

ANNUAL REPORT | 2020/21



murray river
council

**We acknowledge and respect the traditional custodians
of the lands where we stand today,
We acknowledge Elders past and present,
The pioneers whose toil inspires us still;
And those who gave their lives, that we may now,
On this past, a vibrant future build.**



Contents

Murray River Council vision.....	4
Message from the Mayor	5
Message from the CEO.....	6
Murray River at a glance.....	8-9
Our Councillors.....	10
Our Organisation.....	11
How we plan and report.....	12-13
Audit & Risk Committee Report.....	14-17
Delivery Report.....	18
Sustainable Built Physical Environment.....	19-30
Natural Environment.....	31-36
Social Wellbeing.....	37-45
Economic Growth.....	46-50
Leadership and Governance.....	51-64
Statutory Report.....	65-79
Attachments	
Attachment 1: Financial Statements	
Attachment 2: State of Environment Report	
Attachment 3: End of Term Report	



© Murray River Council 2021

Published by
Murray River Council
PO Box 906 Moama NSW 2731

Document photos courtesy:
Cindy Power, Zowie Crump,
We are Explorers, The Vibe Tribe.

Local Government Act 1993

Murray River Council's annual reporting requirements are set out in the Local Government Act 1993 (the Act) (section 428) and the Local Government (General) Regulation 2005 (the Regulation) (clause 217). This Report has been prepared in line with these requirements, fulfilling Council's obligations under the Act. This Report, in total, covers the period from 1 July 2020 to 30 June 2021.



ee

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.

Murray River Council Vision

Message from the Mayor

with Chris Bilkey

It seems that during the course of this year I have been writing constantly about COVID and its impact on community. As we are now emerging from the tunnel of two years of restriction, anxiety and economic hardship, perhaps it's time to talk about what's next.

Murray River Council has continued to defy expectations in terms of its growth and development. That has been assisted by the second of two good years for the agricultural sector, which has seen record crop yields and strong returns for cattle and sheep. It's fortunate that these two productive years have coincided with the COVID years. It has certainly helped maintain the economic strength of our Council area. We can now expect that the visitor economy will return to its former health so that we can enjoy a prosperous summer period and beyond.

One of the highlights in our year of constraint was the success of the Moama Lights event. It attracted Australia-wide attention and acclaim, and won a national award for economic development initiatives for communities under 15,000. Such was its success that we are working towards making it an annual event and turning it into a flagship attraction to the area. We will continue to build our events portfolio as our visitor economy recovers.

The attraction of our area as a place to live and work continues to grow. Our population is outstripping the most adventurous forecasting and is reflected in the numbers of residential development proposals and building activity. In the year to come we have to address the issue of housing opportunities in some of our smaller communities like Mathoura, Murray Downs and Moulamein where the availability of appropriately zoned land may be restricting growth.

This year saw the appointment by this Council of a new Chief Executive Officer, Terry Dodds, who comes to the area from a role as CEO of Tenterfield Shire in northern NSW. Terry has hit the ground sprinting, undertaking extensive organisational reviews, culture improvement processes and a comprehensive accountabilities framework.



All this is directed at providing more effective, timely and constructive service to our ratepayers, and it's already paying dividends. We have extraordinarily talented people in our organisation who make the challenging look easy, and who are undaunted in tackling the constant need to improve what we do.

There will be a new Council in the new year. One of its first jobs is to complete a Community Strategic Plan for the remainder of the Council term. Terry and his team are determined to make this one the most community driven plan this Council has produced, and to that end an extensive process of consultation will be unrolled in the weeks and months ahead. You will be hearing from us soon about how to have your say. Don't miss it!

It only remains for me to thank the Councillors who have represented you during this term of upheaval. Theirs has not been an easy task. Whether they are committed to recontest their positions, or retire from their roles, they deserve our thanks and appreciation.

Best regards

Chris Bilkey

Cr Chris Bilkey

Message from the CEO

with Terry Dodds

Despite COVID 19, Murray River Council has been getting on with the delivery of the many services and projects entrusted to us by the community. There have been many successes in 2019/2020 which are included in this report.

