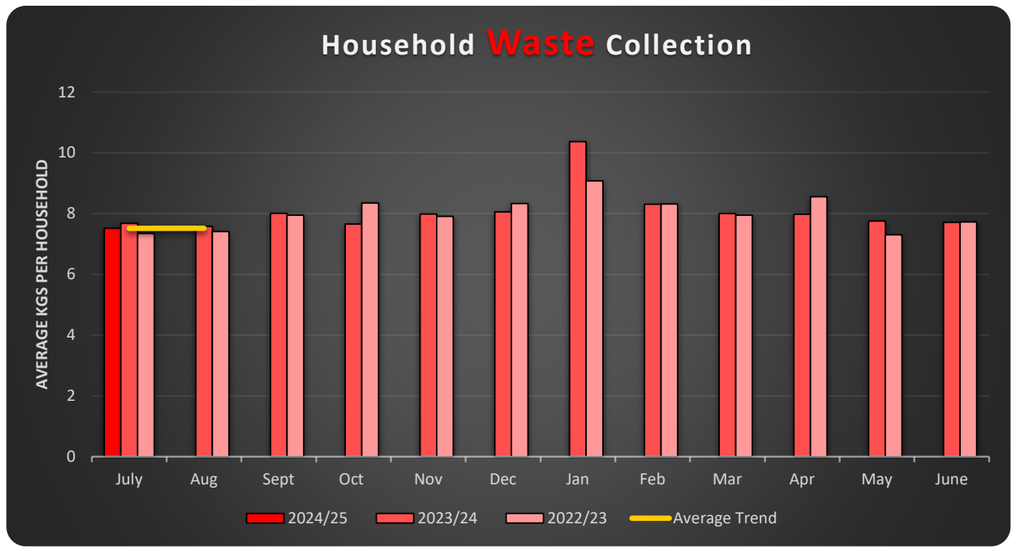
Internal fitout continues of the Return and Earn shed at Moama.

murray river council Monthly Operational Report – July 2024 **Waste and Compliance**

PART F: Service Metrics

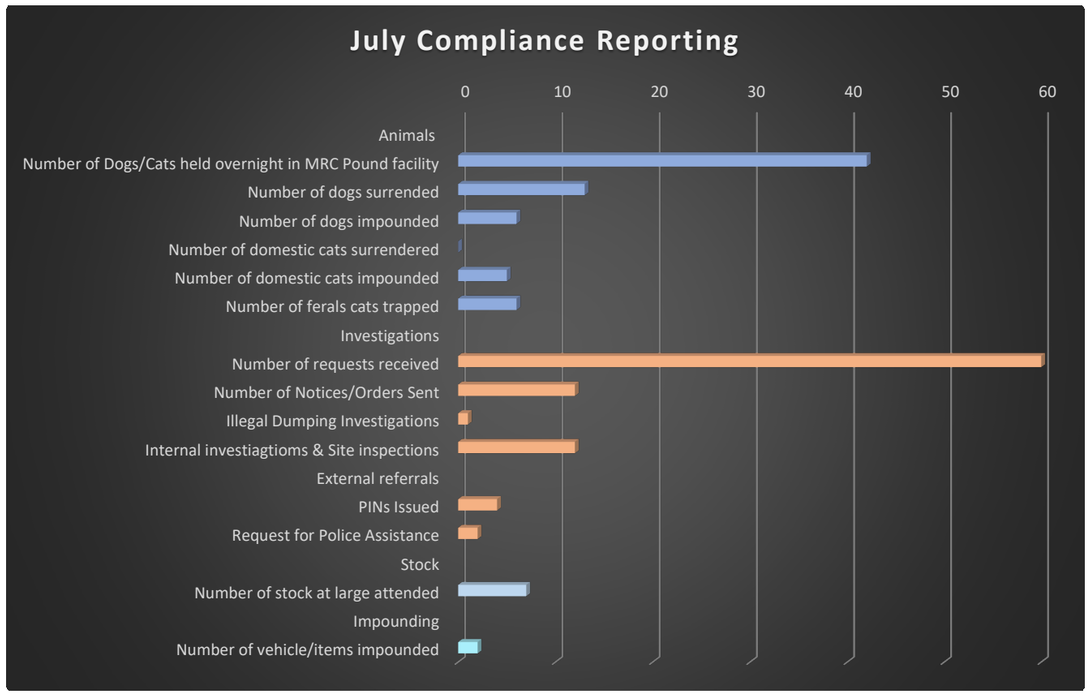






murray river council Monthly Operational Report – July 2024

Waste and Compliance



Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	

Risk Management

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.	
09/05/2021	Public dropping waste at Moama landfill directly to cell around heavy equipment.	Low height skip bins placed at the front of house to get majority of the public to drop into these and have them transferred to the waste cell.	The design for the push pit at Moama Waste Management Facility is being assessed for currency and upgraded to tender ready so construction can commence early in the 2024/25 financial year.	
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 understand members work	Remote and Isolated Work Risk Assessment completed. GPS vehicle and personal GPS locators installed in all vehicles. Call centre identified to monitor after hours call outs. 3x units fitted. 1x unit to be installed.	
29/08/2022	Exposure to Japanese Encephalitis Virus through mosquito trapping and working outdoors.	Long sleeve clothing and insect repellent spray	Environmental Health Coordinator and Rangers have received Japanese Encephalitis Vaccination	

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

murray river council Monthly Operational Report – July 2024 **Infrastructure Directorate**

PART A: Section Accountabilities and Team Roles

Director of Infrastructure –

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
	B	Intergovernmental Relations – Operations and Major Projects
	B	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 Balranald Council to assist Kyalite community for better water access.	🟢
By Dec 23 lead the council wide energy reduction and management program: investigate, plan, business case, funding and delivery.	Energy Efficiency projects being prioritized. Federal Government have announced funding for Local Government Energy Efficiency Projects that will have guidelines released in December.	🟡
Consider opportunities to on-sell services, eg other councils, Transport for NSW etc		🟢
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.		🟢
Manage the development of extra capacity in relation to the Water Filtration Plant, trunk mains, and corresponding sewerage transportation and treatment systems.	Discussions with Transport for NSW to use the old house behind Woolworths as a potential site for more water storage.	🟢
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	Councils now both aligned on the alignment.	🟢

murray river council

Monthly Operational Report – July 2024

Infrastructure Directorate

PART A: Section Accountabilities and Team Roles

Manager Water Services

This team is now solely focused on implementation and the "doing".

This team will provide these services based on Service Level agreements with Delivery Managers

- Water source access (including alternative supply options)
- Water and wastewater treatment processes
- Water distribution and quality
- Waterwater collection
- Water efficiency and reuse
- Emergency Services and After Hours Response

Their work will include:

Potable and raw water supply, safe water and wastewater treatment plant operations, stormwater reuse, leak detection & repair, planned and unplanned pipe maintenance, pump operations and repair, customer response.

Accountabilities

#	SBPO	Accountability
	B	Potable Water
	B	Sewer System
	B	SCADA
	B	Stormwater & Sewerage Reuse
	B	Stormwater Pipe and Pump Network
	B	Planning for Utilities Failure
	B	Water Quality & Reuse
	B	Water Meters
	B	Liquid Trade Waste
	B	Water Administration
	B	Raw Water
	B	Public Health (Water)
	B	Water Meter Application Registers
	P	Utilities Failure Planning
	P	Internal Water Supply
	P	Public Health (Water) Projects
	P	Water Meters
	O	Utilities Failure
	O	Setting Water and Wastewater Annual Charges
	O	Stormwater Pipe and Pump Network

Manager Infrastructure Projects

This group will be a one-stop-shop for all things Project Management.
1.technical advice and information to the rest of the organisation
2.Delivery Manager for some projects (almost all hard assets)
If you have a 'soft' asset project it can still be handled here.
Their services include:

- Scoping, Pricing, documentation
- Designing, project managing, on-site supervision
- Cost planning, procurement and contract administration, writing tenders, advertising and auditing.

Next year Business Managers must bid for projects- and provide a Business Case & use the MRC Project Management Framework. This team will provide advice on high level costing & scope of the project, then if successful in getting funding through ELT & Council, provide a detailed project brief, cost plan and project management (the delivery management).

Accountabilities

#	SBPO	Accountability
	B	Project Office Development and Management
	B	Flood Studies Management
	B	Major Project Framework
	B	Infrastructure Project Stakeholder Engagement
	B	Internal Approvals Part 5
	P	Water Quality & Reuse
	P	Retaining Walls
	P	Project Office Delivery
	P	Infrastructure Projects Stakeholder Engagement
	P	Boat Ramps
	P	Design & Infrastructure Pipe Culverts and Storm Water
	P	Survey, Investigation & Design of Works
	P	Stormwater & Sewerage Reuse
	P	Riverside infrastructure
	P	Sewer System
	P	Bridge Collapse Planning
	P	Flood Preparation and Planning
	P	Internal Approvals Part 5
	P	Raw Water Infrastructure
	P	Bridge Capital Works
	P	Levee Banks
	P	Stormwater Infrastructure

Manager Plant, Fleet and Stores

This team will manage Council's Commercial Functions that are the responsibility of Public Works

- Fleet – heavy and light
- Stores - buying
- Depots – facilities management and optimisation

O Including Real Estate services (Delivery Management) to other Business Managers who are responsible for building assets (eg community buildings, park buildings)

O Leases, Deeds high level agreements to do with all property issues. (Not to be confused with Building Maintenance or Building Asset Management Planning)

This team will also provide commercial due diligence on any proposed "money making" projects within the Organisation.

Accountabilities

#r	SBPO	Accountability
	B	Landlord for Depots
	B	Purchasing Outdoor Supplies
	B	Plant, Fleet & Equipment Administration
	B	Light Motor Vehicles (White)
	B	Toll & Fleet
	B	Testing of Pressure Vessels
	B	RFS Asset Management
	B	Plant, Vehicle & Equipment (Yellow) Management
	P	Light Motor Vehicle (White)
	P	Plant, Vehicle & Equipment (Yellow)
	P	Plant, Fleet & Equipment Administration
	P	Toll & Fleet Arrangements
	P	Testing of Pressure Vessels
	P	Depot Management Projects
	O	Purchasing Delivery Service
	O	Purchase of Waste Plant, Fleet & Equipment
	O	Plant, Fleet & Equipment Stakeholder Consultation & Engagement
	O	Chair Plant and Heavy Fleet Liaison Committee
	O	Purchase of Outdoor Plant Vehicle & Equipment (Yellow)

Manager Works

This team is now solely focused on implementation and the "doing".

Ricki is the **Implementation Agent**

This team will provide these services based on Service Level agreements with Delivery Managers

- Civil Works
- Roads
- Bridges
- Ancillary furniture
- Emergency Services and After Hours Response

Their work will include:

Roads, Footpaths, Stormwater, , Bridges, Signage and Linkemarking, Bus shelters, Seats, Street scaping, Kerb and gutter, pavements, Verges, Traffic islands, Streetlighting etc

Accountabilities

#	SBPO	Accountability
	B	Hazardous Spills Preparation
	B	Flood Preparation
	B	Kerb & Guttering
	B	Driveways and Crossovers
	B	Town Maintenance Areas
	B	GPS in Graders
	B	Grant Funding Applications for Roads
	B	Ancillary Transport Infrastructure
	B	Traffic Management
	B	Regional Road Repair Program
	B	Road to Recovery Program
	B	Heavy Vehicle Permits
	B	Road Cleaning Management
	B	Transport for NSW Services
	B	Bridge Maintenance
	B	Bridge Capital Works
	B	Streetlights
	B	Geotechnical Infrastructure and Soil Testing
	B	Works Project and Safety Plans
	B	Management of Town Maintenance (Public Furniture – Transport)
	B	Grant Funding applications for Footpaths and Bike paths under RMS
	B	Private Road Maintenance
	B	Emergency Traffic Response Management

Manager Building and Facilities

Manage the ongoing viability of Council's approximately 300 buildings and facilities through robust asset management plans and practices.

Engage and consult with stakeholders to identify requirements, develop strategy and compile the long-term financial plan.

Manage the annual capital and operational budgets.

Accountabilities

#	SBPO	Accountability
	B	Building Capital Works
	B	Disability Asset Management Plan
	B	Asset (Non IT) Security
	B	Pest Management (Buildings)
	B	Cleaning Management
	B	Council Building (Pre 2004) Asbestos Register
	B	Open Spaces amenity buildings and facilities (public amenities, structures, BBQ's, public furniture)
	B	IT Security Systems
	B	Utility Bills Management
	B	Safety Equipment Compliance (Buildings)
	B	Community Cultural and Heritage Buildings
	B	Buildings and Facilities Cleaning Management
	B	Property (Buildings & Facilities) Operations Management
	P	Pest Management (Buildings)
	P	Asset (Non IT) Security
	P	Heritage Systems and Processes
	P	Disability Asset Management Plan
	P	Utility Bills
	P	Caravan Park Projects
	P	Property Operations

murray river council Monthly Operational Report – July 2024 **Infrastructure Directorate**

	O	Caravan Park Maintenance Water Services
	O	Monitoring and Renewal of Water Licensing

	P	Potable Water Infrastructure
	P	Survey, Investigation & Design projects that are unique
	P	Flood Studies Projects
	P	Bridge Maintenance
	P	Building Capital Works
	P	Stormwater Pipe and Pump Network
	O	Infrastructure Grant Acquittals
	O	Liaise with Utility Providers prior to Construction
	O	Infrastructure Projects Stakeholder Engagement
	O	Project Office Team Delivery
	O	Inspection of Levee Banks

	O	Management and Maintenance of Light Motor Vehicles (White)
	O	Toll & Fleet Arrangements
	O	Depot Maintenance
	O	Purchase of Light Motor Vehicles (White)
	O	Management of Pool Vehicles
	O	Plant, Fleet & Equipment Administration

	B	Sealed Road Management
	B	Road Drainage
	B	Pathway Management
	B	Road Opening Application Register
	B	Rural Road Management
	B	Road Safety Program
	B	Works and Fleet Administration
	B	Management of Levee Banks
	P	Supply Requests and Budget Oversight
	P	Major Traffic Incident Preparation and Planning
	P	RFS Minor Construction and Maintenance
	P	Roads Grant Funding
	P	Transport for NSW Services
	P	Road Cleaning
	P	Lift Bridge

	O	Location Management Site Specific Operations
	O	Disability Asset Management Plan

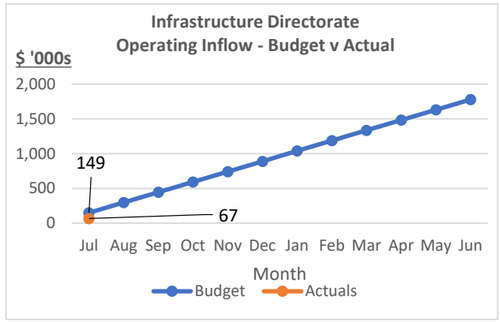
PART B: 4 Year Delivery Program and 1 Year Operational Plan

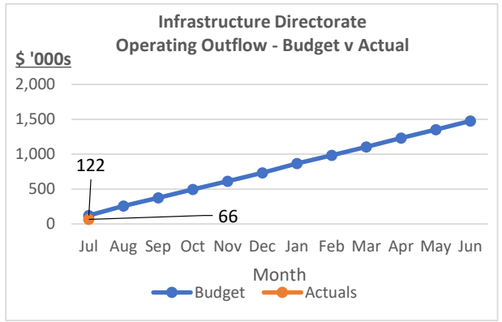
Under the 4-year Delivery Plan, the Infrastructure Directorate relates to: providing strategy and oversight for Council infrastructure assets and associated services. The Infrastructure Directorate directly oversees the delivery of these outcomes. The infrastructure Directorate has no actions in the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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment. 1.3 - Integrated Water Cycle Management									
Review and update the Residential Drainage / Flood Management Strategies (S DI)	Deliver	(DP 1.3.1) Construction of the Moulamein Levee			✓	✓		Internal Flood group is building with improvements being made. Moulamein Flood Study review has been awarded this month. Barham Flood Study review with overland drainage combined has been applied for funding. Echuca Moama Torrumbarry Flood Study has been adopted and Risk Management progressing well. Onsite training has been held with operation staff to improve operation and maintenance knowledge. Funding has been given to Public Works to help complete and adopt our Levee Owner Manuals.	
Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles. 3.4 – Community Safer Spaces									
Develop and implement a Community Safer Spaces Plan and associated documentation (S DI)	Deliver	(DP 3.4.1) Community Safer Spaces Plan and associated documentation developed and embedded into Project Management Framework.	B: DI P: O:		✓			Minimal Strategic work has been completed on this to date.	
		(DP 3.4.2) Community Safer Spaces Plan actions implemented.	B: DI P: O:			✓	✓		

murray river council Monthly Operational Report – July 2024 | Infrastructure Directorate

PART C: Financial Outcomes





**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.*

PART D: Project Status

For specific details regarding these projects, please refer to the individual Business Unit Monthly Operational Reports.

PART E: Business as Usual

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	

Council resolutions completed

Council resolutions outstanding within 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Water Strategy Update	100724	**RESOLUTION 100724** Moved: Cr Neil Gorey Seconded: Cr Ann Crowe	Bond, Jack	

That Council note the former Water Strategic Work completed including the Integrated Water Cycle Management Plan and Options.

1. Integrated Water Cycle Management Plan (IWCM)
2. IWCM Options Report
3. IWCM Issues Register update

CARRIED

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	BUILDINGS STRATEGY 2024-2034	110724	**RESOLUTION 110724** Moved: Cr Neil Gorey Seconded: Cr Dennis Gleeson That Council: 1. Acknowledges the minor alterations made to the final Buildings Strategy 2024-2034. 2. Formally adopt the Buildings Strategy 2024-2034 (Attachment 1) **CARRIED**	Bulmer, Glenn	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	DRAFT BUILDINGS STRATEGY 2024-2034	250524	**RESOLUTION 250524** Moved: Cr Dennis Gleeson Seconded: Cr Neil Gorey That Council: 1. Endorse the Draft *Murray River Council Buildings Strategy 2024-2034* (the Strategy) (attachment 1) to go out for public exhibition for the required 28-day period. 2. Notes the Strategy is interlinked and should read in conjunction with: - the Planning Proposals to reclassify community to operational land and - the Murray River Council *Parks and Open Space* Strategy Both of these documents form part of this month's Ordinary Council agenda. Notes that all public submissions received in relation to the draft Strategy will be presented at the next Ordinary Council meeting, where valid public submissions will be included in the final *Murray River Council Buildings Strategy 2024-2034* for final adoption. **CARRIED**	Bulmer, Glenn	

05 Jun 2024 11:09am Bulmer, Glenn

Buildings Strategy 2024 - 2034 currently on 28 day public consultation period (commenced 29/05/2024 on Council's Your Say page)

murray river council Monthly Operational Report – July 2024 **Infrastructure Directorate**

08 Jul 2024 2:20pm Bulmer, Glenn

Buildings Strategy 2024 - 2034: 28 day public consultation period (Closed on 28/06/2024). No submissions were recieved. Strategy will be presented at next meeting for adoption.

Council resolutions outstanding outside 3 months

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/01/2022	Mathoura Residential Development	150122	**RESOLUTION 150122** Moved: Cr Thomas Weyrich Seconded: Cr Nikki Cohen That Council 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 financial year. OR B) That 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 moved 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 Against: Crs Ann Crowe and Frank Crawley **CARRIED 5/2**	Bond, Jack	

08 Feb 2022 1:08pm Donald, Jan

Works have commenced on the engineering design following on from meeting with the consultants.

12 Jul 2022 4:16pm Bond, Jack

DA has been applied for

30 Nov 2022 10:22am 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 Donald, Jan

No further update at this time.

08 Jun 2023 9:03am Bond, Jack

Motion passed at May meeting to progress to detailed costing stage.

12 Jul 2023 1:09pm Bond, Jack

Detailed design underway

12 Sep 2023 1:24pm Bond, Jack

Future report to Council for feasibility.

murray river council Monthly Operational Report – July 2024 | Infrastructure Directorate

17 Nov 2023 12:39pm Bond, Jack

No further update at this time.

24 Nov 2023 10:54am Bond, Jack

Valuation will be sort for current land status.

08 Mar 2024 8:10am Bond, Jack

Due to drainage constratints. Project to be varied in layout. Further report to Council coming once more design work is completed.

07 Jun 2024 3:22pm Bond, Jack

Varied design progressing well

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/07/2021	Notice of Motion - Perricoota Road sealing of unsealed 22km of road	250721	**RESOLUTION 250721** Moved: Cr Geoff Wise Seconded: Cr Alan Mathers That Council 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 Against: Cr Gen Campbell **CARRIED 8/1**	Bond, Jack	

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

murray river council Monthly Operational Report – July 2024 **Infrastructure Directorate**

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

Community 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

12 Sep 2023 1:24pm Bond, Jack

Minor works commencing and material being purchased.

17 Nov 2023 12:38pm Bond, Jack

Construction has commenced for first stage. Needing to re-assess Council's position for whole of life costs for increase in level of service.

24 Nov 2023 10:53am Bond, Jack

Current works progressing well. Future report coming post consturction regarding the costs associated with sealing

10 Jan 2024 8:56am Bond, Jack

Works continuing. Great to hear positive feedback from residents of work completed to date

08 Mar 2024 8:10am Bond, Jack

Project progressing well.

05 Apr 2024 4:07pm Bond, Jack

Project progressing too well with all works to now be completed this financial year rather than staged.

07 Jun 2024 3:22pm Bond, Jack

Majority of works completed.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/11/2018	Barham Water Supply Fluoridation	331118	**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 at Barham to be fluoridated. In Favour: Crs Chris Bilkey, Nikki Cohen, Alan Mathers and Thomas Weyrich Against: Crs Gen Campbell, Neil Gorey, Ann Crowe and Geoff Wise The Mayor used his casting vote to pass the resolution.	Bond, Jack	

CARRIED

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

No further update at this time.

08 Jun 2023 9:04am Bond, Jack

No further update at this time

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12 Jul 2023 1:09pm Bond, Jack

No further update at this time

07 Aug 2023 8:21pm Bond, Jack

Construction of Booster Pump commencing. Staff completing requried training by DPI in coming months.

12 Sep 2023 1:22pm Bond, Jack

Staff have attended required training. Booster pump is in construction to be finalised before peak summer periods. Quotes for flouride equipment being sort now.

17 Nov 2023 12:38pm Bond, Jack

No further update at this time.

10 Jan 2024 8:56am Bond, Jack

No further update at this time.

08 Mar 2024 8:09am Bond, Jack

Booster Pump is operational! Now to progress with Community Consultation of Fluoride

11 Jun 2024 2:27pm Bond, Jack

No further update

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/01/2022	Liston Caravan Park	290122	**RESOLUTION 290122** Moved: Cr Nikki Cohen Seconded: Cr Neil Gorey That Council resolve to: 1. 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. 2. Request a further report that identifies councils' options in relation to the future of the Liston Caravan Park Mathoura, including: a) Cost to upgrade the park to a compliant standard. b) Management and operating models. c) Cost to decommission the site and develop the Caravan Park area into a passive recreation park. **CARRIED**	Bulmer, Glenn	

08 Feb 2022 7:47am Harvie, John

Legal advice on termination of annual leases has been sought. Letters to annual tenants will be sent once legal advice is received.

07 Mar 2022 3:23pm Harvie, John

Letters of termination have beeen sent. Two onsite meetings held with tenants. A further onsite meeting to be held on Monday 14 March.

04 Apr 2022 4:30pm Harvie, John

Further report to council in April.

11 May 2022 11:17am Leyonhjelm, Lindy - Reallocation

Action reassigned to Ryan, Sarah by Leyonhjelm, Lindy - Change of personnel

12 Jul 2022 8:07am Ryan, Sarah

JH/SR - GB will prepare a report to Council.

12 Jul 2022 4:50pm Leyonhjelm, Lindy - Reallocation

Action reassigned to Bulmer, Glenn by Leyonhjelm, Lindy - GB is currently actioning the steps required for the upgrade of Liston Caravan Park to adhere to current regulations

14 Jul 2022 2:43pm Bond, Jack

G Bulmer progressing with closure and preparation of options

04 Oct 2022 4:25pm Bulmer, Glenn

Liston CP temporary closure effective 19/09/2022. Minor demolition works to remove old toilet blocks now scheduled for mid October 22. Redevelopment options currently being prepared.

29 Nov 2022 4:24pm Bulmer, Glenn

Demolition of delatidated toilets / shower blocks completed. Site cleanup to be fininsh end November 2022. Options paper due Jan 2023.

10 Jan 2023 12:20pm Bulmer, Glenn

Awaiting completion of the Options Report by Scope Project Consulting

14 Feb 2023 11:10am Bulmer, Glenn

Options Report by Scope Project Consulting on target for completion 28/02/2023

04 Apr 2023 8:21am Bulmer, Glenn

Staff currently reviewing the Options Paper submitted by Scope Consulting.

09 May 2023 11:33am Bulmer, Glenn

Staff have finalised review of the Options Paper and are working with the Consultant to finalise the report. Crown Lands are due to provide options / advice to MRC by 12/05/2023

05 Jun 2023 4:15pm Donald, Jan - Email

Hi Glenn - could you please update your actions on the above item in InfoCouncil. If there hasn't been any change since last month, just put that in there.,Thanks,Jan.

07 Jun 2023 9:49am Bulmer, Glenn

The consultant is currently amending the options paper as a result of the staff review and recent advice from Crown Lands.

11 Jul 2023 8:44am Bulmer, Glenn

The consultant has completed the report and staff are currently reviewing.

11 Sep 2023 2:22pm Bulmer, Glenn

Councillor Workshop set for 12/09/2023 to discuss the report and options.

14 Nov 2023 9:06am Bulmer, Glenn

Council report to be drafted for consideration of options at December 2023 meeting.

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

murray river council

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Buildings and Facilities

PART A: Section Accountabilities and Team Roles

Manager Buildings and Facilities	Coordinator Buildings and Facilities
Manage the ongoing viability of Council's approximately 400 buildings and facilities through robust asset management plans and practices. Engage and consult with stakeholders to identify requirements, develop strategy and compile the long-term financial plan. Maintain an accurate inventory of contractors and consultants for the management of Council's diverse range of land, buildings and facilities. Manage the annual capital and operational budgets.	Provide an internal operational service for corporate buildings.

Accountabilities

SBPO	Accountability
B	Building Capital Works
B	Disability Asset Management Plan
B	Facilities Security Management
B	Pest Management (Buildings)
B	Council Building (Pre 2004) Asbestos Register
B	Open Spaces amenity buildings and facilities (public amenities, structures, BBQ's, public furniture)
B	IT Security Systems
B	Utility Bills Management
B	Safety Equipment Compliance (Buildings)
B	Community Cultural and Heritage Buildings
B	Buildings and Facilities Cleaning Management
B	Property (Buildings & Facilities) Operations Management
P	Pest Management (Buildings)
P	Asset (Non IT) Security
P	Heritage Systems and Processes
P	Disability Asset Management Plan
P	Utility Bills
P	Caravan Park Projects
P	Property Operations
O	Location Management Site Specific Operations
O	Disability Asset Management Plan

Accountabilities

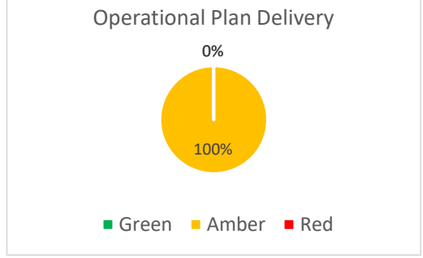
SBPO	Accountability
P	Heritage Projects
P	Council Building (Pre 2004) Asbestos Register
P	Safety Equipment Compliance (Buildings)
O	Property improvement and maintenance service
O	RFS Asset Maintenance
O	Asset (Non IT) Security Service
O	Caravan Park Maintenance
O	Council Building (Pre 2004) Asbestos Register
O	Pest Management Public Health (Buildings)
O	Safety Equipment Compliance (Buildings)
O	Retirement Villages
O	Emergency Management planning for Buildings and Facilities
O	Maintenance of Sport and Recreation Buildings

murray river council

Monthly Operational Report – July 2024

Buildings and Facilities

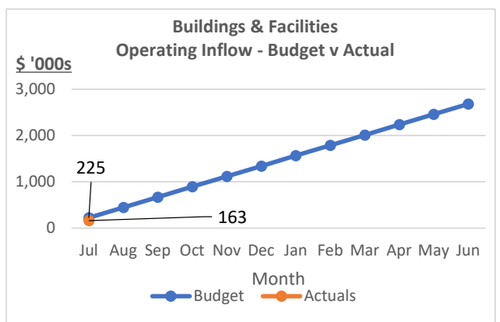
PART B: 4 Year Delivery Program and 1 Year Operational Plan

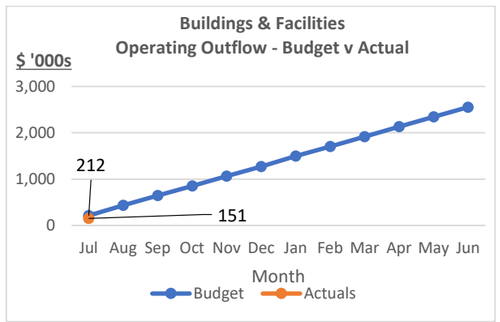


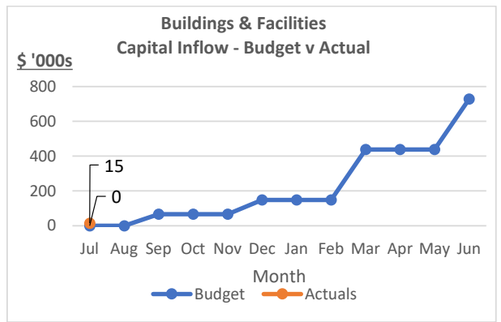
Under the 4 year Delivery Plan, the Building and Facilities relates to: asset maintenance and operations, planning, development, amenity and deliver new buildings that are well planned, connected, safe and designed to support our communities, industries, and businesses. The Infrastructure Directorate directly oversees the delivery of these outcomes.

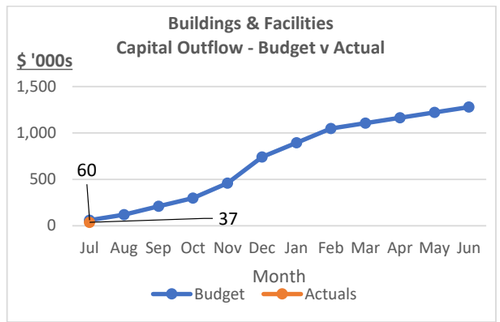
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles. 3.2 – Public Buildings									
Delivery of a feasible level of service for the community in relation to public buildings. Building Asset Management Plan to determine Council's long term financial plans to deliver fit for purpose public buildings. (S DI)	Deliver	(DP 3.2.1) Town hall / public facility upgrades will be undertaken in line with the priorities set from the Building and Open spaces review – completed 2022. Feasibility and design requirement will be subject to grant funding availability.	B: MB&F P: MP&B P: MMP O:CB&F	✓	✓	✓	✓	Asset review completed by CT Management Group. Maintenance and renewal plans being finalised and split into separate documents. Currently in the planning phase. FY24 capital works and maintenance budget for Councils buildings derived from the CTMG 10 year maintenance and renewal plan. Following capital works planned for FY24: • Refurbishment of Goodnight Hall / Recreation Reserve Toilet block – aging asset. • Refurbishment of Mathoura Memorial Park Toilet Block – aging asset. Includes update of fixtures and fittings, replacement of defective components, render and painting. • Noorong Hall - Replace entire hardstand with new concrete. Installation of new flooring. • Wakool Hall - Kitchen fit out is deteriorating in both the main area and the tea room. External ramps leading from the hall to the storage ramp are too steep and there have been several near falls. Kitchen renewal and ramp upgrade required. • Mathoura Hall – Leak detection and associated drainage improvement to combat rising damp issue at the rear of the building. New concrete paths install at the rear as well.	●
		(DP 3.2.2) Review existing public buildings for community needs, fit for purpose needs and affordability of maintaining and renewing such buildings.	B: MB&F P: MP&B P: MMP O:CB&F	✓	✓	✓			

PART C: Financial Outcomes









murray river council Monthly Operational Report – July 2024 **Buildings and Facilities**

PART D: Project Status

Project Title	Total Project Budget	Expenditure to date	Budget Remaining	% Works Complete	Status/Comments	
Asbestos remediation works – Council Buildings (FY25)	$55,500	$0	$55,500	0%	Planning phase. Quotes being sort for QR codes tracking system.	🟡
Security & Compliance upgrade (FY25)	$25,000	$0	$25,000	80%	Ongoing rollout of the Salto system and the commencement of the installation of the Promaster system in the western area of the Council.	🟡
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. Councillor workshop held on 12/09/2023 to discuss report and options. Report to be drafted for next Council meeting.	🟡
Caldwell Hall - Bathroom (x 2) refurbishment and re-stumping the child care building.	$59,290	$0	$59,290	0%	Planning phase.	🔴
MVBC Park Public Toilets Upgrade	$187,926	$0	$187,926	0%	Subject to successfully obtaining grant funding.	🔴
Wakool Memorial Hall – General Renewal	$40,900	0%	$40,900	0%	CTMG recommended capital renewal program for this asset. Kitchen fit out is deteriorating in both the main area and the tea room. External ramps leading from the hall to the storage ramp are too steep and there have been several near falls. Kitchen renewal and ramp upgrade required. Currently in planning phase.	🔴
MVBC Stage 1 – Security Upgrade & Library Renovation	$310,000	0%	$310,000	10%	Finalising Tender documents.	🟡
Mathoura Memorial Park Toilet Block	$23,000	0%	$23,000	0%	CTMG recommended capital renewal program for this asset. Refurbishment of Mathoura Memorial Park Toilet Block – aging asset. Includes update of fixtures and fittings, replacement of defective components, render and painting. Planning phase.	🟡
Yanga RFS Shed	$590,674	$567,308	$0	99%	Tender awarded to Tony Campbell Steel Fabrications. Preliminaries underway. Construction certificate has been issued. Concrete slab and under slab plumbing has been completed. Framework has been completed and the building is at lockup stage. Internal fit is well underway and the project is due for completion at the end of May 2024. Final Inspection booked for 13/06/2024 and first claim against RFFF has been lodged with NSW RFS. *Build completed and now in 12 month defects monitoring period.*	🟢
Moama Water Treatment Plant - Auto Sliding Gate	$35,000	$32,811	$0	98%	Quotes currently being obtained for the works. *Works nearing completion*. Issue with communications being investigated.	🟡

PART E: Business as Usual

Building Inspections:
Dave Dundee and Glenn Bulmer completed the 2024 buildings inspections. The inspections identified around 180 defects such as repair of leaking taps, painting, replacing floor coverings and investigation of structural issues.

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	🔴🟡🟢

murray river council Monthly Operational Report – July 2024 **Major Projects**

PART A: Section Accountabilities and Team Roles

Project Office Manager	Project Manager
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.	Management of Infrastructure Projects. Investigation; Design; 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 completion
Accountabilities *Number* | *SBPO* | *Accountability* B | Project Office Development and Management B | Flood Studies Management B | Major Project Framework B | Infrastructure Project Stakeholder Engagement B | Internal Approvals Part 5 P | Water Quality & Reuse P | Retaining Walls P | Project Office Delivery P | Infrastructure Projects Stakeholder Engagement P | Boat Ramps P | Design & Infrastructure Pipe Culverts and Storm Water P | Survey, Investigation & Design of Works P | Stormwater & Sewerage Reuse P | Riverside infrastructure P | Sewer System P | Bridge Collapse Planning P | Flood Preparation and Planning P | Internal Approvals Part 5 P | Raw Water Infrastructure P | Bridge Capital Works P | Levee Banks P | Stormwater Infrastructure P | Potable Water Infrastructure P | Survey, Investigation & Design projects that are unique P | Flood Studies Projects P | Bridge Maintenance P | Building Capital Works P | Stormwater Pipe and Pump Network O | Infrastructure Grant Acquittals O | Liaise with Utility Providers prior to Construction O | Infrastructure Projects Stakeholder Engagement O | Project Office Team Delivery O | Inspection of Levee Banks	**Accountabilities** 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

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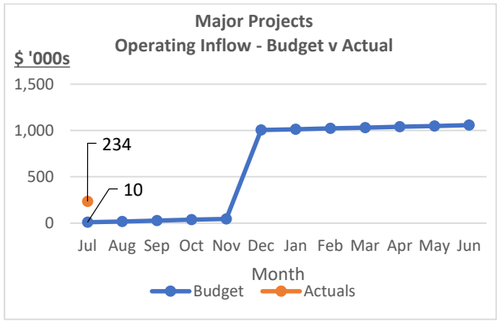
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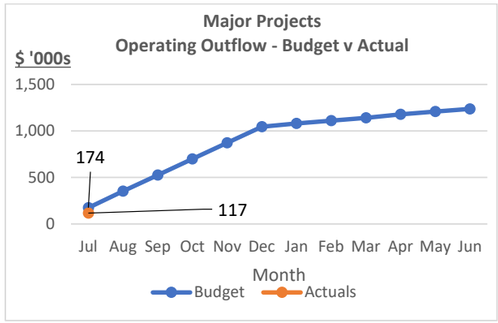
Major Projects

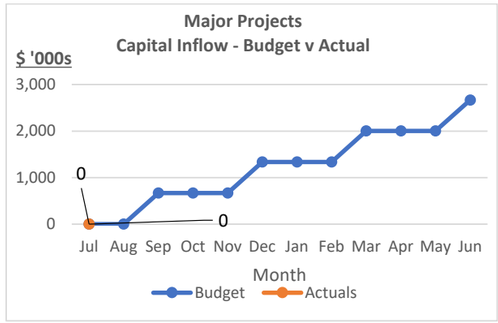
PART B: 4 Year Delivery Program and 1 Year Operational Plan

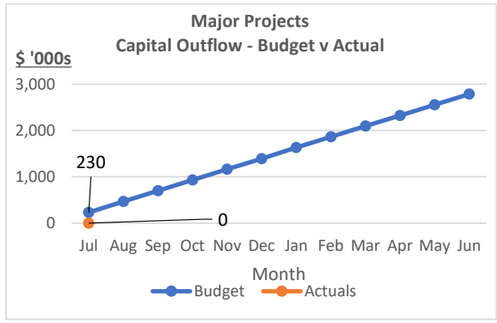
Under the 4-year Delivery Plan, the *Section* relates to Major Projects in the Built/Physical Environment to deliver infrastructure that is well planned, connected, safe and designed to support our communities, industries, and businesses. The Major Projects Directorate directly oversees the delivery 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:	
Tooranie Road/Yarrein Creek Bridge (Fixing Country Bridges)	Contractor is engaged for bridge replacement. Waiting on review of funding by TfNSW before project proceeds to construction. Likely to commence in early 2025.	🟡
Murray Downs Foreshore Boat ramp and associated works (Boating Now Round 3/Council)	Project previously delayed by very high river levels on the Murray at this location. Boat ramp works on track for completion in 2024/25.	🟡
Barham River Estate Levee Upgrade	Project is funded under the 2023 Floodplain Management Grants. Tender for construction works currently being prepared.	🟢
Moama major overland flow flood study	Consultant is engaged to undertake the study and community consultation is commencing is currently being planned.	🟢
Moulamein flood study review	Project received funding under the 2023 Floodplain Management Grants. Review is underway.	🟢
Moulamein Water Treatment Ring Levee, Riverine/Stormwater Backflow Prevention and upgrade of points of weakness in the levee	Funding deed has been signed by NSW Treasury. Process underway to appoint consultants for the design and specification of the works under the project.	🟡
Design for Barham Sewage Treatment Upgrade	Review of Environmental Factors (REF), Topographical survey in progress. Request for Tender for design consultants has closed. NSW Department of Public Works accepted the offer to undertake the design for the project.	🟡
Condition assessment of Murray Irrigation Limited Structures on the road network for Murray River Council, Edward River Council, Murrumbidgee Council, Berrigan Council and Federation Council. Project being delivered to improve road network performance.	Funding deed for $3.8M has been signed by NSW Treasury. Condition assessments are in progress with 348 Level 2 inspections and 257 Level 3 inspections completed to date.	🟢

PART E: Business as Usual

N/A

murray river council Monthly Operational Report – July 2024 **Major Projects**

PART F: Service Metrics

Nothing to report.

Date	Customer Compliant	Action Undertaken	
	Nil		

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
July 2024	Project delivery – time, cost and quality outcomes	Project Management Framework and Supporting Tools in place, however need to become embedded in all aspects of project delivery.	Increase utilisation of the Project Management Framework and Supporting Tools	

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

A contract for renewal of over 1.2 kilometres of water mains across Barham, Moama, Moulamein and Wakool is nearing completion.

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Monthly Operational Report – July 2024

Works

PART A: Section Accountabilities and Team Roles

Manager Works

This team is now solely focused on implementation and the "doing".
Ricki is the **Implementation Agent.**
This team will provide these services based on Service Level agreements with Delivery Managers

- Civil Works
- Roads
- Bridges
- Ancillary furniture
- Emergency Services and After Hours Response

Their work will include new projects, maintenance and repair on roads, footpaths, stormwater, bridges, signage and linemarking, bus shelters, seats, kerb and gutter, pavements, verges, traffic islands, streetlighting, etc.

Accountabilities

Number	*SBPO*	*Accountability*
	B	Hazardous Spills Presentation
	B	Flood Preparation
	B	Kerb & Guttering
	B	Driveways and Crossovers
	B	Town Maintenance Areas
	B	GPS in Graders
	B	Grant Funding Applications for Roads
	B	Ancillary Transport Infrastructure
	B	Traffic Management
	B	Regional Road Repair Program
	B	Road to Recovery Program
	B	Heavy Vehicle Permits
	B	Road Cleaning Management
	B	Transport for NSW Services
	B	Bridge Maintenance
	B	Management of Local Traffic during an Emergency
	B	Bridge Capital Works
	B	Streetlights
	B	Geotechnical Infrastructure and Soil Testing
	B	Works Project and Safety Plans
	B	Management of Town Maintenance (Public Furniture – Transport)

Project Engineers

This role is responsible for the supervision and management of construction and maintenance activities for the Works program including road and drainage constructions.

In partnership with Works Superintendents, 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.

Management of construction and maintenance activities as instructed by Transport for NSW (TfNSW) including fulfilling Council's commitment to the Road Maintenance Council Contract (RMCC).

Accountabilities

Number	*SBPO*	*Accountability*
	P	Road Drainage
	P	Works Projects and Safety Plans
	P	Regional Road Repair Program
	P	Kerb and Guttering
	P	Pathways
	P	Road Safety Programs
	P	Sealed Road Delivery
	P	Public Parking
	P	Town Maintenance (Public Furniture and Transport)
	P	Traffic Management
	P	Road to Recovery
	P	Ancillary Transport Infrastructure
	O	RMS RMCC
	O	Automated Road Cleaning
	O	Traffic Management Planning
	O	Pipe Culverts and Storm Water

Transport Asset Technician

This role is responsible for managing and maintaining transport assets such as roads, bridges, and tunnels, ensuring they meet safety standards and comply with regulations. This includes conducting inspections, analysing data, preparing reports, and collaborating with stakeholders to prioritise and execute maintenance activities.

The team also manages the traffic counters to assess at a given site to determine:

- the number of vehicles per day.
- the vehicle travel speeds.
- direction of travel.
- percentage heavy vehicles.

This role also the designated Quarry Manager for Council's gravel pits, in accordance with the Small Mines Regulator.

Accountabilities

Number	*SBPO*	*Accountability*
	B	Gravel Pits
	P	Gravel Pits
	O	Gravel Pits
	O	Traffic Surveys

Road Safety Officer

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

Number	*SBPO*	*Accountability*
	O	Application Reviews for heavy vehicle permits
	O	Psychological Road Safety
	O	Grant Funding applications for Road Safety

Works Superintendents

This role is responsible for the coordination, logistics and delivery of capital and operational road works at Council.

This includes reviewing customer service requests to assess and prioritise the need for unplanned maintenance works.

Areas of Focus / Accountability is for the provision of a safe road network including roads, footpaths, stormwater, bridges, signage and linemarking, bus shelters, seats, kerb and gutter, pavements, verges, traffic islands, streetlighting, etc.