By the time you read this the local government elections will be upon us, with an inevitable change of membership of Council. Those Councillors leaving public office deserve much gratitude. They have done a tremendous job in advocating for our community, in often arduous circumstances. It's a demanding job being in the public eye, so we all should be grateful that there are members of our community that care enough about the future that they donate their time to help deliver it. I look forward to working with the next Council in a post COVID environment.

The first thing a new Council does is undertake the production of a new Community Strategic Plan and subsequently guide the development and delivery of cascading programs, projects, and services. With such a high growth-rate this task will need to be applied with much vigour and finesse to ensure our medium and long-term strategies align with community expectations and our financial capacity. A robust public consultation process, that council will undertake early in the New Year, will be instrumental in our success.



I would like to thank staff for their unflinching support during what has been a difficult year. It has taken a herculean effort and the implementation of many new processes to stay ahead of the COVID working restrictions and risks. It has been a team effort by all and makes me very proud to be the CEO of such a wonderful group of people.

Sincerely

A handwritten signature in black ink, appearing to read 'Terry Dodds'. The signature is stylized and fluid.

Terry Dodds



Murray River at a glance

Murray River Council covers an area of 11,865 square kilometres, is home to approximately 12,373 residents and is one of the fastest growing regional centres in NSW.

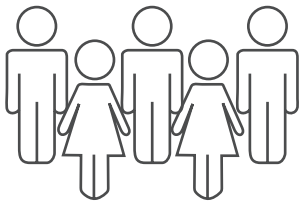
The main population centres include Barham, Mathoura, Moama, Moulamein, Murray Downs, Tooleybuc and Wakool. Other communities include Bunnaloo, Goodnight, Koraleigh and Wamboota.

The area offers a remarkable and diverse natural environment, including irrigated and dryland agriculture, majestic sweeping plains, magnificent stands of Red Gum forests, and is almost totally surrounded by the mighty Murray River and its tributaries.

Murray River's natural assets continue to attract locals and visitors alike, forming the backdrop to many recreational activities. With tourism, industry and an idyllic rural lifestyle, Murray River continues to grow and prosper.



Our people



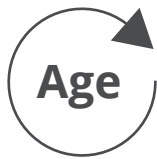
12,373
people in Murray
River Council



12,058
household
dwellings



2.8 people
average number
per household



50 years
median age

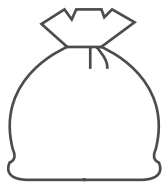


3.2%
of our population
identify as Aboriginal or
Torres Strait Islander



\$692 per week
average household
income

Our economy



\$1.5 billion
Economic output
(0.12% of \$1.3T for NSW)



4,466
jobs in
Murray River Council



1362
registered businesses



\$68.27m
value of
building approvals



\$678.1m
gross regional product



Top 3 industries
Agriculture, forestry & fishing
Accommodation & food
Education & training

Source: Australian Bureau of Statistics Data by Region

Our Councillors

Murray River Council sits in the Federal Electorate of Farrer and the State Electorate of Murray. Three Councillors are elected from each of the three wards that make up the municipality:

- **Moama Ward** - taking in the township of Moama
- **Greater Murray Ward** - taking in the area of the former Murray Shire, minus Moama
- **Greater Wakool Ward** - taking in the area of the former Wakool Shire.

Moama Ward



MAYOR
Cr Chris Bilkey



Cr Gen Campbell



DEPUTY MAYOR
Cr Nikki Cohen

Greater Murray Ward



Cr Tony Aquino



Cr Thomas Weyrich



Cr Geoff Wise

Greater Wakool Ward



Cr Alan Mathers



Cr Neil Gorey



Cr Ann Crowe

Our Organisation

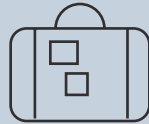
In the 2020/21 year, Murray River Council had five key business areas, including the Office of the CEO, Operations and Major Projects, Planning and Environment, Corporate Services (Shared Services) and Community and Economic Development.

We had 218 staff based in offices and depots at various locations including Barham, Moama, Mathoura Moulamein and Tooleybuc.