Accountabilities

Number	*SBPO*	*Accountability*
	P	Local Traffic Emergency Management
	P	Depot Management Projects
	O	Street Light Reporting and Complaints
	O	Internal Construction Material Disposal
	O	Rural Road Program
	O	Major Traffic Incident Delivery
	O	Sealed Road Program
	O	Regional Road Repair Program
	O	Levee Banks
	O	Traffic Management
	O	Implementation and Close out of Works
	O	Maintenance of Rear Lanes/Car Parks
	O	Flood Preparation
	O	Pathways
	O	Private Roads
	O	Ancillary Transport Infrastructure
	O	Town Furniture (Public Furniture and Transport)
	O	Rural Road Reserve
	O	Kerb and Guttering

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

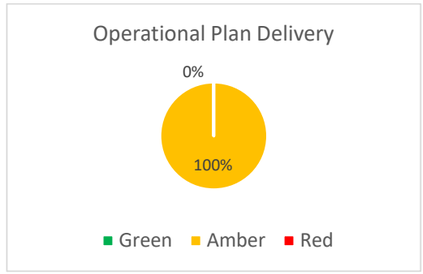
	O	Physical Road Safety
	O	RFS Hazard Reduction Earth Works
	O	Public Parking
	O	Bridge Maintenance
	O	Local Traffic Emergency Management
	O	Hazardous Spills
	O	Storm Water Collection Points
	O	Road to Recovery Program
	O	Lift Bridges
	O	Depot Maintenance

murray river council

Monthly Operational Report – July 2024

Works

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, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 1 – Goal 1 - Facilitate Circular Economy 1.2- Enhance waste and recycling programs 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)	Deliver, Partner	(DP 1.2.2) Investigate options to use recycled materials in more projects across Council.	B: MWCS P: MWCS O:MWCS	✓	✓	✓	✓	In progress. Crushed concrete is used extensively at Transfer Stations and landfills to improve access. Other divisions of Council are continuously encouraged to assess the merits of recycled products for use in projects and services. Road pavement materials are recycled in reconstruction projects and if any materials are required to be removed, this can be reused at Council's water facilities. Reviewing Project Management Framework to incorporate into future projects.	
Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment 1.3 - Integrated Water Cycle Management									
Review and update the Residential Drainage / Flood Management Strategies (S DI)	Deliver	(DP 1.3.1. A) Progress the Moama West Drainage Strategy as development grows.	B: MW P: MIP O: MW	✓	✓			Due to the recent floods, which has delayed the completion of the Echuca Moama Flood Study, the development of this strategy has been put on hold. Once findings from the flood study are finalised, the review of the Moama drainage strategy will recommence (likely to be during the next CSP / DP). The pending Housing Strategy will also impact on this.	
	Deliver	(DP 1.3.1.B) Construction of the Moulamein Levee	B: MW P: MIP O: CW		✓	✓		Planning works in progress.	
	Deliver	(DP 1.3.1.C) Investigate and progress stormwater infrastructure upgrades across the region	B: MW P: PE O: CW	✓	✓	✓		Ongoing. Upgrades incorporated into any road reconstruction projects as required. Clark Court upgrade to be completed during 24/25.	
Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles. 3.5 – Lighting upgrades & improvements									
LED lighting program to be rolled out across the Council area (Street lighting and Parks and Reserves). (S DI)	Deliver	(DP 3.5.1) Progressive LED lighting replacement program to be undertaken over next 10 years. New subdivisions to use LED lighting.	B: MW P: SE O: Authority	✓	✓	✓	✓	Ongoing. LED lighting implemented in new works / subdivisions through the Essential Energy Section 45 notice. Sports grounds and courts are done. Some parks and reserves to be completed. Parks and Open Space Strategy being updated to reflect lighting upgrades to LED or solar.	
Theme 6 – Goal 1 – Develop strategies to deliver road and shared pathway infrastructure that is accessible to all. 6.1 – Cycle, foot and other pathways									
Pathways Plan to be developed taking into account sensitive design of pathways to consider	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. Investigating further funding avenues through Get Active NSW. Previous submission was unsuccessful however the next round will be opening later this year.	

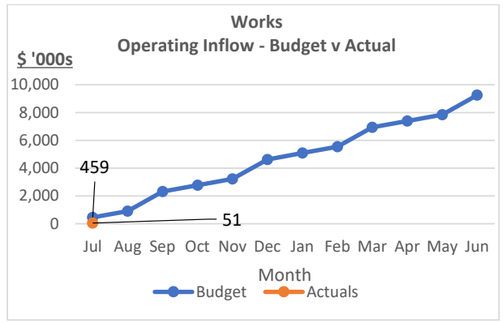
environmental factors, accessibility and amenity. (S DI)									
Theme 6 – Goal 1 – Develop strategies to deliver road and shared pathway infrastructure that is accessible to all. 6.2 – Improved and consistent road signage across the region.									
Develop a plan to focus on updating road and pathway signage across the region (S DI)	Deliver	(DP 6.2.1) Develop and begin implementation of consistent and accurate signage across Council's roads and pathways	B: MW P: PE O: CW	✓	✓	✓	✓	Ongoing. All new works to be in accordance with current standards. Identification of older signage across Council's roads and pathways for renewal.	●
Theme 6 – Goal 1 – Develop strategies to deliver road and shared pathway infrastructure that is accessible to all. 6.3 – Improved parking options & consideration of larger vehicles (caravan, boat, RV, trailer).									
Work with community to plan and deliver a parking options report and delivery plan for the whole of Council. (S DI)	Deliver	(DP 6.3.1) Develop and begin implementation of parking options plan for all of Council.	B: MW P: SE O: CW		✓	✓	✓	Ongoing. Planning for a parking trial in Moama nearing completion.	●
Theme 6 – Goal 1 – Develop strategies to deliver road and shared pathway infrastructure that is accessible to all. 6.4 – Local road & drainage options									
Develop and implement a roads and drainage program of works. (S DI)	Deliver	(DP 6.4.1) Develop and begin implementation of roads and drainage program of works for all of Council which addresses community concerns and feedback	B: MW P: PE O: CW	✓	✓	✓	✓	Ongoing. Draft program completed for 2024/25. To be finalised as upcoming planning works are completed for construction. Monthly reviews of program to be completed through the financial year. Current survey and design package will include projects to be included in future program of works.	●
Sensitive design of roads to consider environmental factors, accessibility and amenity. (S DI)	Deliver, Partner, Advocate	(DP 6.4.2) Ensure Prework procedures are defined and developed to take into consideration Environmental and Heritage considerations	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. 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 – Advocate for improved public transport. 6.6 – Public Transport that connects towns									
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. New bus shelter installations in progress.	●
Theme 6 – Goal 4 – Enable commercial transport and connection opportunities. 6.9 – Truck Parking									
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. New funding open for Safer Roads program that includes heavy vehicle rest areas.	●
Theme 6 – Goal 4 – Enable commercial transport and connection opportunities. 6.10 – Major Road Upgrades									
Road Asset Management Plan to deliver a financially sustainable road network across the LGA. (S DI)	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. Current Asset Management Policy under review, with proposed changes to be incorporated for internal comment.	●
	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 and Barmah Road widening projects. Meetings with TfNSW conducted along the Cobb Highway.	●

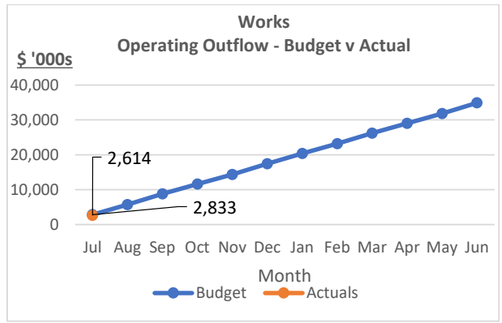
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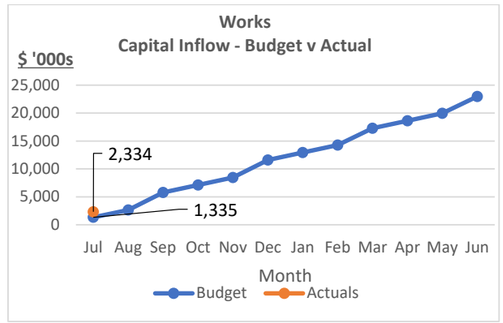
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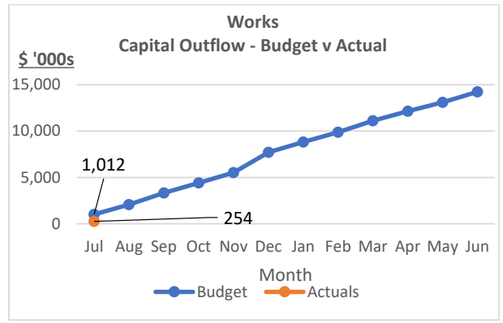
Works

PART C: Financial Outcomes









PART D: Project Status

Location	Fund	Project Title	Project Phase	% Works Complete	Status	Comments
Barham	Roads to Recovery (R2R)	Wakool Street & Chester Street Intersection Traffic Calming	Planning	15%	In progress.	Designs completed. Final planning documentation pending project approval from funding body.
Barham	Roads to Recovery (R2R)	North Barham Road Rehabilitation	Planning	5%	In progress.	Designs completed. Final planning documentation pending project approval from funding body.
Speewa	Roads to Recovery (R2R)	Speewa Road Widening & Reconstruction	Planning	5%	In progress.	Designs completed. Final planning documentation pending project approval from funding body.
Moama	Roads to Recovery (R2R)	Centre Road Widening & Reconstruction	Planning	5%	In progress.	Designs completed. Final planning documentation pending project approval from funding body.
Various	Disaster Recovery Funding Arrangements (DRFA)	AGRN 1034 – NSW Flooding from 14 September 2022	Construction	77%	In progress.	137 out of 160 damages completed. Tender documentation in progress for Maddy's Bridge.
Various	Regional Emergency Roads Repair Fund (RERRF)	Regional Emergency Roads Repair Program 2024-2025	Planning	15%	In progress.	Detailed work plan approved by TfNSW. Scheduling of 24/25 works drafted and to commence in September.
Moama	Regional Emergency Roads Repair Fund (RERRF)	Barmah Road Rehabilitation & Widening	Planning	5%	In progress.	Designs completed. Planning documentation for construction in progress.
Kyalite	Co-funded Fixing Country Roads Round 6 (55%) Council – Block Grant (45%)	Kyalite Road Widening	Planning	2%	In progress.	Geotechnical investigations in progress.
Various	Council	LGA Levee Program	Initiation	0%	Not commenced.	
Various	Co-funded Council Local Roads & Community Infrastructure (LRCI) Regional Emergency Roads Repair Fund (RERRF)	Unsealed Road Resheeting	Initiation	0%	Not commenced.	
Mathoura	Local Roads & Community Infrastructure (LRCI)	Mathoura Footpath Construction	Initiation	0%	Not commenced.	
Mathoura	Local Roads & Community Infrastructure (LRCI)	Mathoura Footpath Renewal Program	Initiation	0%	Not commenced.	
Moama	Local Roads & Community Infrastructure (LRCI)	Cycle Path – Five Mile	Initiation	0%	Not commenced.	
Moama	Local Roads & Community Infrastructure (LRCI)	Cycle Path – Solar Lights	Initiation	0%	Not commenced.	

Various	Local Roads & Community Infrastructure (LRCI)	Kerb & Gutter Renewals	Initiation	0%	Not commenced.	
Moulamein	Local Roads & Community Infrastructure (LRCI)	Moulamein Footpath Construction	Initiation	0%	Not commenced.	
Moama	Local Roads & Community Infrastructure (LRCI)	Kiely Road Footpath	Initiation	0%	Not commenced.	
Moama	Council	Clark Court Stormwater	Planning	5%	In progress.	Designs completed. Tender documentation in progress.
Various	Council	Urban Street Reseals	Initiation	0%	Not commenced.	Works to be advertised under a public tender.
Various	Regional Emergency Roads Repair Fund (RERRF)	Local Road Reseals	Initiation	0%	Not commenced.	Works to be advertised under a public tender.
Various	Block Grant	Regional Road Reseals	Initiation	0%	Not commenced.	Works to be advertised under a public tender.
Various	Block Grant	Regional Road Signs & Guardrails	Initiation	0%	Not commenced.	

PART E: Business as Usual

Workers on Foot training completed.
Quarry and Gravel Pit Action Plan progressing.
Review of Transport Asset Management Policy progressing.
Routine Annual Maintenance Plan (RMAP) submitted to TfNSW for 24/25.
Initial draft of the 24/25 works program completed.



Footpath works in Mathoura.



Rural culvert installation on an unsealed road.

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Works



Waugorah Road flood restoration works.

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 the current month, 22 new 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	Application Returned for Further Information
Road Opening Permits	15	10	15	10	5	0
Driveway / Crossover Applications	8	5	8	5	0	3

Pre-pour inspections for driveways / crossovers: 10
Culvert installation inspections: 0
Pre-application consults: 8

Flood Recovery

Council has completed 137 out of 160 damages.
This includes works on the following roads.

- Amor Road
- Aratula Road
- Baldon Road
- Balpool Road
- Balranald Road
- Balshaw Road
- Barham Road
- Barmah Road
- Barnes Road
- Binbinette Road
- Blair Street South

- Caldwell Line Road
- Calimo Road
- Chanter Street
- Cornalla Road
- Dhuragoon Road
- Dungula Way
- Edgar Road
- Finn Road
- Fraser Road
- Gilmour Road
- Goldsborough Road
- Gonn Road
- Gorey Road
- Holmes Street
- Kyalite Road
- Leetham Road
- Maude Road
- Milgate Road
- Millewa Road
- Minnie Bend Lane
- Moama Street
- Morton Road
- Moulamein Road
- Nacurrie Road North
- Nineteen Mile Road
- Noorong Road
- Officer Road
- Old Barmah Road
- Old Deniliquin Road
- Old Morago Road
- Perricoota Road
- Perricoota-Forest Road
- Picnic Point Road
- Riverside Caravan Park Access Road
- Sandy Bridge Road
- South Street
- Swan Hill Road
- Tarragon Road
- Wakool Road
- Wanera Lane
- Waugorah Road
- Womboota Road

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

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).

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Works

Year	# Crashes	# Casualties
2018	28	43
2019	21	25
2020	12	18
2021	16	18
2022	9	14

Degree of crash - detailed	# Crashes	% of Total
Fatal	6	7.0%
Serious Injury	6	7.0%
Moderate Injury	25	29.1%
Minor/Other Injury	46	53.5%
Uncategorised Injury	3	3.5%

Degree of casualty - detailed	# Casualties	% of Total
Killed	6	5.1%
Seriously Injured	8	6.8%
Moderately Injured	31	26.3%
Minor/Other Injured	66	55.9%
Uncategorised Injured	7	5.9%

Crashes with alcohol involved		Crashes with speeding 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	

PART G: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

A recent health check of the street sweeper by the manufacturer found that it has been well maintained by the workshop and operator.
Various staff took on higher duties while their supervisors were on leave and performed at a high level.
Workers on Foot training completed.

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Monthly Operational Report – July 2024

Water Services

PART A: Section Accountabilities and Team Roles

Manager Water Services

This team is now solely focused on implementation and the "doing".

Murray is the **Implementation Agent**

This team will provide these services based on Service Level agreements with Delivery Managers

- Water source access (including alternative supply options)
- Water and wastewater treatment processes
- Water distribution and quality
- Wastewater collection
- Water efficiency and reuse
- Emergency Services and After-Hours Response

Their work will include:

Potable and raw water supply, safe water and wastewater treatment plant operations, stormwater reuse, leak detection & repair, planned and unplanned pipe maintenance, pump operations and repair, customer response.

Accountabilities

Number	*SBPO*	*Accountability*
	B	Potable Water
	B	Sewer System
	B	SCADA
	B	Stormwater & Sewerage Reuse
	B	Stormwater Pipe and Pump Network
	B	Planning for Utilities Failure
	B	Water Quality & Reuse
	B	Water Meters
	B	Liquid Trade Waste
	B	Water Administration
	B	Raw Water
	B	Public Health (Water)
	B	Water Meter Application Registers
	P	Utilities Failure Planning
	P	Internal Water Supply
	P	Public Health (Water) Projects
	P	Water Meters
	O	Utilities Failure
	O	Setting Water and Wastewater Annual Charges
	O	Stormwater Pipe and Pump Network
	O	Caravan Park Maintenance Water Services
	O	Monitoring and Renewal of Water Licensing

Supervisor Water & Wastewater (By Location)

The supervisors of the Wastewater and Water teams are responsible for the day-to-day operations of the field staff.

Ensuring this most commonly unseen business of Council is ran effectively 24/7 365 days of the year.

Accountabilities

Number	*SBPO*	*Accountability*
	O	Storage and Disposal of Storm Water
	O	Sewerage quality improvement and maintenance service – above minimum standard
	O	Water Meters
	O	Water Quality & Reuse improvement & maintenance service – above minimum standard
	O	Raw Water Improvement and Maintenance
	O	Water Reuse improvement and maintenance
	O	SCADA
	O	Potable Water improvement and maintenance
	O	Sewerage Systems
	O	Water Quality & Reuse improvement and maintenance
	O	Testing of Pressure Vessels
	O	NSW Health Water Quality Sample Collections
	O	Cleaning of Mathoura Public Toilets Weekend/PHs

Assistant Supervisor

The assistant supervisor of the Wastewater and Water teams is responsible for all daily assistance to the supervisors as required.

Accountabilities

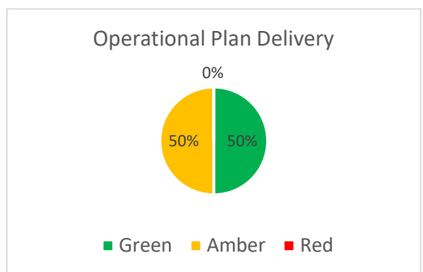
Accountabilities cannot be split between people. If there is more than one person performing a role, they will undertake tasks to support the person holding the accountability

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Water Services

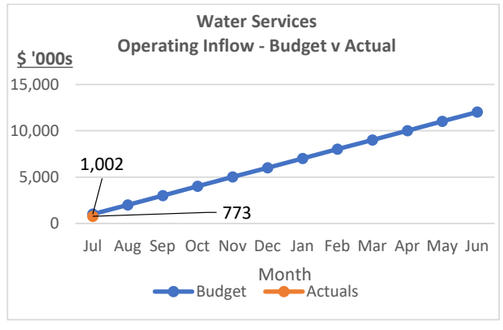
PART B: 4 Year Delivery Program and 1 Year Operational Plan

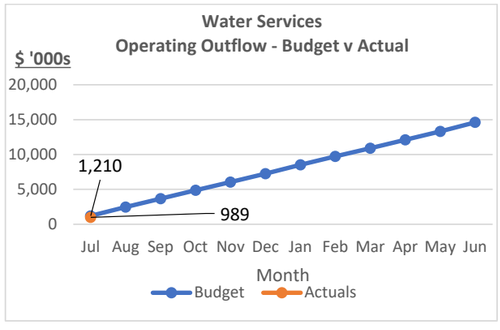


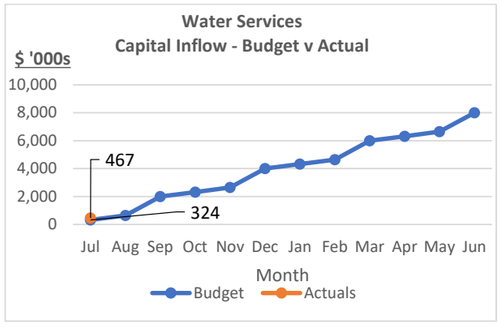
Under the 4-year Delivery Plan, the Water, Wastewater and Sewerage Section relates to: providing a safe drinking water and reliable sewerage network for our urban communities. The Director of Infrastructure directly oversees the delivery of these outcomes

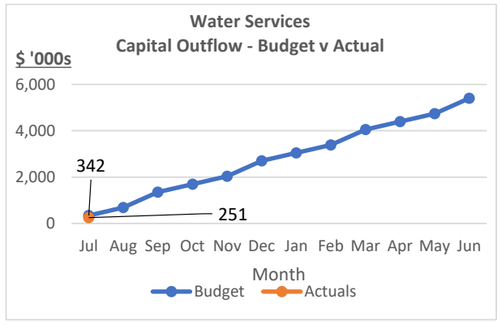
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment 1.3 - Integrated Water Cycle Management									
Review and update the Drinking Water Management System. (S DI)	Deliver	(DP 1.3.2) Investigate and address water pressure issues across the region	B: MWS P: O:	✓	✓	✓	✓	Initial investigations of water pressure and infrastructure complete. Barham rectification works are completed. Hydraulic modelling of Moama completed.	
Review and update the Sewer Strategy / Management Plan (S DI)	Deliver	(DP 1.3.3) Review and update sewer plant and network operations as required. Ongoing investigations	B: MWS P: O:	✓	✓	✓	✓	Investigated current sewer plant and network across the Council is complete. Currently in the process of investigating options for future growth and maintenance. Design for augmentation for Barham and Moama Sewer Treatment Plants in progress. Moama is being funded under the Safe Secure Water Program.	

PART C: Financial Outcomes









PART D: Project Status

Location & Service	Type of Work	Project Description	Status	% Works Complete	Comments
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	100%	Detailed design complete. Essential valves and fittings installed to network for connection of pump. Contractor Engaged for construction of building required onsite. Slab and foundations complete. Pumps have arrived and the fittings are being fabricated.

					Power meter installed and pumps commissioned. Maintenance flushing of mains complete.
Koraleigh Raw Water network.	Capital Project	Design, consultation, and construction of Raw Water network in Koraleigh.	Complete	100%	Design is and consultation complete. Project is out to tender for construction. Tender process completed materials ordered for construction. Construction completed and network is operational.
Barham Sewer Scheme	Capital Upgrade	Design and construction of Barham Town Sewer Scheme.	Tender	60%	Tender in progress Preliminary Environmental assessment drafted. Preliminary designs revised and feedback provided for consideration.
Moama Sewer Scheme	Capital Upgrade	Design of the Moama Sewer treatment to support growth and sustainability.	Tender	30%	Review of strategic documents required for design tender. Draft plans and feasibility documents completed for concept designs. DCCEEW consultation in progress for proposed concept designs.
Wakool water reservoir renewal	Capital Renewal	Replacement of the existing filtered water reservoir for Wakool water supply (Stage 1 of 2)	Under construction	30%	Procurement and design complete. Design finalised. Dates for construction TBC.

PART E: Business as Usual

PART F: Service Metrics

Escalated Customer 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 3rd of August to investigate odour complaint. No issues to be resolved following inspection by EPA.	

Risk Management

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 alternative water supply and not a waste product.	Project - Full independent review to be undertaken of effluent re-use schemes Task - Ensure rigorous agreements with the user groups are implemented Task - Review processes and ensure all legislative requirements are met and approval is obtained under Section 60 of the 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 Reserve	Fencing around the site.	Security Fencing has been installed around reservoir 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: Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

Congratulations to Matt Peace on being appointed the Superintendent Water Servies. We are looking forward to working with Matt in his new role across the MRC wards.

Glen Paterson and Jamie Betts recently attended the Department of Climate Change, Energy, the Environment and Water Wastewater Treatment and Operations Course.

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Local Committees (S355s)

PART A: Section Accountabilities and Team Roles

Manager Local Committees

Work collaboratively with committees of Council to assist them to meet their obligations as required by S355 of the Local Government Act 1993 and to improve governance, risk mitigation, and long-term sustainability. Monitor and support committees to optimise their viability.

Provide effective volunteer management for all volunteers of Council. Ensures all obligations regarding National Volunteer Standards and the WH&S Act are met. Work collaboratively with volunteer groups to ensure their involvement contributes to and extends the capacity of Council.

Enable recognition of volunteer contribution, the value of which is understood, appreciated, and acknowledged.

Accountabilities

SBPO	*Accountability*
B	Section 355s
P	Section 355s
B	Volunteer Management
P	Volunteer Management
O	Volunteer Management
B	Community recovery

Community Recovery Officer

Work Collaboratively with and support communities to continue to recover after the February 2022 Floods. Work with the community to identify needs, develop local recovery programs, assist in accessing information and resources and provide leadership and community capacity building.

Accountabilities

SBPO	*Accountability*
P	Community Recovery
O	Support Community Recovery
O	Initiate and support key committees and working groups
O	Monitor and evaluate local recovery programs & activities

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Local Committees (S355s)

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

Under the 4 year Delivery Plan, the Local Committees (S355s) Section relates to: 3. Strategic Theme 3: A place of Liveable Communities
3.1 - Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles - Sports and recreation facilities and spaces.
3.2 - Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles - Public buildings.

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year 1	2	3	4	Comments	
Theme 4 - A place of inclusion, culture and wellbeing Actively promote and resource educational pathways into (working with) Council (retain and attract new people)									
Theme 4, Goal 3 - Developing future leaders		Expand skills already exiting in the community that are under utilised by existing businesses and exploit	B: MLC P: MLC O:					Regularly attends Committee Meetings to support members	
Theme 2 - A place of Progressive Leadership Achieve community driven results through collaboration and engagement (community and stakeholder)									
Theme 2, Goal 4 - Community and Council collaboration	Deliver	Increased interaction with Communities.	B: MLC P: MLC O:					Manager of local Connections regularly attends Committee meetings and communicates with committees to assist with any issues, or queries.	

Project Status

Evaluation of the purpose of all committees is underway in consultation with the committees.
Draft instruments of delegation have been developed and are ready for use -

- The instruments of delegation will provide clarity around responsibilities for committees and council.
- Provide knowledge to committees about the functions they are legally able to undertake pursuant to the Local Government Act.
- Regular User Group Agreements will ensure all User Groups are aware of their limitations and responsibilities in regard to the facility they use/hire.

A suite of meeting templates with instructions have been developed.
An administration timeline has been drawn up – this document will outline committees and councils' obligations and ensure all administration tasks are completed consistently.
A suite of Volunteer documents has been developed to ensure council maintains clear oversight and sound governance in regard to all volunteers working for council.
Instruments of Delegation (Management Agreements) are currently being negotiated with Recreation Reserve Committees, Moama Lions Community Village & Mathoura Retirement Village
A tool to track all tasks/requests made by committees has been implemented and is now being used by all council officers who work with committees. This has increased effective communication between officers, MLC and Committees.
Community Recovery Officer, funded by NSW Reconstruction Authority has been appointed. CRO has tapped into other Council CROs for the networking opportunity. Commenced mapping services that support community members during and after a natural disaster.
CRO is attending S355 meetings with MLC to begin the process of community engagement before moving out into the wider community.
CRO Deliverable 1 – Establish and/or expand operation of Community Recovery Networks

- Develop a map of community services that provide recovery support to people affected by floods in the LGA. Completed
- Engage with community meetings, AGMs and community network meetings to build connections. Completed
- Engage with current CROs from Campaspe Shire Council and other NSW flood affected LGAs. On going
- Facilitate a number of CRO meet and greet and information gathering sessions throughout the LGA. In Progress
- Attended Reconstruction Authority, Community Recovery Forum in Dubbo

MLC - A suite of volunteer management documents has been developed in collaboration with the WHS Officer and Governance and Risk Manager

- The first instrument of Delegation has been accepted and signed off by the Moama Lions Community Village Committee.

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Monthly Operational Report – July 2024

Local Committees (S355s)

Business and Usual

Manager of Local Connections continues to meet and support all Section 355 Committees.

Meetings attending during July:

Friends of old Moama
Mathoura Retirement Village
Wakool Hall
Wakool Recreational Reserve
Moama Recreation Reserve

Moama Community Village – Signing of Tenancy Agreements

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	

Executive Summary (Achievements of note, celebrations, recognition of team members, high risks, significant change, challenges, emerging trends or significant highlights)

Regional Digital Strategy



Digital Plan Framework

1. Introduction

This Digital plan is formulated to identify and progress opportunities to improve digital connectivity and capability for residents and communities of the Murray River Council Local Government Area. If adopted, **nbn** and Murray River Council will have agreed to pursue specified outcomes in the strategic plan.

2. Purpose

A comprehensive local government digital strategy encompasses a broad range of benefits through digital inclusion extending far beyond modernization. The importance of digital inclusion cannot be overstated as digital connectivity is such a critical component at the core of delivering social and economic outcomes. Digital inclusion is about ensuring all Australians can **access** and **use** digital technologies effectively. By integrating both mobile and non-mobile broadband services, as well as supporting digital inclusion and capacity building in a well-defined telecommunications strategy, we can create a more efficient, transparent, and attractive living environment for our communities.

Fixed or non-mobile broadband services directly address the digital divide and spur economic development. Reliable broadband connectivity attracts businesses and investment, creating a conducive environment for entrepreneurship and innovation. Educational institutions also benefit, enabling remote learning and skill development for residents. The incorporation of known and pending new developments into the Digital Strategy ensures developers understand and engage early in the process for delivery of broadband services.

Whilst Mobile telephone services play a pivotal role in the strategy, **nbn** does not provide or support these services. As such, although the report references mobile network coverage maps sourced from the telco websites, these are provided to maintain a level of awareness of areas where Council may be interested in pursuing improvements.

Digital inclusion is about ensuring that all Australians can access and use digital technologies effectively. We are experiencing an accelerating digital transformation in many aspects of economic and social life. Digital inclusion strategies support the premise that everyone should have the opportunity to benefit from digital technologies to access education, manage their health, access services, participate in cultural activities, organise their finances, follow news and media, and connect with family, friends, and the wider world. The **Australian Digital Inclusion Index** measures and

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reports on Digital Inclusion annually, with the results providing a nation-wide benchmark comparison to better inform policy and guide remediation efforts including educational programs such that no regions or communities are left behind.

The development of a Digital Plan incorporates a range of data collection and analysis aimed at understanding the current availability of services, identifying underserved communities or regions, and exploring potential opportunities for future enhancements. Once identified council and community priorities can be set, gauging potential economic and social benefits, and preparing for potential co-funding or investment opportunities.

Furthermore, the strategy contributes to creating a more desirable place to live and work. Remote work opportunities become viable, attracting skilled professionals and fostering economic diversification.

In conclusion, a comprehensive digital telecommunications strategy offers a multi-faceted approach to governance and community development. By integrating mobile and fixed broadband services, governments not only streamline operations and enhance citizen engagement but also stimulate economic growth, improve quality of life, and position their communities as attractive hubs for innovation and opportunity.

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3. The Council Vision

Murray River local government area (LGA) was proclaimed in June 2016 and is an amalgamation of the former Murray Shire and Wakool Shire. It covers 11,865 square kilometres and is located along the Murray River bordering the states of New South Wales and Victoria. It is located 800 kilometres south of Sydney and 205 kilometres north of Melbourne at the closest point. The western most settlement, Tooleybuc, is 385 kilometres from Melbourne and 477 kilometres from Adelaide. The main settlements of Murray River LGA are Barham, Koraleigh, Mathoura, Moama, Moulamein, Murray Downs, Tooleybuc and Wakool. A number of rural localities and villages separate these settlements, some containing a cluster of houses and limited services.

Murray River adjoins the LGAs of Berrigan Shire to the east, Edward River and Hay Shire to the north, and Balranald Shire to the west. The Murray River delineates the southern boundary which adjoins the state of Victoria. The Victorian LGAs of Moira, Campaspe, Ganawarra and Swan Hill are located south of the border.

Murray River Council is home to a vibrant mix of riverside communities where relaxed country living and modern-day indulgence collide. We are just over 3 hours from Wagga Wagga and only 2.5 hours from Melbourne. Our population is estimated to be approximately 12,330 with most of our residents residing in one of our seven townships, **Moama, Barham, Wakool, Moulamein, Murray Downs Tooleybuc** and **Mathoura** or our smaller villages of **Bunnaloo, Womboota, Caldwell, Burraboi, Koraleigh, Speewa** and **Goodnight**.

Our Community Vision

Murray River Council has vibrant, diverse and cohesive communities. We are supported by strong local business and primary industries. We value our beautiful waterways and natural surrounds.

Our Mission

To work with each of our unique communities to foster economic growth and prosperity, support community health and wellbeing, and protect and enhance our environment. While planning effectively for the future to ensure appropriate infrastructure and services that will support quality lifestyles and provide recreational opportunities for our Murray River community (for all ages).

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4. The Local Context

Direct and indirect challenges are all around us. From elements that affect us from a global perspective, such as climate change and the ongoing effects of COVID-19, to more localised challenges such as poor internet and phone coverage. When looking at where we are now as a Council and a community it is clear to see what our community values and where some of our opportunities and challenges lie.

Our community values:

Our natural environment

- Ability to enjoy the great outdoors.
- Grow our region economically and from a tourism perspective.
- Parks, playgrounds and open spaces.
- Access to medical, health and wellbeing programs.

Our opportunities.

- Affordable to live and raise a family.
- Maximising the visitor economy.
- Diverse economic base and industry development opportunities.

Our challenges.

- Ageing infrastructure assets.
- Poor access to information technology services and communications infrastructure.
- Rapid population growth in some townships.
- Ageing population.
- Cross-border issues.
- Declining population growth in some smaller villages and townships.

By reviewing our values, opportunities and challenges, then developing and working towards strategic objectives to address them, we can work towards achieving our shared vision with the community.

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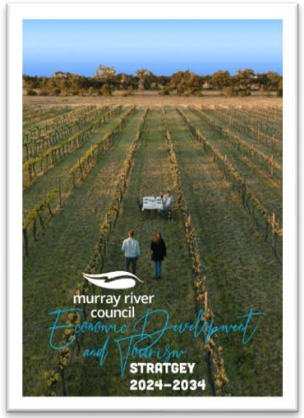
5. Relevant Local, State and Regional Strategies

The following links reference regional and local strategy documents all of which reference the importance of Digital Connectivity and broadband services within the local, regional and state context.

Murray River Council Community Strategic Plan.



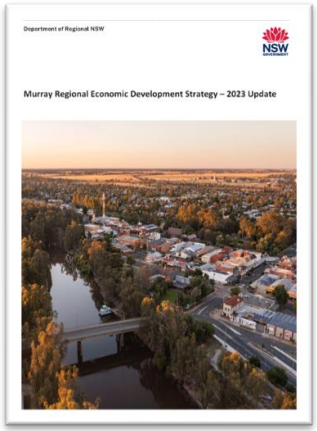
Murray River Council Economic Development and Tourism Strategy



Riverina Murray Regional Plan 2041



Murray River Regional Economic Development Strategy



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6. Current nbn Digital Connectivity Network Landscape

The larger townships of Moama and Barham are serviced mainly by **nbn** Fibre to the Node (FTTN) technology, with some parts of the town and surrounding areas serviced by **nbn** Fixed Wireless technology (see following maps).

nbn is committed to keeping ahead of data demand and helping unlock social and economic benefits by pushing fibre deeper into communities and the **Fibre Connect** program is part of nbn's $4.5 billion commitment invest in Australia's digital backbone. **Nbn** has committed to upgrading the **nbn** network to enable approximately 90 per cent of the Fixed Line footprint to access plans based on **nbn** Home Ultrafast, the fastest **nbn** wholesale residential speed tier with peak wholesale download speeds from 500 Mbps to close to 1 Gbps, by December 2025[1].



The **nbn** network is being progressively reviewed to this end, with areas approved for fibre upgrade enabling customers to request an eligible* **nbn** Fibre to the Premises plan via their Retail Service Provider. Maps provided in this Digital Plan show areas within the townships of West Wyalong and Wyalong that are currently under review as part of the **nbn Fibre Connect** program. Once a customer has ordered an upgraded service as part of the Fibre Connect program additional work will be required. As nbn is a wholesaler this is arranged via an nbn FTTP retail service provider.

A retail service provider will book in the required appointments with an nbn approved technician to begin the upgrade that will include installing both new nbn equipment inside and outside of the premises to complete the upgrade. Temporary service interruptions during the process As we are working with a live network, there could be temporary service interruptions during the pre-installation visit and installation appointment.

Further details can be found at the www.nbnco.com.au home page, where customers can check their address or register for updates.

*[1] Regardless of the retail service you purchase, the actual maximum wholesale speeds delivered to RSPs will be less than 1Gbps due to **nbn** equipment and network limitations. In addition, HFC Home Ultrafast speeds will fall anywhere in the range of 500Mbps to close to 1Gbps and operate with a maximum sustained information rate of 750Mbps. Your experience may vary due to factors such as your **nbn**® access technology, chosen provider, plan and equipment.*

*[2] Conditions, eligibility criteria and costs will apply – please speak with your preferred provider. Eligibility criteria includes among other things, being designated by **nbn** as a simple premises and placing an order for an **nbn**® powered plan based on an eligible wholesale speed tier. Additional costs may apply to providers, who may choose to pass this charge onto their customers.*

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The following **nbn** technology footprint mapping (Sections 9 and 11) provide an outline of where fibre upgrades are ready, approved, pending assessment or not yet under consideration.

Other villages such as Mathoura and surrounds within Murray River Council are currently serviced by nbn Fixed Wireless Broadband, with all outlying areas covered by nbn Satellite Broadband.

It is important to note that nbn has commenced a major upgrade program to further enhance its entire national Wireless Broadband network by the end of 2024, including;

- Increasing backhaul capacity in the network with the aim of improving download performance in the busiest hour of the day to a minimum of 50Mbps for all users.
- Increasing the potential range of the service from the current 14km to a maximum of 29km from the Fixed Wireless tower. This extended range may be impacted by terrain and other line of sight interference.
- Increasing download performance and introducing high speed tiers at 250Mbps and 400Mbps, capable of bursting to 425Mbps.

These upgrades will be performed on all Fixed Wireless sites within Murray River Council by end December 2024

Additionally, nbn and Murray River Council have successfully applied for co funding to construct new nbn **Fixed Wireless Broadband towers to cover communities in and surrounding Murray Downs, Koraleigh, Tooleybuc, Moulamein and Wakool. Detailed mapping is included in this document. These proposed new broadband footprint maps are shown in section 7.**

It is important to note that nbn **Sky Muster satellite broadband covers all regional areas not within the fixed line or wireless broadband footprint.**

There have been significant advances in **nbn** satellite technology over recent years. **nbn** has two satellite options, **Sky Muster** and **Sky Muster Plus**. Both satellites provide cost effective and reliable home or business broadband services, however there are some distinct advantages of the Sky Muster Plus service which are available for similar monthly plan fees. Sky Muster Plus only meters streaming video and Virtual Private Network traffic, and as such is a more cost effective and data consumption friendly service.

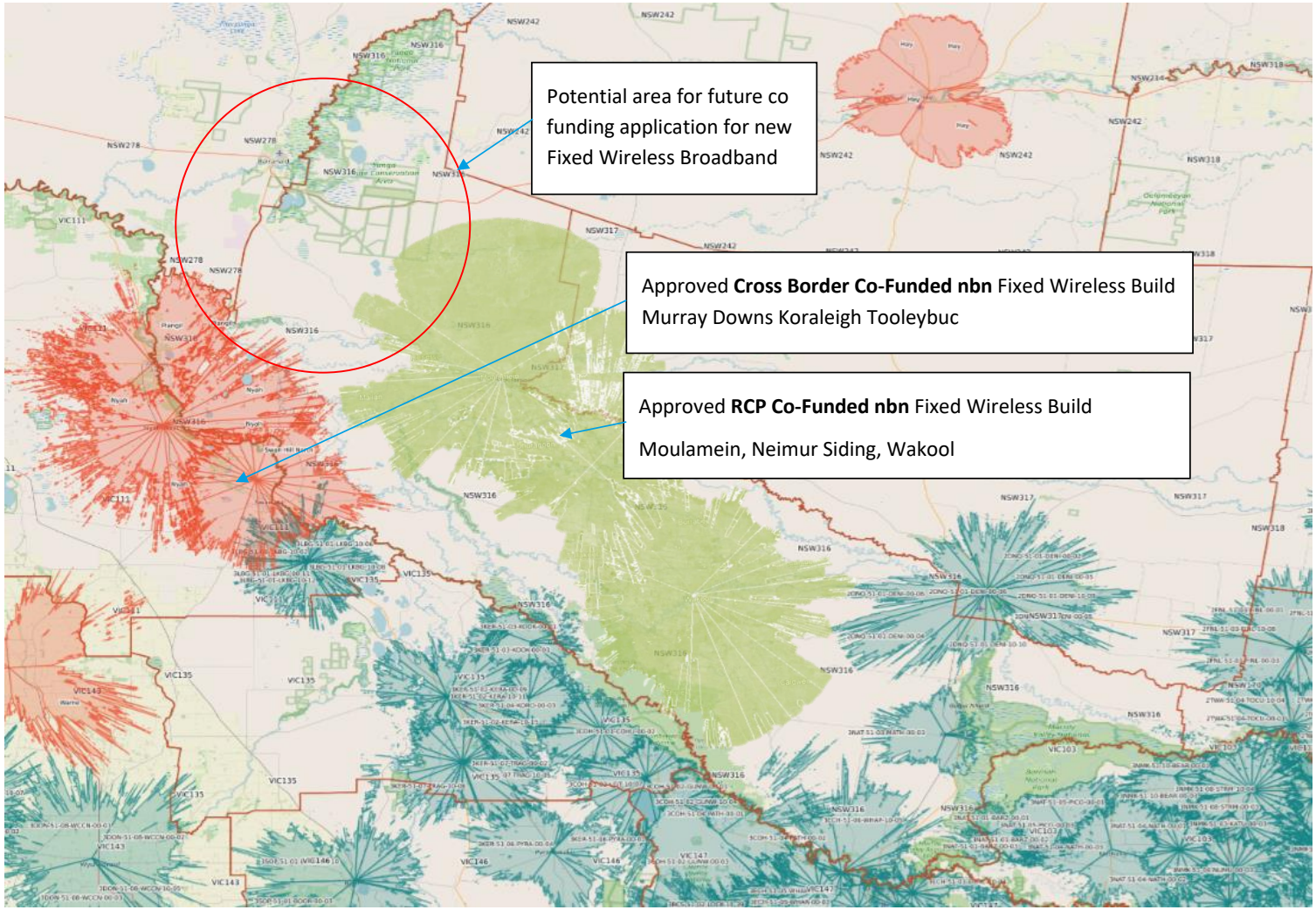
The recently upgraded nbn **Sky Muster Plus plans have budget as well as Premium unlimited download options, are capable of burst speeds up to 100Mbps***

To determine which technology is available at a specified address, users should enter their address at the **nbn** home page www.nbnco.com.au

* https://www.nbnco.com.au/learn/network-technology/sky-muster-explained/sky-muster-plus-explained.