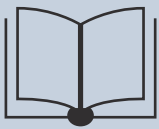
We provide



Waste management & recycling



Tourism & economic development



Library services



Community services



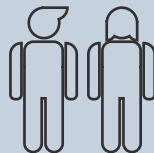
Assessment of residential & commercial development



Community engagement about our plans & services



Events and facilities



Youth programs



Licensing & regulatory services

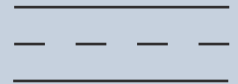


Pet registration & animal control

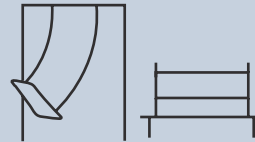
We manage



Water & sewer services



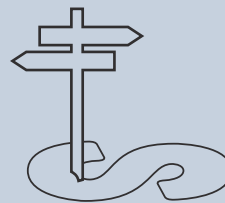
The local road network



Playgrounds



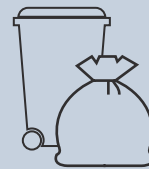
Cemeteries



Footpaths, walkways & bike tracks



Parks, gardens & open spaces



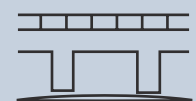
Waste management facilities



Weeds and local biosecurity



Sporting grounds & pools



The local bridge network

How we plan and report

The NSW Local Government Integrated Planning and Reporting Framework acknowledges that most communities share similar aspirations: a safe, healthy and pleasant place to live, a sustainable environment, opportunities for social interaction, education and employment, and reliable infrastructure. The difference lies in how each community responds to these needs.

The Framework has been developed in recognition that Council plans and policies should not exist in isolation - that they are inter-connected. This allows Councils to draw their various plans together, understand how they interact and get the maximum leverage from their efforts by planning and taking a big-picture-view of the future.

A quick overview of the various plans our outgoing council have been progressing are detailed below.

Community Strategic Plan

The Community Strategic Plan is the highest-level plan that a Council will prepare. Its purpose is to identify the community's main priorities for the future and to identify the strategies to achieve them.

While Council has a custodial role in initiating, preparing and maintaining the Community Strategic Plan, it is not fully responsible for its implementation. Other partners such as government agencies and community organisations are also engaged to help deliver the long-term outcomes.

Four-Year Delivery Program and Annual Operational Plan

These documents unpack the community's strategic objectives in the Community Strategic Plan and translate them into actions. These actions then become the principal activities to be undertaken by the Council, whilst also considering the resources and support available.

The delivery program is the single point of reference for all principal activities undertaken by the Council during its term of office. All plans, projects, activities and funding allocations must be directly linked to the program.

Supporting the delivery program is the annual operational plan. This document details individual projects and activities that will be undertaken each financial year to achieve the commitments made in the delivery program.

Resourcing Strategy

Whilst the community strategic plan provides a vehicle for expressing long-term community aspirations, these will not be achieved without sufficient resources (time, money, assets and people) to actually carry them out.

The resourcing strategy identifies who is responsible for addressing the issues identified in the community strategic plan and focuses in detail on matters that are the responsibility of the Council.

The resourcing strategy consists of three components: workforce planning, asset management planning and long term financial planning.

Annual Report

The Annual Report is one of the key points of accountability between Council and its community. The Annual Report focuses on the Council's implementation of the delivery program and operational plan.

State of Environment Report

Reports on issues relevant to the environmental objectives of the Community Strategic Plan must be delivered with the Annual Report every four years.

End of Term Report

The End of Term report is a report on the progress of the community strategic plan. It is to be presented at the final meeting of the outgoing Council prior to the local government election.



Figure 1: Snapshot of the Integrated Planning and Reporting framework.

Audit and Risk Committee Report



Purpose

This document reports to Council on the Audit and Risk Committee's (A & RC) work for the 2020 -2021 period, noting that with the Covid virus driven extension of Council's term, the A & RC's term was extended also, pending Council elections and the formation of a new Council, now scheduled for December, 2021.

This report is therefore, the final annual report of the current A & RC.

Term and Role

MRC's A & RC was first formed in 2018 for a term coincident with that of Council. In the normal course therefore, the inaugural MRC A & RC's term would have concluded by September, 2021.

As matters stand, arrangements are in hand for a new A & RC to commence with the new Council.