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7. Murray River Council Fixed Wireless Broadband Footprint

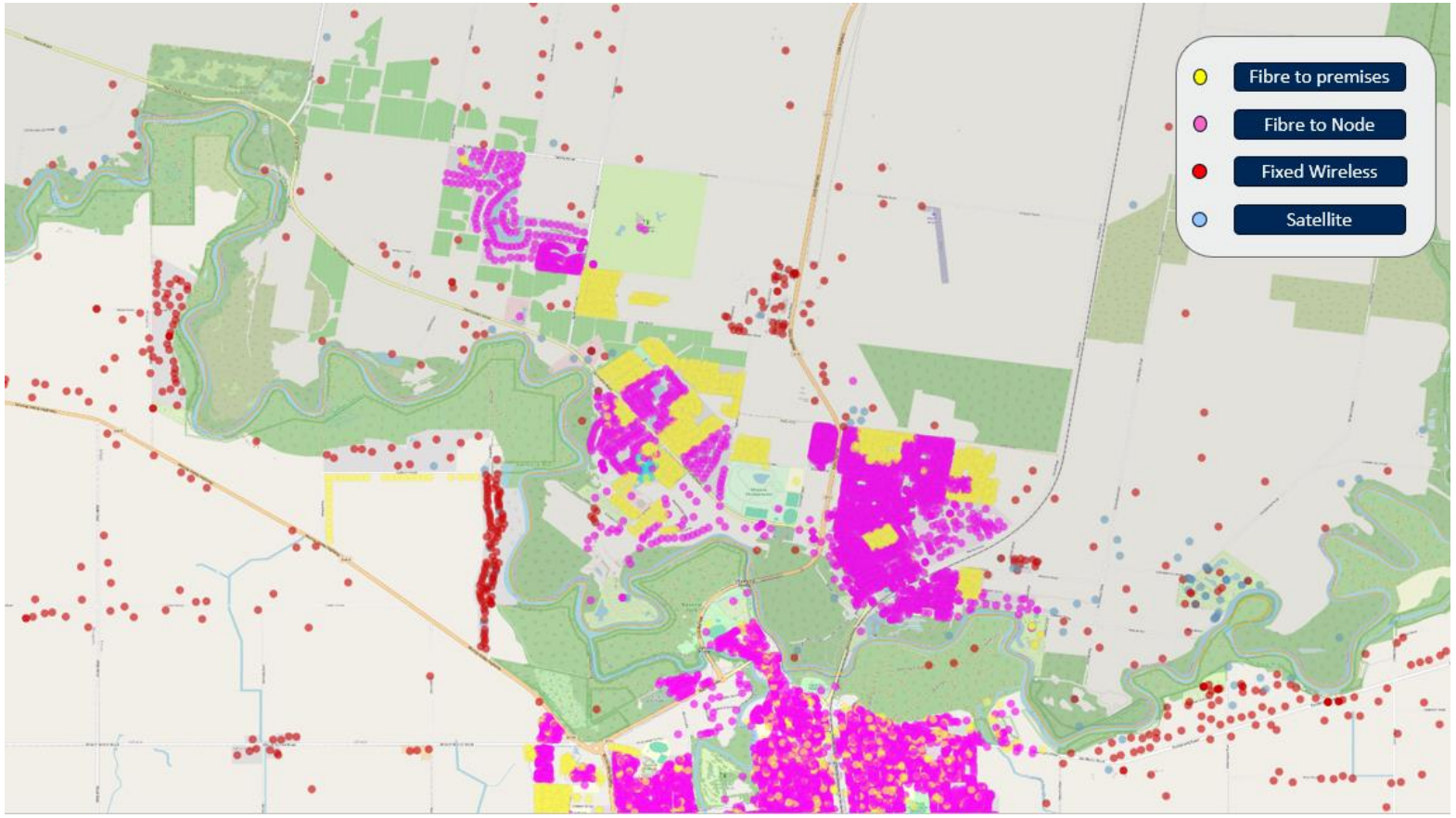


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8. Moama nbn Technology



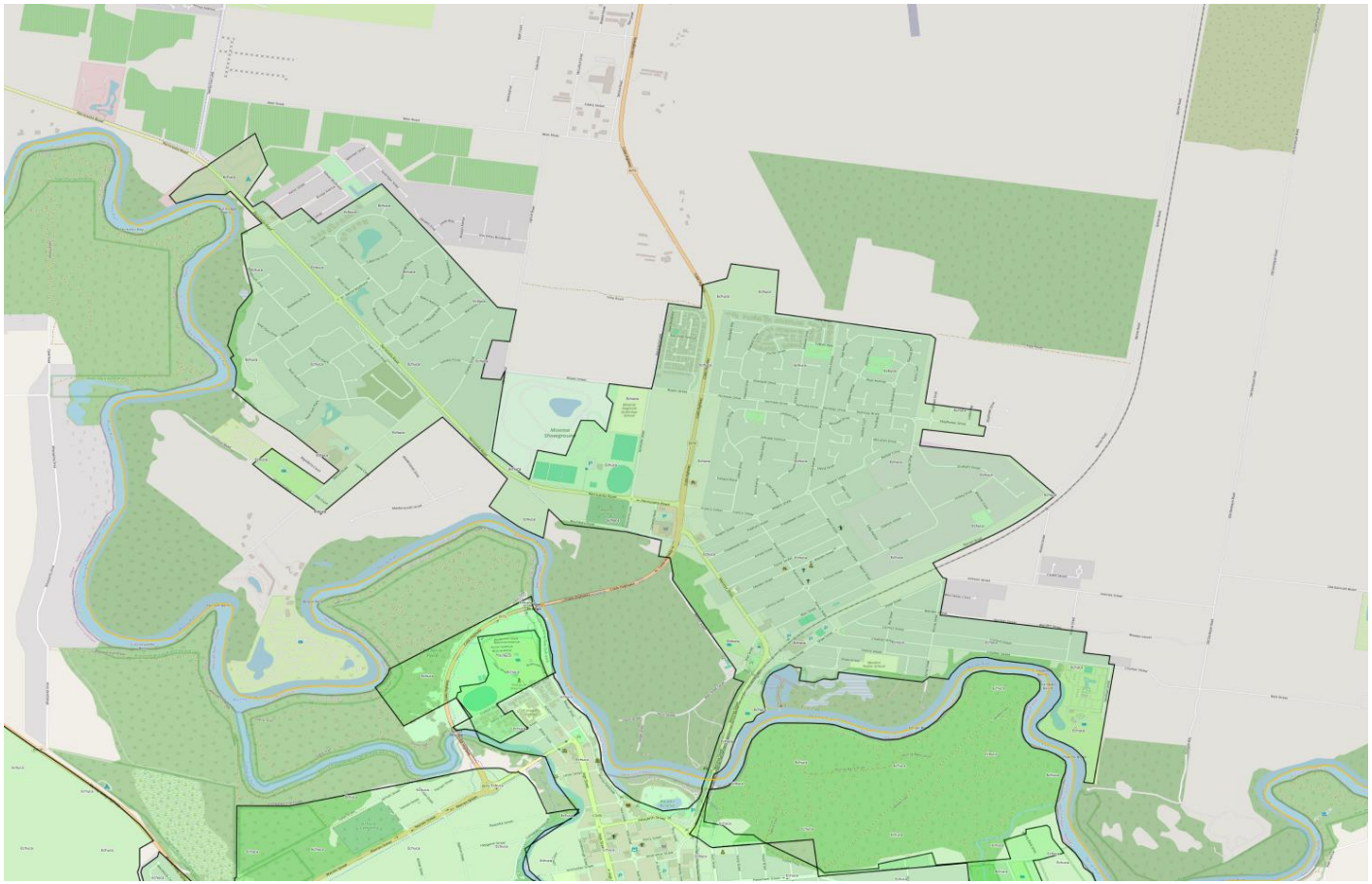
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9. Nbn Business Fibre Zone Moama

The area highlighted on this map, is part of an nbn™ Business Fibre Zone that is eligible for business nbn™ Enterprise Ethernet, our highest-grade Business Fibre service with speeds up to 10Gbps/10Gbps available. Enterprise Ethernet runs upon a complete fibre network, including dedicated fibre between premises and the Fibre Access Node (FAN). This is designed to deliver a premium grade solution that's suited to the demands of businesses, designed to optimise performance and help minimise downtime. **Nbn** delivers this fibre at $0 upfront charge within this zone



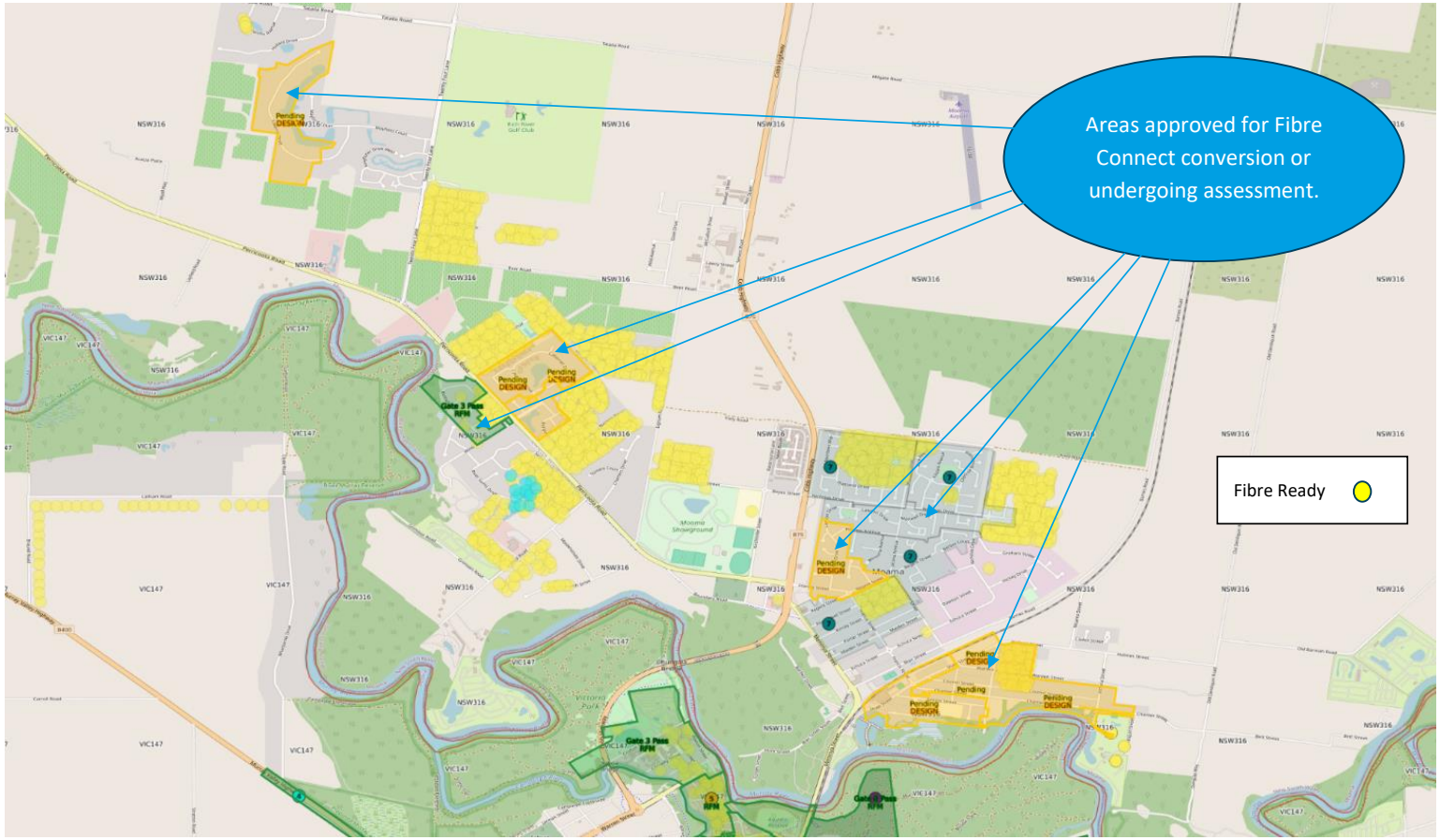
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10. Moama nbn Fibre Connect Progress

Note: Yellow shaded area's already Fibre to Premises

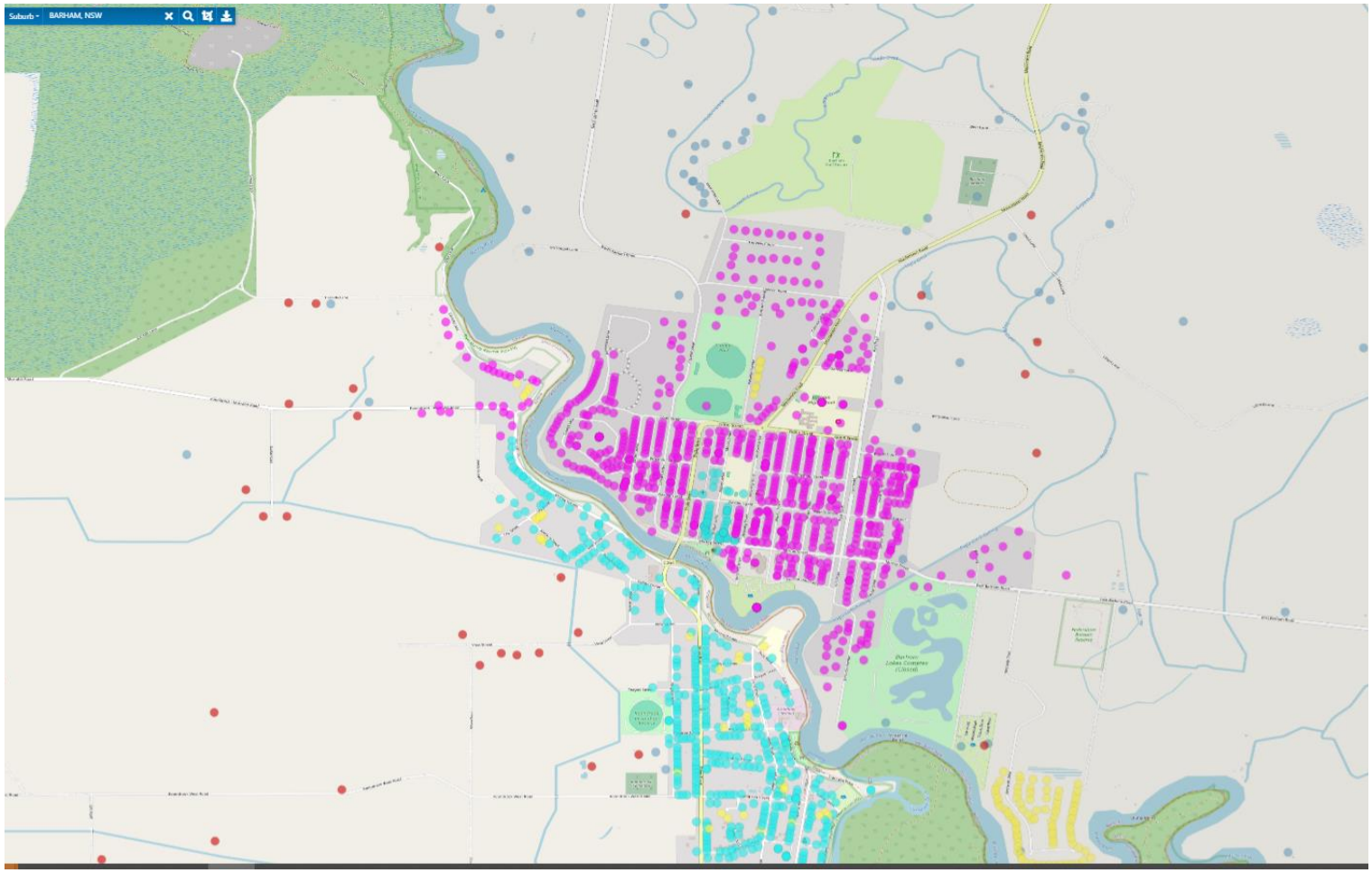


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11. Barham nbn Technology

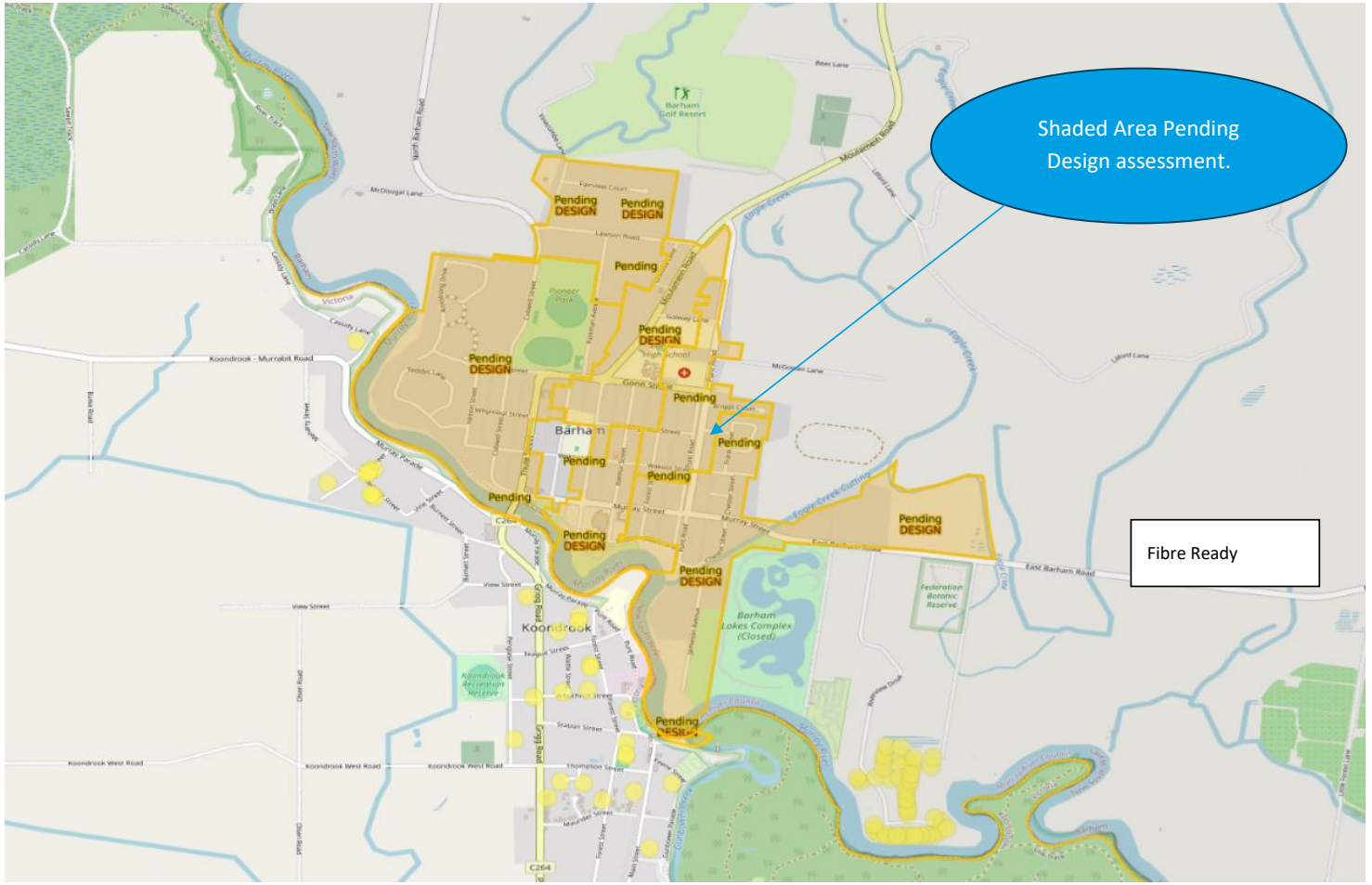


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12. Barham nbn Fibre Connect Progress

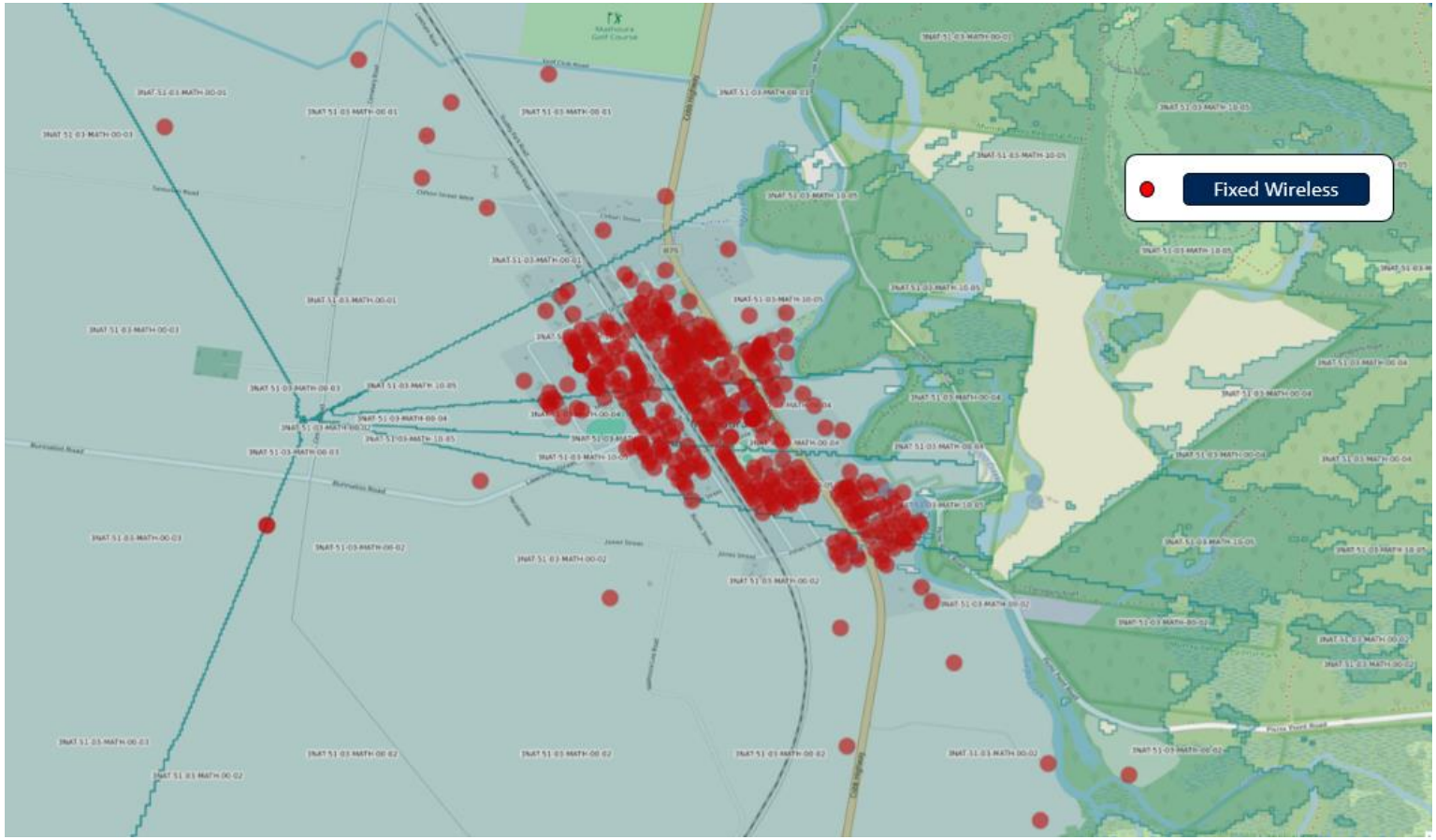


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13. Mathoura and Surrounds

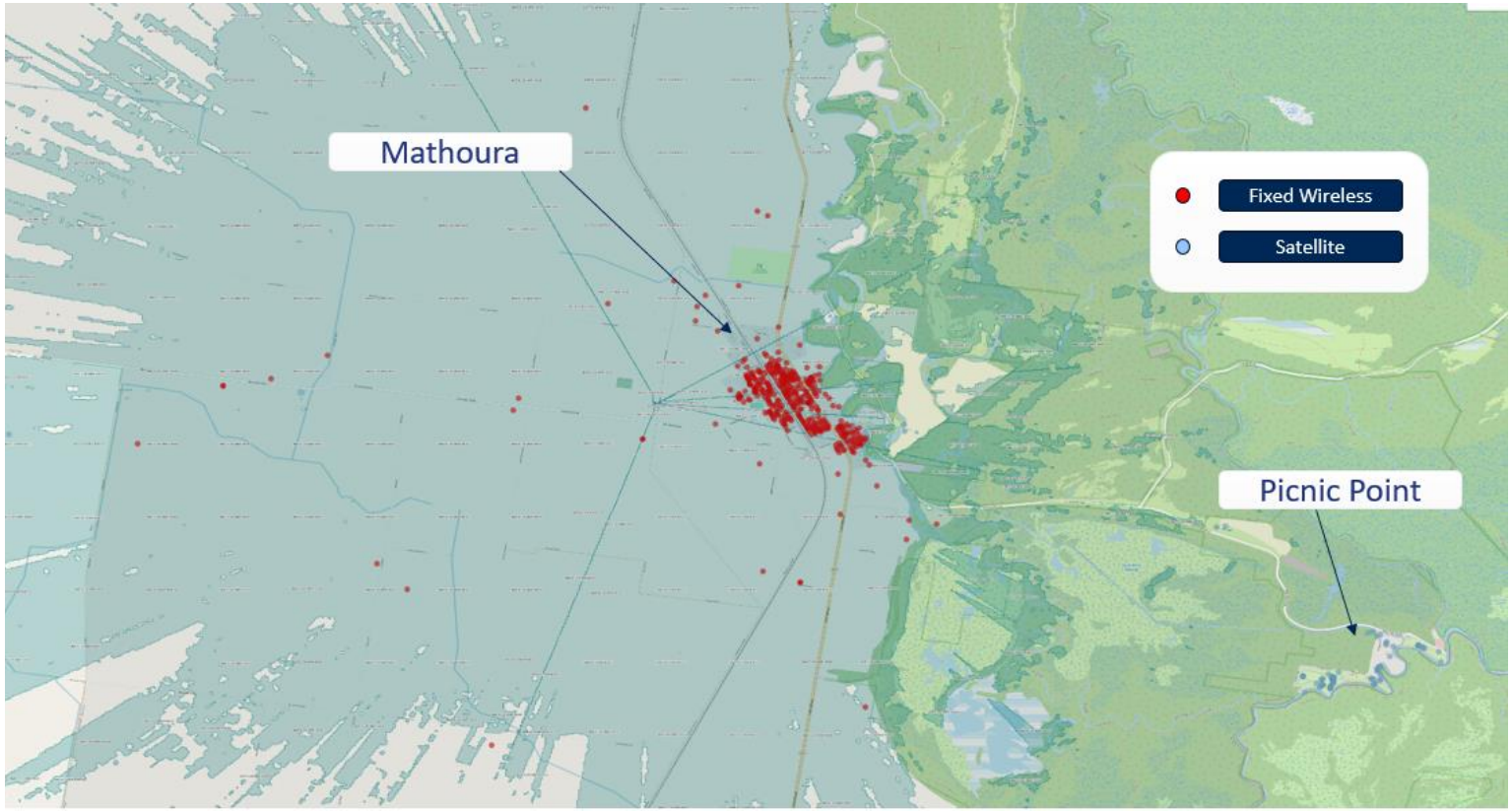


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14. Mathoura and Picnic Point



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15. Picnic Point



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Note: Moulamein and district will convert from S to **nbn** Fixed Wireless technology once the proposed towers are ready for service (expect mid late 2025)

16. Moulamein

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17. Wakool



Note: Wakool and district will convert from Satellite to **nbn** Fixed Wireless technology once the proposed towers are ready for service (expect mid late 2025)

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18. Koraleigh

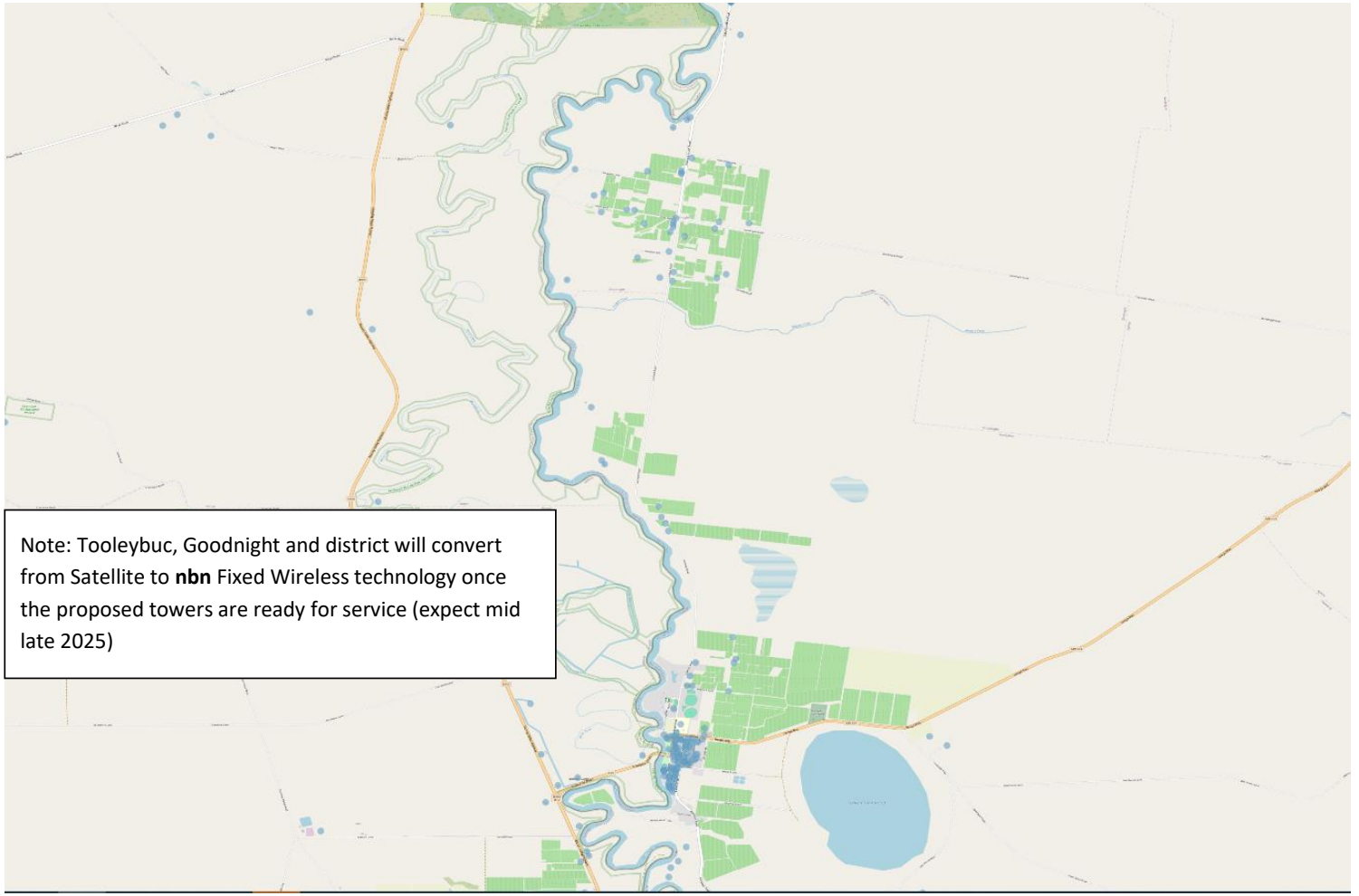


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19. Tooleybuc – Goodnight



Note: Tooleybuc, Goodnight and district will convert from Satellite to **nbn** Fixed Wireless technology once the proposed towers are ready for service (expect mid late 2025)

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20. Murray Downs



Note: Murray Downs and district will convert from Satellite to **nbn** Fixed Wireless technology once the proposed towers are ready for service (expect mid late 2025)

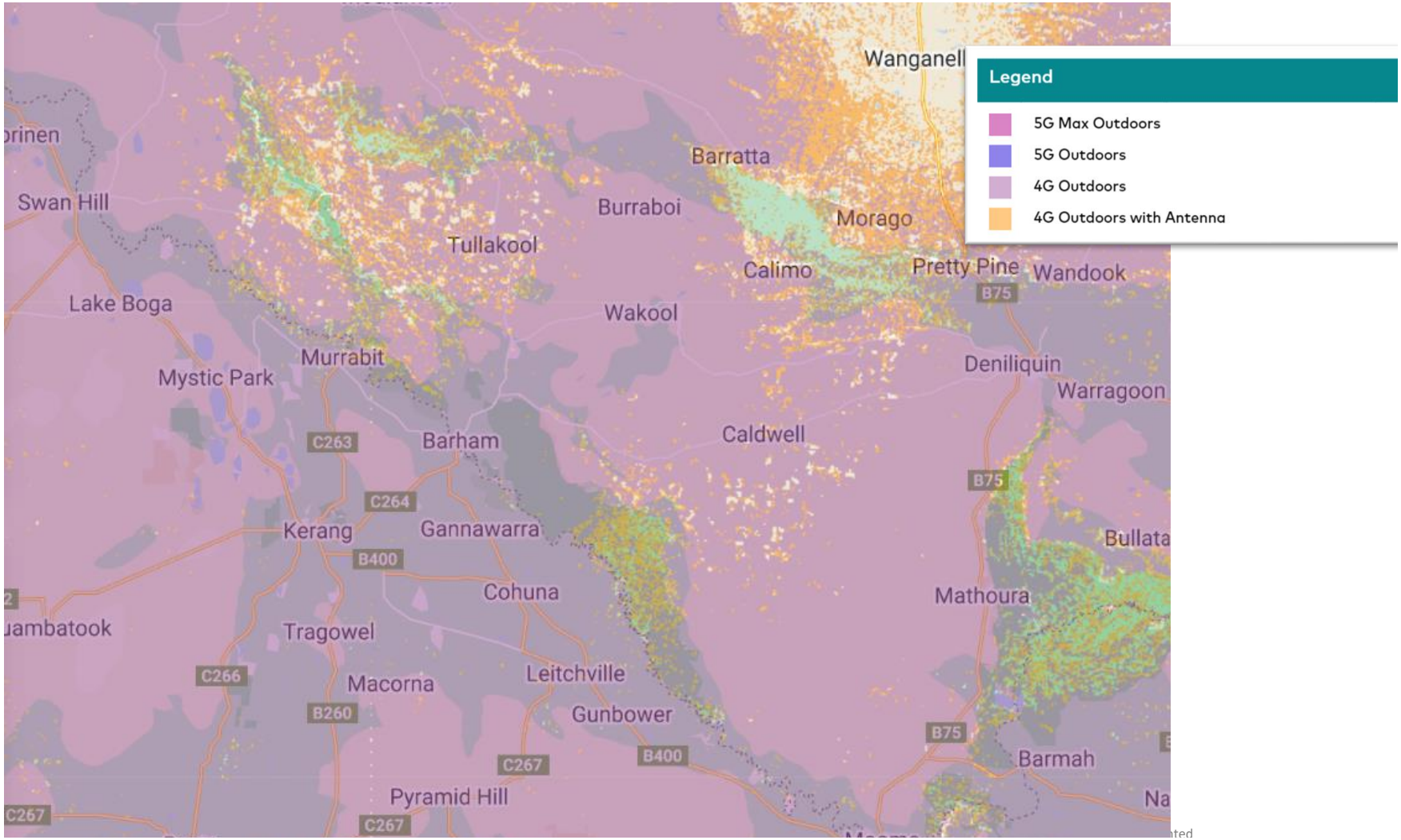
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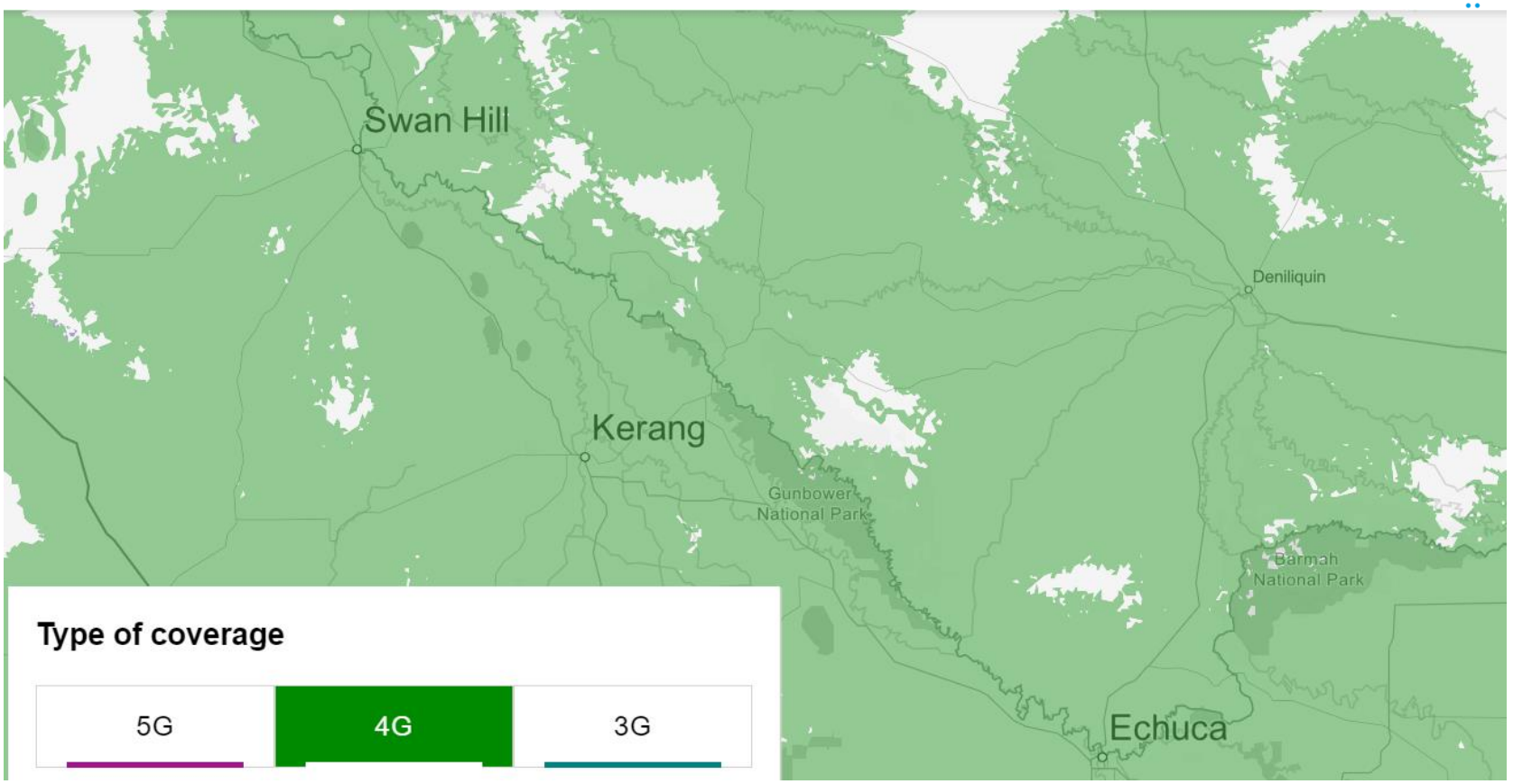
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21. Mobile Coverage Maps – Optus Network

Note **nbn** does not provide, support, or influence mobile phone networks, these maps are sourced as at 3/6/24 from the providers website and are provided for completeness and reference only.

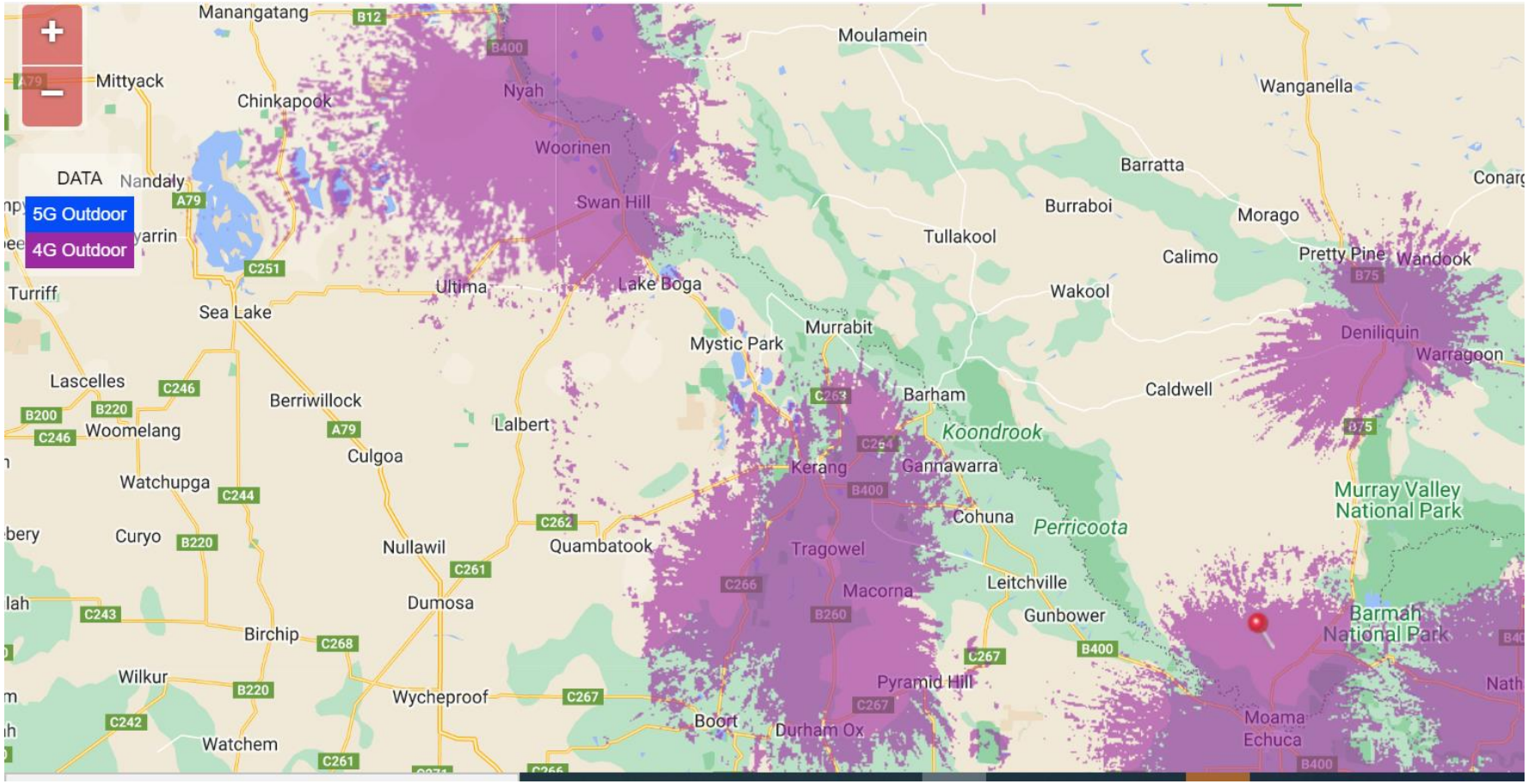


22. Mobile Coverage Maps – Telstra Network



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22. Mobile Coverage Maps – Vodafone Network



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23. Australian Digital Inclusion Index.

The Australian Digital Inclusion Index (ADII or "Index") uses survey data to measure digital inclusion across three dimensions of Access, Affordability and Digital Ability. A detailed measure of digital inclusion for Australia helps identify critical barriers to inclusion. These may be related to accessing networks, the costs of devices or data, or skills and literacies. Through these measures, the Index can inform initiatives to increase digital inclusion in Australia. The divide in Digital Ability between capital cities and the rest of Australia remains considerable, increasing from 7.0 to 7.7 points. This reflects a different socioeconomic and demographic profile between cities and the rest of Australia, with a generally older population in non-metropolitan areas. The full report can be found here. https://www.digitalinclusionindex.org.au/download-reports

Australian Digital Inclusion Index (ADII)

	ADII Score		Digital Ability		Access		Affordability	
Local Government Area	Score	Gap	Score	Gap	Score	Gap	Score	Gap
Wagga Wagga	73.0	-0.2	65.6	0.7	71.0	-1.0	94.9	-0.1
Albury	71.8	-1.4	63.4	-1.5	70.1	-1.9	94.8	-0.2
Greater Hume Shire	70.3	-2.9	59.9	-5.0	70.0	-2.0	94.7	-0.3
Junee	69.4	-3.8	60.7	-4.2	67.8	-4.2	93.9	-1.1
Edward River	68.3	-4.9	57.5	-7.4	67.7	-4.3	94.2	-0.8
Griffith	68.2	-5.0	57.9	-7.0	66.8	-5.2	93.8	-1.2
Coolamon	68.1	-5.1	56.8	-8.1	67.4	-4.6	94.4	-0.6
Murray River	67.1	-6.1	55.0	-9.9	66.3	-5.7	94.3	-0.7
Wentworth	67.1	-6.1	56.0	-8.9	66.4	-5.6	94.2	-0.8
Federation	67.0	-6.2	55.1	-9.8	65.9	-6.1	94.2	-0.8
Lockhart	66.8	-6.4	54.8	-10.1	66.6	-5.4	94.0	-1.0
Leeton	66.8	-6.4	55.7	-9.2	64.9	-7.1	94.0	-1.0
Carrathool	66.6	-6.6	58.9	-6.0	65.1	-6.9	94.3	-0.7
Bland	66.5	-6.7	54.5	-10.4	65.3	-6.7	93.9	-1.1
Cootamundra-Gundagai	66.4	-6.8	54.7	-10.2	65.4	-6.6	93.9	-1.1
Murrumbidgee	66.4	-6.8	54.8	-10.1	65.4	-6.6	93.9	-1.1
Berrigan	65.7	-7.5	53.2	-11.7	64.9	-7.1	93.9	-1.1
Balranald	65.4	-7.8	54.0	-10.9	64.7	-7.3	93.8	-1.2
Temora	65.3	-7.9	52.1	-12.8	65.3	-6.7	93.8	-1.2
Hay	64.7	-8.5	52.9	-12.0	64.3	-7.7	93.8	-1.2
Narrandera	64.6	-8.6	52.2	-12.7	64.1	-7.9	93.6	-1.4

The Australian Digital Inclusion Index (ADII) shows that Australians with lower levels of digital inclusion have lower levels of income, employment, and education and are therefore not able to take full advantage of the digital economy and opportunities.

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24. ADII Findings and Priority Actions

Whilst the Murray River Council region has a quite reasonable combined ADII score, the Digital Ability score drives significant downward pressure. Accordingly, this Digital Strategy recommends conducting more detailed analysis of the region with the support of **nbn** Local and the Council team. This can be done using a customised survey tool called **OSCAR (On-line Skills and Resources),** which will provide specific data on regional locations forming the basis for future educational and support programs.

25. New Developments

Digital connectivity including high speed broadband is no longer a 'nice to have', it is a **must** in attracting new residents, business investment and lifestyle attractiveness. The preferred 'future proof' delivery technology for high-speed broadband is **nbn** Fibre to the Premises (FTTP) which currently provides capacity for near gigabit speeds.

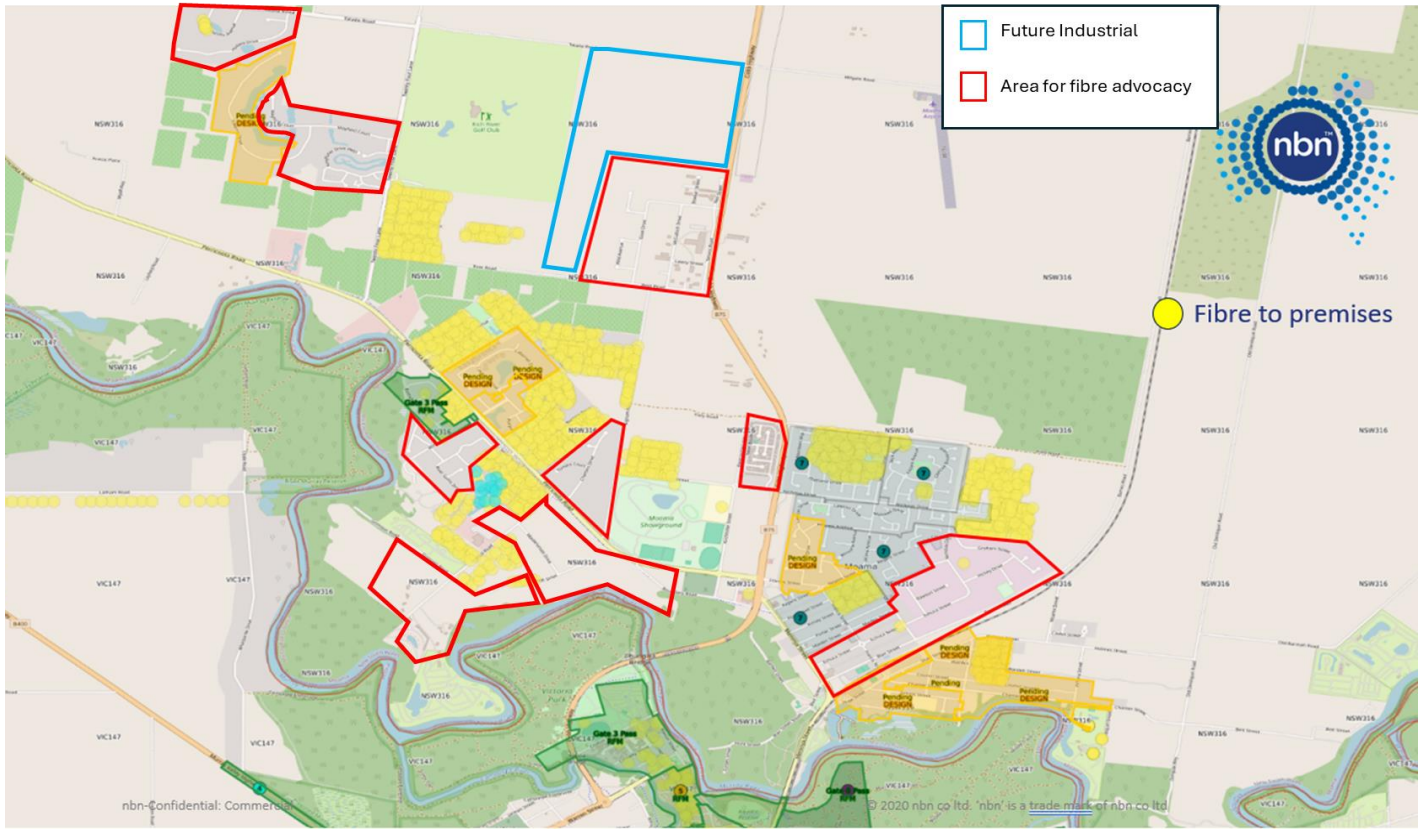
Delivery of FTTP technology is not however guaranteed, potentially requiring a developer to contribute to network extension costs in addition to the standard 'per premise' connection fee. Although **nbn** is the default Statutory Infrastructure Provider as designated by the Telecommunications Act 1997, **nbn** requires developers to engage in the 'New Developments' process by registering at https://www.nbnco.com.au/develop-or-plan-with-the-nbn/new-developments. By engaging in this planning process at the earliest possible time, developers will have the opportunity to liaise on feasibility, potential network connection costs, and to take advantage of potential cost savings through shared access to civil works associated with the development. Failure to engage **nbn** may result in new developments receiving sub optimal connectivity technology, resulting in comparative devaluing of the premises.

This Digital Plan recommends that Murray River Council support early engagement with **nbn** New Developments process, indeed introducing steps to ensure developers acknowledge and demonstrate the development is registered with **nbn** at DA stage.

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26. Potential Area's of focus

The identified areas in and around Moama have been identified as a potential concern for future fibre deployment and request for focus by **nbn**. These areas are either on less-than-optimal technology, and not currently being reviewed for **nbn** Fibre Connect. It is acknowledged that Murray River Council would like to jointly advocate for inclusion in future upgrade programs, or possible attraction of a co-investment grant for upgrade. It is proposed that **nbn** pursue costing and funding options to upgrade connectivity in these locations. It must be noted that any outcomes may be subject to feasibility of a supporting grant application.



The mapping data and other information disclosed by nbn (the nbn Data) to Murray River Council is current at the date indicated and is subject to change. nbn does not warrant, guarantee, make any representation or accept any liability for reliance on the accuracy of the nbn Data by the Council or any other party. A party (including the Council) should contact nbn for the most up-to-date information should that party wish to rely on nbn's information for any purpose, decision or investment. In using the nbn Data, the Councils agrees to ensure that:

1. any representation of the nbn Data is made with nbn's applicable disclaimer provided in close proximity to the nbn Data, including the date the nbn Data was current;
2. the Council does not change the nbn Data, including colours;
3. the Council does not sub-licence the use of the nbn Data to any third party (whether expressly or not) for any purpose, without nbn's prior written consent.

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27. Digital Connectivity Priorities and Action Plan

Connectivity Challenges and Opportunities	Recommendation	Action
Mobile Connectivity	Future Black Spot Funding for new mobile towers	Per current and future Telco Strategy documentation.
Fixed or Home Broadband	Seek **nbn** support and advocacy for inclusion in identified regions of Moama in the **nbn** Fibre Connect upgrade program.	**Nbn** and MRC agree to jointly pursue the stated outcomes for inclusion of Fibre Connect in brownfield areas of Moama
Digital Ability and Skills	Support programs to promote digital literacy and provide training to underserviced communities	Investigate timing and locations for community training and education in conjunction with Murray River Council Plan
New Developments	Identify growth areas and strategic new developments for broadband connectivity	Council agrees to discuss and communicate in relation to new developments, and to ensure planned developments are registered in **nbn** New Developments process.
Public WiFi	Trial Free public WiFi in major centres	Murray River Council to consider for the future
Emergency management and Response	Collaborate with Telcos to plan for emergency response and connectivity	Agree to communicate with **nbn** and other telco's during emergency situations
Council Assets and Buildings	Collaborate with Telcos to make sure Murray River Council is well equipped to meet the needs for business and community.	Agree to communicate with nbn regarding new council premises or locations in relation to connectivity, technology and equipment.

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28. Next Steps - Summary of Digital Connectivity and Capability issues

	Issue	Proposed Remediation
1.	Lack of high-speed low latency broadband in the more remote parts of the Local Government Area. (See diagram section 20)	**Nbn** to complete construction of new Fixed Wireless sites as per indicative mapping. **Nbn** and MRC to develop communications program to inform residents in planned new Fixed Wireless footprint, and to explore options to provide additional Fixed Wireless coverage into regions not proposed to be covered. This may involve feasibility considerations including but not limited to project costs and potential for **nbn** to source co-funding from Government. This could potentially be addressed with support from adjacent and co-beneficiary LGA's
2.	Relatively poor ADII cores in Digital capability require more granular data.	**Nbn** and Murray River Council to facilitate Online Skills and Resources (OSCAR) survey of Council residents with a view to identifying areas of highest need to support with Digital capacity building training.
3.	Uplifting Digital capability	Nbn and Murray River Council agree supporting and assisting to organise face to face and or on-line digital program designed to uplift Digital skills in the identified communities.
4.	Community Awareness of Upgrade locations and planned network interruptions	Murray River Council agree to support nbn in raising awareness of new high speed broadband connectivity as it becomes available, and to raise awareness of any planned network interruptions required to deliver the network upgrades.
5.	Registration of New Developments with **nbn**	Murray River Council agree to encourage developers to register and implement a step in the Development Application process to ensure this occurs.

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29. Acceptance and agreement to adopt and progress nbn Digital Strategy recommendations as outlined in Section 28.

Signed on behalf of Murray River Council.

Name:

Signed:

Position:

Date: / /2024

Signed on behalf of **nbn**

Name: Andrew Cottrill

Signed: 

Position: Regional Development and Engagement Manager

Date: ____/___/2024

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Volunteer Risk Management Procedure

(PRO032)

Version #2

Based on the Statecover – Volunteer Risk Management V#3 – 2 January 2024

murray river council

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1. PURPOSE

The purpose of this procedure is to describe how Murray River Council will manage the work health and safety risks associated with using volunteers at Council.

Murray River Council acknowledges and appreciates volunteers' efforts to improve the quality of Council services and aims to ensure their safety and wellbeing while performing their work.

This procedure is specific to managing health and safety risks associated with volunteers and is to be used in conjunction with Council's other volunteer documents.

2. SCOPE

All Council Managers and workers must comply with this procedure. The procedure applies to work carried out at workplaces under Council's control or management and or as part of Councils business or undertakings including work environment, plant, structures, substances, systems of work, projects, facilities, or events.

This procedure applies to all Murray River Council workers who are involved and/or are responsible for volunteer coordination, including members of Section 355 committees.

It includes all activities performed by volunteers for and on behalf of Council.

3. LEGISLATION

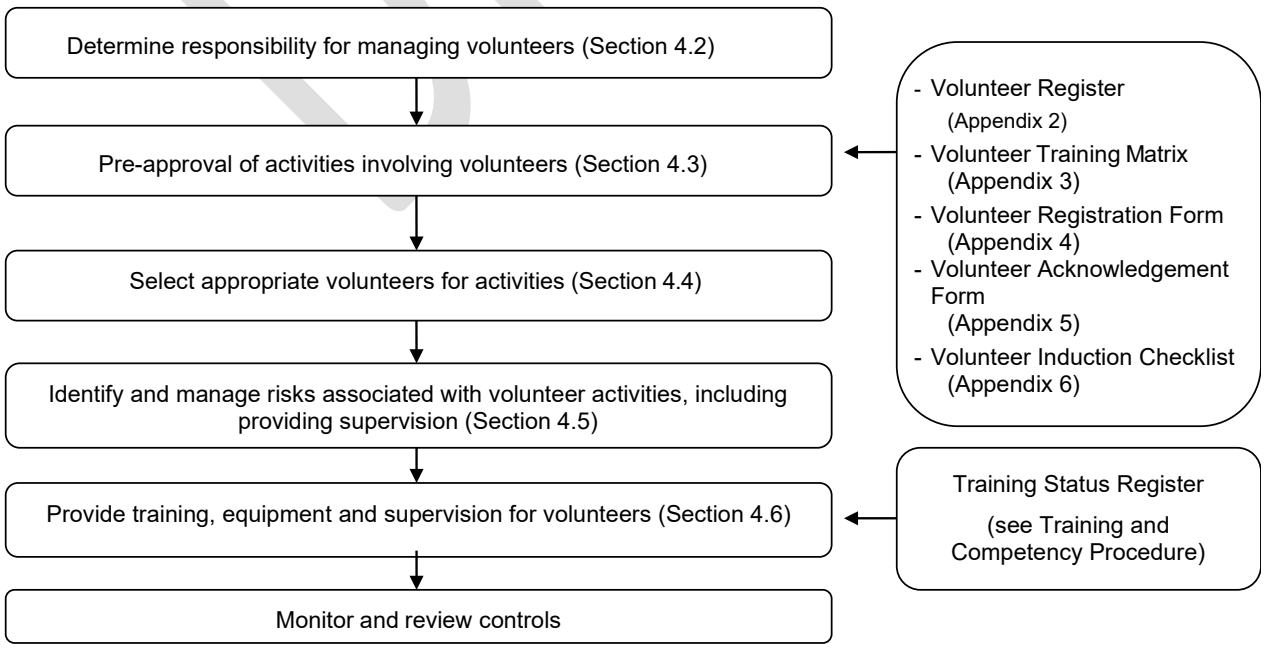
- Local Government Act 1993 (NSW)
- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Regulation 2017 (NSW)

PROCEDURAL STATEMENT

4. PROCESS FOR MANAGING VOLUNTEER RISKS

Murray River Council implement, and maintain a process to manage health and safety risks to volunteers arising from or associated with the activities they undertake.

An overview of which is provided in the below flowchart.



4.2. DETERMINING RESPONSIBILITIES

Council's Manager Local Connections and/or Volunteer Coordinator (hereafter known as MLC/VC) will oversee all volunteering programs and volunteers, in consultation with the WHS/HR Officer and Program/ Area Supervisors.

Activities within Council that involve, or are likely to involve, volunteers, includes:

- Community events;
- Non-event activities (such as park & cemetery maintenance, libraries);
- Community Service programs and activities; and
- Council Committees (e.g. Section 355 Committees)

Managers/Supervisors are responsible for approving activities to be performed by volunteers for areas under their control.

4.2.1 Section 355 Committees

Where Council has delegated functions that may involve volunteer work to a Committee formed under Section 355 of the Local Government Act 1993, the Committee's Terms of Reference must specify that the Council's MLC/VC is to be a Committee advisor, responsible for overall management of WHS and People and Culture for the Committee's activities, including ensuring that all Committee members follow Council's Code of Conduct.

Section 355 committees must be run in line with Council's Section 355 Committee Handbook.

4.2.2 Volunteer Associations

Where external organisations (e.g. Rotary, APEX) are engaged to provide volunteer services to run a service or facility, this should be done via a tendering process which will include input from the MLC/VC and an assessment of whether the organisation has adequate insurances and WHS management systems to ensure the safety of all volunteers and others affected. Council's Contractor Management Procedure must be followed, including initial screening, induction, and ongoing monitoring.

4.3 PRE-APPROVAL OF ACTIVITIES INVOLVING VOLUNTEERS

Before volunteers may perform a new activity for Council, a risk assessment of the activity will be undertaken by the relevant Manager in consultation with the MLC/VC to ensure:

- The activity is suitable to be performed by volunteers, i.e. the level of responsibility required is appropriate;
- The activity does not pose a health and safety risk to volunteers, workers or members of the public;
- The activity does not have potential significant reputational or liability impact on Council; and
- Selection requirements (section 4.4), applicable procedures and safe systems of work (section 4.5.2) and supervision arrangements (section 4.5.3) have been determined.

4.3.1 Activities Not Suitable for Volunteers

The following activities must not be completed by volunteers. Where required, Council will arrange for appropriately qualified paid workers or contractor companies to complete these tasks:

- High-risk construction work, e.g. working at heights, traffic control, work alongside a traffic corridor, work in confined spaces, work at heights, asbestos removal (see Council's Construction Safety Management Procedure);
- Operation of heavy equipment:
- Supervision of other volunteers or workers, unless part of a Section 355 Committee or volunteer organisation;
- Providing in-home assistance to people with known behavioural problems such as aggression or other dangerous behaviour;

- Performing work which would require a registration or trade, such as electrical or plumbing work, health services, security, or service of alcohol;
- Any activity requiring more than 18 hours of work per week, except during special events;
- Activities that involve employing staff, engaging contractors, accepting tenders, setting or waiving fees or charges, borrowing or donating money, and other powers which cannot be delegated to Committees under the Section 355 Committee Handbook; or
- Management of hired facilities or venues.

4.4. SELECTING VOLUNTEERS FOR ACTIVITIES

4.4.1 Identifying Requirements

The MLC/VC will identify the prerequisites for each volunteer role, to ensure all volunteers are suitable for the activity in question, and record this on the volunteer training matrix (Appendix 3). Different volunteer positions may require different prerequisites, including:

- Prior skills or experience;
- Drivers licence;
- Certificates or other qualification (e.g. a first aid certificate or a trade certificate);
- Pre-employment medical check and/or functional capacity evaluation;
- Specific physical, psychological and social requirements/attributes;
- Police or background checks;
- 'Working with Children' check and/or vulnerable person checks; and
- Other specific competencies (See Appendix 3 - Volunteer Training Matrix for examples of specific competencies for Volunteers).

Any required prerequisites must be copied onto the Volunteer Registration Form and the Volunteer Induction Form that is completed by volunteers.

4.4.2 Selecting and Screening Volunteers

All applications must be reviewed by the MLC/VC or their delegate before the volunteer is approved. The same level of scrutiny should be applied to the selection of volunteers that is applied to paid employees, which may include a phone and/or face to face interview and reference checks for some positions. If there is uncertainty about whether a candidate is suitable, the WHS/HR Officer may be asked to give a second opinion.

Approved volunteers will be recorded in the Volunteer Register (see Appendix 2).

4.4.3 Volunteers Under 18 And Vulnerable Workers

When considering whether to engage a volunteer under 18, or a vulnerable worker, Council must assess whether the volunteer has adequate skills and experience to fulfil the role, and whether Council can meet its increased supervision requirements to the volunteer.

Workers between the ages of 12 and 16 may undertake volunteer work if they are accompanied and supervised by a parent or guardian (who is also inducted as a volunteer) while undertaking the volunteer role.

4.5 MANAGING RISKS ASSOCIATED WITH VOLUNTEER ACTIVITIES

4.5.1 Risk Assessments

The Manager/Supervisor for the relevant work area must ensure that any work activities or events involving or proposed to involve volunteers have a WHS risk assessment completed in consultation with relevant stakeholders (e.g. workers and volunteers from the work area, the MLC/VC, the WHS/HR Officer) prior to the work commencing. This assessment will follow the process outlined in Council's Managing WHS Risks Procedure and will identify the hazards associated with the activity and the required control measures. The

WHS/HR Officer and/or the MLC/VC will assist the Manager/Supervisor with the completion of the risk assessment as required.

The Manager/Supervisor will ensure that all risk control measures identified in the WHS risk assessment are copied into the Corrective Actions Register, so they can be tracked until implemented.

4.5.2 Procedures and Safe Systems Of Work

All work performed by volunteers must be done in accordance with procedures or safe systems of work that have been developed after a risk assessment and in consultation with relevant volunteers and workers. Volunteers must be trained in these procedures, including steps to take if incidents take place during their volunteer tasks.

Volunteers may suggest new initiatives but may not start any new tasks without permission from their supervisor, following a risk assessment and development of a procedure or safe system of work.

4.5.3 Supervision of Volunteers

The relevant manager will ensure that adequate supervision is arranged for volunteers, considering the risk level of the tasks and the volunteers' experience.

Where practicable, the Volunteer/Site Supervisor should be present while volunteers are working.

Where this is not practicable (e.g. remote locations, community transport), the supervisor must consider, in consultation with relevant stakeholders, how adequate supervision can be implemented. This may include planned or random site visits and maintaining communication with volunteers to check the progress of their activities and discuss any issues or hazards they may have identified.

People supervising volunteers must ensure that volunteers keep to their agreed and documented work tasks.

4.5.4 Use of Small Plant And Equipment

Where practicable, Council will supply any plant and equipment required for volunteer tasks. Volunteers must be trained in the use of plant or equipment and deemed to be competent prior to operating it. Volunteers are not permitted to use or operate equipment if they have not been authorised by Council. See Section 4.6 for more detail about training and competency for volunteers.

Volunteers must receive prior approval if they wish to supply their own equipment. Any equipment supplied by volunteers must be checked and authorised by the Volunteer/Site Supervisor before use.

Electrical items must have a current test and tag record attached.

The Manager/Supervisor is responsible for ensuring that pre-start checks are done for all plant and equipment used by volunteers.

The MLC/VC or Manager/Supervisor may prevent the use of or remove any item considered unsafe or inappropriate for a task.

4.5.5 Personal Protective Equipment (PPE)

The Volunteer/Site Supervisor will ensure volunteers are given appropriate PPE for the tasks they perform, including suitable clothing.

The Manager/Supervisor must ensure volunteers use and maintain PPE and arrange the replacement of any worn or damaged items.

4.5.6 Purchasing and Contractor Management

Volunteers are generally not allowed to make purchases or engage contractors on behalf on Council. These tasks must be carried out by a Council employee, in line with Council's Procurement Policy or Contractor Management Procedure, to ensure all WHS risks are managed.

Exceptions to this may include ongoing purchases of pre-approved consumables, e.g. petrol, bread. This must be detailed in a procedure and/or Council's Section 355 Committee Handbook.

4.5.7 Hazard and Incident Reporting

Volunteers must report all hazards or incidents to their Volunteer/Site Supervisor who will follow Council's relevant procedures, including Managing WHS Risks Procedure and Incident Reporting and Investigation Procedure.

Volunteers will have the same access to post incident briefing and support as Council's employees.

Volunteers may also raise complaints and grievances as per Council's Complaints and Grievance Procedure.

4.5.8 Insurance and Liability

Council will carry appropriate insurance policies to cover volunteers, e.g. public liability, volunteer accident and injury insurance.

4.6 INDUCTION, ONBOARDING AND TRAINING

4.6.1 Identification of required training

The relevant Volunteer Coordinator will ensure that a Volunteer Training Matrix (Appendix 3) is completed that identifies the required induction, training, competencies, licenses, and police checks for the volunteer role, when they are required (e.g. at induction, within a certain time from induction, or before undergoing a certain task), and when they must be renewed.

4.6.2 Induction and onboarding

The Volunteer Registration Form (Appendix 4), the Volunteer Acknowledgment Form (Appendix 5) and Volunteer Induction Checklist (Appendix 6) can be used to communicate, check and record prerequisites, induction and training requirements for volunteers.

Council's MLC/VC will ensure that all requirements identified in this form are met and match those listed in the Volunteer Training Matrix, before the volunteer commences work. This information must then be copied into the Training Status Matrix for each volunteer so that expiry dates can be tracked. See Council's WHS Training and Competency Procedure for more information.

All volunteers must receive at minimum the following induction and onboarding activities prior to undertaking any activities on behalf of the Council:

- General Induction
- Volunteer Information Handbook
- Site-specific induction for each site they will use or visit
- Procedural and on the job training for all volunteer tasks they will be involved with, including:
  - Identifying and managing hazards of the role
  - Any relevant plant/equipment competency, e.g. mowers
- Issuing of PPE and/or clothing
- Checks and copies of any necessary licenses or qualifications

4.6.3 Completion of induction and training

Ongoing training, including refresher training and new training courses, must be completed on time and to the satisfaction of the volunteer coordinator, for volunteers to continue their service at Council.

Records of training status for each individual volunteer must be recorded on the Training Status Matrix so that expiry dates can be tracked. Proof of competency (e.g. a copy of the relevant certificate or license) must be provided before volunteers undertake any activity requiring it, such as driving a community vehicle.

5. RECORDKEEPING

Murray River Council will maintain all records relating to volunteer management in accordance with Council's Information and Record Management Policy and the WHS Records Matrix.

The privacy and confidentiality of all parties must always be considered and respected, especially regarding the availability of records and the inclusion of personal details.

6. ROLES AND RESPONSIBILITIES

Position	Responsibility
CEO and Directors	▸ Ensure that processes are in place to manage the health and safety of volunteers; ▸ Ensure adequate resources are available for the effective management of risks relating to volunteer activities; ▸ Ensure that adequate prerequisites, including screening, are in place before volunteers start any duties & that volunteers are not engaged to perform high-risk tasks; ▸ Ensure the periodic review of the implementation and effectiveness of risk control measures for volunteers; ▸ Ensure Council consults, coordinates and cooperates with other duty holders to meet WHS legislative requirements relating to the effective management of risks associated with volunteers; and ▸ Ensure that processes are in place to review this procedure every two years.
Manager Local Connections and / or Volunteer Coordinator (MLC/VC)	▸ Ensure the implementation of this Procedure; ▸ Approve all activities to be performed by volunteers; ▸ Periodically review the implementation and effectiveness of control measures to manage risks associated with volunteer activities, and revise if necessary; ▸ Serve as an advisor on all Council Section 355 Committees to ensure WHS and people management requirements are followed; ▸ Help Managers/Supervisors with risk assessments for volunteer activities and roles; ▸ Approve the selection of all new volunteers by comparing them to the requirements of the volunteer role; and ▸ Ensure a Volunteer Registration Form and Volunteer Induction Checklist is completed before each volunteer starts any duties, and all associated checks and inductions are completed on time
Managers / Supervisors	▸ Carry out a risk assessment, to ensure the identification, assessment, control and monitoring of hazards and hazardous activities related to volunteers in consultation with workers and other duty holders ▸ Approve activities to be performed by volunteers for areas under their control ▸ Periodically review the implementation and effectiveness of control measures to manage risks associated with activities volunteers conduct, and revise of controls if necessary ▸ Liaise with the WHS/HR Officer for assistance in managing risks associated with volunteers and the activities they undertake ▸ Ensure an appropriate person (e.g. Volunteer Supervisor or Site Supervisor) is appointed to supervise volunteers ▸ Provide information, training and supervision to all volunteers on hazards and hazardous activities related to the work that they undertake
WHS / HR Officer	▸ Oversee the system and processes for the identification, assessment, control and monitoring of risks that may arise from volunteer activities. ▸ Consult with key stakeholders in managing risks associated with volunteers and provide information to Council management and workers as applicable ▸ Monitor the implementation and effectiveness of the risk management process for volunteers and provide reports to senior management as required.

Volunteer	▸ Complete Murray River Council induction and any relevant training prior to undertaking any volunteer activities; ▸ Comply with the requirements of relevant Murray River Council policies and procedures; ▸ Undertake only activities which have been agreed with Council; ▸ Comply with induction and training provided; and ▸ Report hazards or concerns they have in relation to health and safety to the MLC/VC or Site Supervisor.

7. EVALUATION AND REVIEW

It is the responsibility of the Manager Local Connections to monitor the adequacy of this Procedure and recommend appropriate changes.

In addition, this procedure will be reviewed if it becomes apparent that the volunteer risk management process is not adequate to protect volunteers, or there are legislative changes that affect the management of volunteer health and safety.

This Procedure will be formally reviewed in line with the Volunteer Policy (POL-121) or as needed, whichever comes first.

The WHS/HR Officer will monitor the implementation and effectiveness of this procedure and include any issues in their monthly WHS reports to senior management.

8. ASSOCIATED DOCUMENTS, DEFINITIONS AND ACRONYM

External:

- SafeWork NSW: Code of Practice: How to manage work health and safety risks 2019
- Volunteering Australia: The National Standards for Volunteer Involvement 2015
- Safe Work Australia: The Essential Guide to Work Health and Safety for Organisations that Engage Volunteers 2018

Internal

- MRC Policy – Code of Conduct (Committees) Policy
- MRC Policy – Code of Conduct (Employees) Policy
- MRC Policy – Customer Feedback and Complaints Management Policy (POL-211)
- MRC Policy – Information and Records Management Policy (POL-207)
- MRC Procedure – Managing WHS Risks Procedure (PRO007)
- MRC Procedure – WHS Consultation and Communication Procedure (PRO005)
- MRC Procedure – Contractor Management procedure (PRO017 - yet to be completed)
- MRC Procedure – Incident Reporting and Investigation Procedure (PRO001)
- MRC Procedure – Construction Safety Management Procedure (PRO022 - yet to be completed)
- MRC Manual – Volunteer Information Manual
- MRC Manual – Section 355 Committee Handbook
- MRC Register - Corrective Actions Register (REG004)
- MRC Checklist – Volunteer Self-Assessment Checklist

Appendices

- Appendix 1 - Volunteer Risk Management Self-Assessment Checklist
- Appendix 2 - Volunteer Register (Be Safe – Sample only attached)
- Appendix 3 - Volunteer Training Matrix (Be Safe – Sample only attached)
- Appendix 4 - Volunteer Registration Form

- Appendix 5 – Volunteer Acknowledgement Form
- Appendix 6 – Volunteer Induction Checklist (FRM048)
- Appendix 7 – Volunteer Sign-In / Sign-Out Sheet

Definitions and Acronyms:

Term	Definition
Volunteer	A person who undertakes an activity on behalf of Council either directly or indirectly and is not party to an employment contract with Council in regard to that activity. The volunteer may be recruited directly by Council or by a third party. Although there is no direct personal remuneration which could be considered as income for the volunteer undertaking the activity, there may be arrangements made for the payment of out-of-pocket expenses associated with the activity.
Volunteer Supervisor	A person employed by Council who has been assigned responsibility for supervising volunteers or volunteer activities
Volunteering	Time willingly given by an individual for the 'common good' and without financial gain.
Vulnerable Person	▸ A child ▸ An individual aged 18+ years who is or may be unable to take care of themselves, or to protect themselves against harm or exploitation by reason of age, illness, trauma, disability, etc.
Worker	A person who carries out work in any capacity for Council. This includes an employee, contractor, subcontractor or volunteer.

9. DOCUMENT CONTROL

Adopted by the CEO under Delegated Authority:

Version No.	Details	Dates	CM9 Reference	Resolution No.
1.	Initial Issue	01/09/2023 to DRAFT	VF/17/91853	TBA
2.	▸ Review and update against requirements of ISO45001:2018 ▸ New: Requirement for the oversight of volunteering programs by a Volunteer Coordinator ▸ New: Requirement for new volunteer activities/ roles to be approved by the Volunteer Coordinator ▸ New: List of prohibited activities for volunteers, including purchasing goods and engaging contractors ▸ New: Clarified responsibilities for section 355 Committees and tasks outsourced to volunteer organisations. ▸ New: Requirements for a risk assessment and procedure for all volunteer tasks ▸ Clarified: use of Training Status Matrix			
This procedure was adopted by the Chief Executive Officer, Terry Dodds			Date:	

Council reserves the right to review, vary or revoke this procedure at any time.

This procedure is scheduled for review in line with the Volunteer Policy.

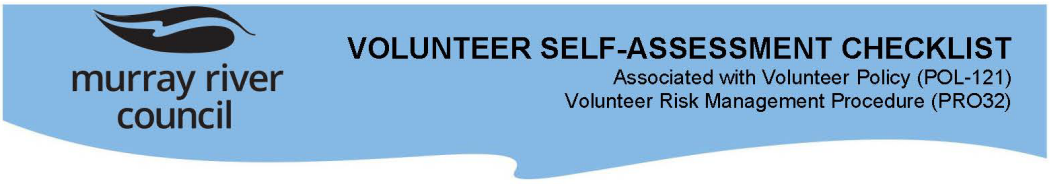
NOTE:
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DISCLAIMER:
This document was formulated to be consistent with Murray River Council's legislative obligations and with the scope of Council's powers. This document should be read in conjunction with relevant legislation, guidelines and codes of practice. In the case of any discrepancies, the most recent legislation should prevail. This document does not constitute legal advice. Legal advice should be sought in relation to particular circumstances and liability will not be accepted for losses incurred as a result of reliance on this document.

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this, such a change may be made administratively. Examples include a change to the name of a Business Unit, position title or a change to the name of a Federal or State Government department, and a minor update to legislation which does not have a material impact. When such changes are made the version number will be amended and an extension added (eg V#1.1)

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Appendix 1:



Implementation of this procedure can be monitored by checking the following :
(Any volunteering activity should be assessed annually using this Self-Assessment Checklist)

Self-Assessment	YES	NO
1. All departments/roles using volunteers within Council are known to the Manager Local Connections / Volunteer Coordinator (MLC/VC), approved, and listed on a central register.		
2. The MLC/VC and WHS/HR Officer provides support to relevant Managers to identify, assess and control the hazards and risks associated with use of volunteers.		
3. Volunteers do not complete any high-risk tasks or other prohibited activities.		
4. Selection criteria have been determined for each volunteer role, and these are listed on the Volunteer Training Matrix and Volunteer Registration Form and the Volunteer Induction Checklist for the role and used to assess each volunteer's capacity for the work.		
5. Relevant Managers receive training or instruction in relation to this procedure and their obligations.		
6. All volunteers receive a general Council WHS induction, in addition to a site and task induction as appropriate.		
7. Training requirements have been established for each volunteer role and recorded on the volunteer training matrix and the Volunteer Registration Form and the Volunteer Induction Checklist.		
8. All incidents involving volunteers are reported, investigated and actioned as per the Incident Reporting Procedure.		
9. Insurance requirements have been identified and fulfilled for each type of volunteer role.		
10. Council keeps and maintains records of Volunteer Registration Form and the Volunteer Induction Checklist and training.		

Appendix 2:

Manual version only – current the information is held in BeSafe

murray river council

Volunteer Register

Associated with Volunteer Policy – POL-121
Volunteer Risk Management Procedure

Department / Committee		Volunteer Supervisor	
Name	**Volunteer Role/s**	**Approved by**	**Date Approved**

Volunteer Risk Management Procedure – Appendix 2 – Volunteer Register V#1 Adopted: DRAFT Page 1 of 1

Appendix 3:

murray river council

Volunteer Training Matrix

Associated with Volunteer Policy – POL-121
Volunteer Risk Management Procedure – PRO032

	Volunteer Role	Administration	Committees	Child Care	Elderly Support	Environ. Field Work	Graffiti Removal	Grounds People	Guides	Hospitality	In-House Services	Justice of the Peace	Library Shelving	Maintenance	Marketing	Retail	Social Support	Special Events	Transport	Tutoring	Youth Mentoring
Core Competencies	Council Induction	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Working With Children Check			✓									✓				✓				✓
	Vulnerable Persons Check/ Criminal Record Check				✓												✓				
	Bullying & Harassment Awareness	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Drugs and Alcohol in the Workplace	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Emergency Management Response (General)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Hazardous Manual Tasks	✓		✓	✓	✓	✓	✓	✓		✓		✓	✓		✓	✓	✓	✓	✓	
	WHS Risk Management Awareness	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Office Ergonomics Awareness	✓	✓									✓	✓		✓			✓		✓	✓
	Heat Stress/Inclement Weather/ Sun Safety			✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓		✓	✓		✓

Volunteer Risk Management Procedure – Appendix B – Volunteer Training Matrix V#1 Adopted: DRAFT Page 1 of 2

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Volunteer Training Matrix Volunteer Risk Management Procedure V#1

	Volunteer Role	Administration	Committees	Child Care	Elderly Support	Environ. Field Work	Graffiti Removal	Grounds People	Guides	Hospitality	In-House Services	Justice of the Peace	Library Shelving	Maintenance	Marketing	Retail	Social Support	Special Events	Transport	Tutoring	Youth Mentoring
Role-Specific Competencies	Armed Holdup Procedures	✓							✓		✓					✓	✓	✓			
	Driver Safety Awareness				✓	✓	✓			✓	✓				✓	✓		✓	✓		
	First Aid – Basic Awareness	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓		✓		✓	✓	✓	✓
	Food Handling Safety			✓	✓				✓	✓	✓					✓		✓			
	Hazardous Chemicals Awareness			✓	✓	✓	✓	✓	✓	✓	✓			✓				✓			
	Infection Control / Sharps Awareness			✓	✓	✓	✓	✓	✓	✓								✓			✓
	Minor Plant Operation					✓	✓	✓	✓					✓				✓	✓		
	PPE Use			✓		✓	✓	✓	✓	✓	✓			✓							
	Venomous Animal Awareness					✓	✓	✓	✓		✓			✓				✓			
	Fire Prevention	✓		✓	✓	✓			✓	✓	✓			✓		✓	✓	✓	✓		
	Working Alone Awareness		✓		✓	✓	✓	✓		✓	✓			✓			✓		✓		✓
	Dealing with Aggressive Behaviours	✓								✓	✓	✓				✓	✓	✓			✓
	Managing Challenging Behaviours			✓	✓						✓						✓				✓

Volunteer Risk Management Policy – Appendix B: Volunteer Training Matrix V#1 Adopted: 1 September 2023 Page 2 of 2

Appendix 4:



This form is to be completed when registering to undertake voluntary activities on behalf of, or in consultation with Council.

It is designed to obtain relevant information from the volunteer to assist Council in determining the suitability of the volunteer for the task. It also assists in identifying the training and safety equipment required in accordance with Council's Risk Management Strategies and Work Health and Safety requirements.

Note: If applicant is under the age of 18, a parent or guardian must co-sign this application and the volunteer must be supervised at all times by a responsible adult.

APPLICANT DETAILS			
Surname:		**First:**	
Address:			
Email:			
Student USI No. (if required)		**Phone:**	
CLOSE RELATIVE TO BE CONTACTED IN CASE OF EMERGENCY:			
Surname:		**First:**	
Phone:			
REFEREE:			
Surname:		**First:**	
Phone:			
Surname:		**First:**	
Phone:			
ADDITIONAL INFORMATION:			
Interests			
Skills			
Relevant Experience			

MRC Form - CS1 – Volunteer Registration Form V#2 Adopted: DRAFT Page **1** of **2**

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Volunteer Registration Form

Place a tick in the box in front of any areas of interest to assist Council in providing volunteers future opportunities.

	Arts Events		Botanic Gardens	**Community Services**	
	Cultural events		Community Gardening		Community Transport
	Historical events		Cemetery Maintenance		Social Support:
	Environmental projects				Shopping
	Libraries		Section 355 asset management		Cuppa and a Chat
	Youth Programs				Outings
Name of Section 355 Committee/Volunteer Group					

COUNCIL USE ONLY

Requirements and Qualifications to become an eligible Volunteer.

Requirement	Required Yes/No	Date Received	Details Attached Yes/No	Other Information
Acknowledgement Form				
Working with Children Check				
Police Check				
First Aid Certificate				
CPR				
Driver's Licence				
Driver History Check				
RMS Medical Application / Medical Clearance				
Point to Point Driver authorisation				

Bank Details for Reimbursement of Expenses (only to be collected when needed):

Account Name	Bank	BSB	Account Number

MURRAY RIVER COUNCIL IS A CHILDSAFE ORGANISATION

Privacy Statement: The privacy of your information that you have provided to Council is vitally important to us. Please refer to our Privacy Statement by clicking on www.murrayriver.nsw.gov.au/privacy-statement

Appendix 5:



The purpose of the Volunteer Acknowledgement Form is to protect all personal details and any other information contained within Murray River Council (MRC). All who have access to private and confidential information have a responsibility to ensure that the information is not inappropriately released or taken from MRC.

The Volunteer Information Manual and relevant MRC Policies and MRC Procedures provide you with important information which you will need in the course of your work. It is a requirement of MRC that you read and understand the Information Manual and relevant Policies and Procedures, and that you address any queries or concerns you have regarding their content with your MRC supervisor.

APPLICANT DETAILS			
Surname:		**First:**	
Address:			
Email:			
Phone:			

I agree to the following:

- Council conducting a Nationally Co-ordinated Criminal History Check (NCCHC) (where required) in accordance with the Australian Criminal Intelligence Commission.
- Council conducting Working with Children Checks (WWCC) (where required) in accordance with the Child Protection legislation.
- Referees being contacted in relation to this registration to provide voluntary services to Council.
- That a photograph be taken and used by Murray River Council for identification purposes.
- That my personal details will be held by Murray River Council.
- I will undertake the induction program provided by Murray River Council.
- I will read and comply with Council's Code of Conduct, Work Health and Safety policy, and other policies, practices and procedures related to the position.
- To read and follow the contents of the Volunteer Information Manual.
- I am willing to participate in any training deemed necessary by Council in relation to my volunteering services to ensure that I comply with all policies and legislative obligations of Council.
- I understand that as a volunteer I am expected to maintain the same standards of confidentiality, courtesy and organisational discipline and abide by Council's Code of Conduct the same as paid employees.
- To discuss with my MRC supervisor any concerns or queries I have regarding the content of MRC policies, procedures, and the Information Manual.
- To work under the guidance and supervision of the Council employee responsible for the area of work for which I have applied.
- To use the tools and protective equipment as required.
- To contact the Council employee designated if I intend to vary the nature of work specified in the

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Volunteer Acknowledgement Form

application, or if I experience any problems with the work I am undertaking.

- To inform Council of any injuries sustained whilst undertaking volunteering activities.
- To work in a constructive and cooperative way with Council staff and to comply with any safety procedures requested.
- I understand that I am volunteering my services to Council and will not receive remuneration for my services.
- I will inform Council when I no longer wish to be considered for further volunteering activities.
- I understand that Council may terminate my volunteering services if I do not comply with any aspect of this agreement.

ACKNOWLEDGEMENT AND SIGN OFF:			
Volunteer Signature:		**Date:**	
Note: If the applicant is under the age of 18, a parent or guardian must co-sign this application and the volunteer must be supervised at all times by a responsible adult.			
Parent / Guardian Signature:		**Date:**	
Parent / Guardian Name:			

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Appendix 6:

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Volunteer Induction Checklist (FRM048)

Associated with Volunteer Policy – POL-121
Volunteer Risk Management Procedure – PRO032

This Checklist will assist in identifying and tracking risk management and training requirements for volunteers

Volunteer Name					
Role title & description					
Location of position		**Hours of the position**			
Responsible person		**Commencement date**			
Volunteers Date of Birth		**Under 18 ?**	☐ Yes ☐ No	**Over 90 ?**	☐ Yes ☐ No

The following prerequisites must be met by applicants for the volunteer role. Please record whether you meet these requirements, and any relevant details, e.g. drivers license number, exact name or date of qualifications or experience.

Licences, Qualifications and Checks				**Council Use**	
Details	**Requirements met?**	**Copy Attached?**	**Details**	**Comments / Actions**	**Date Verified**
Drivers Licence					
Police Check					
Working with Children Check					
Medical assessment					
Vulnerable Person Check					
Prior skills or experience for the role (please list)					
Certificate or trade required (please list)					

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The following training is needed for the volunteer to perform their duties. The training may also be provided for the information of people considering applying to be a Council volunteer.

WHS Training and Induction	Comments / Actions	Date Verified
General induction		
Site-specific induction		
Task induction (if needed)		
Other training requirements (see Volunteer Training Matrix)		

The following PPE, uniform, tools, etc. is required, and may be supplied by the volunteer or Council, as specified.

Items Required	Provided by Worker or Council	Date Issued	Date Returned
Hat			
Shirt			
Earplugs			
Name Badge			
Sunscreen			

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Appendix 7:

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Volunteer Sign-In / Sign-Out Sheet

Associated with Volunteer Policy – POL-121
Volunteer Risk Management Procedure

Name of Activity:			Date:	
Name	**Time In**	**Initial of Volunteer**	**Time Out**	**Initial of Volunteer**

Supervisor Sign Off: (All volunteers have left the activity and there were no incidents to report)	
Supervisor Name	
Supervisor Signature	