The A & RC has no executive or decision-making powers, it fulfills a purely advisory function to Council and Council management. Its role in terms of NSW State Government/Office of Local Government requirements, is to keep under review and provide independent assurance and assistance to Council by way of policy and process improvement, across a broad range of Council operations concerning compliance, risk management, fraud control, finance, governance and external accountability responsibilities.

Along with the A &RC, there is a separate internal audit function. In MRC's case, the internal audit function is outsourced to RSD, a specialist audit firm based in Bendigo, Victoria, which provides internal audit services to several councils and other bodies under contract. As our internal auditor, RSD reports to Council management on administrative matters and works with Council officers when conducting an audit, on functional/professional audit matters eg scoping an audit project, the internal auditor reports also to the A & RC.

The internal auditor attends A & RC meetings along with Council management and, over this A & RC's term, there has been a good working relationship resulting in audit outcomes helpful to Council in successfully managing and containing risk.

Committee Membership

In 2020-2021, Councillors Nikki Cohen and Neil Gorey represented Council.

Independent members were Frank Crawley and Jodie Morgan, independent chair was Richard Ham.

Meetings

10 meetings were held since the last annual report in 2020. This was more than the usual number held in a year, arising in connection with consideration of the Murray River Energy (MRE) development that resulted in a recommendation (by the A & RC) to, and a resolution by, Council for a review of MRC's involvement with MRE.

It is noteworthy that on occasions some members attended by videolink which enabled meetings to proceed, notwithstanding any travel issues and restrictions arising from Covid 19 restrictions.

Audit and Risk Committee Report

Attendance

Meeting dates	Members				
	Richard Ham	Cr Nikki Cohen	Frank Crawley	Cr Neil Gorey	Jodie Morgan
18 Nov 2020	✓	✓	✓	✓	✓
11 Jan 2021	✓	✓	✓	✓	✓
8 Feb 2021	✓	✓	✓	✓	✓
12 April 2021	✓	✓	✓		✓
30 April 2021	✓	✓	✓	part	✓
12 May 2021	✓	✓	✓	part	✓
5 July 2021	✓	✓	✓	✓	✓
9 Aug 2021	✓	✓	✓	✓	✓
10 Nov 2021	✓		✓	✓	✓

Matters addressed

The MRC's A & RC has met all the NSW Auditor General's better practice criteria for such committees, viz, independent membership, has an audit committee charter in place, monitors and reviews progress on Audit Office recommendations, financial reporting and the enterprise risk register and conducts an annual assessment of performance.

Significant matters addressed in the last year have included:

- The Murray River Energy (MRE) development mentioned above. This is an ongoing matter. Following a review by Centium, internal Council policy and process improvement aspects are in the hands of Council management while other aspects have been

referred via Council resolution to authorities with the appropriate investigative powers, including the Office of Local Government.

- An internal audit conducted by RSD into the Council's project management of the Perricoota Road Drainage Basin, the Picnic Point project and the Moulamein Pre School project. The audit included reviewing actual expenditure against budget (to identify any over-runs), actual scopes of work, scope variations and timeframes against plans and value for money aspects, resulting in substantive improvements in process and finance management practice recommendations for future projects.
- The commencement of an internal audit on Council waste management facilities and services.

Audit and Risk Committee Report

Matters addressed continued

- Monitoring management's implementation of process improvement, risk reduction and security recommendations following internal audit reports on, accounts payable including credit cards, payroll services, developer contributions and project management, also Centium's recommendations arising from their review of the MRE project.
- The revaluation of Council's transport assets and implications for its financial statements. This, and the timeliness of Council's readiness for Audit Office sign off of its financial statements, were both matters the Audit Office had raised (as repeat items) for specific attention in their annual Management Letter to the Council's Mayor, CEO and A & RC chair.
- Cyber security issues and security implications.
- The implementation by MRC of "Tech One" as the new, main operating software system being adopted for both front (customer interface) and back office (finance, project management, record keeping and reporting etc) functions.
- Council plans and potential responses to emergencies eg health or disease outbreaks, in the Council area, to the adequacy of Council's facilities eg water filtration systems, to keep pace with the rapid development of some parts of the Council area, particularly at Moama and, the possible impact on Council in the event of mandated State Government targets to lower emissions in the face of climate change.

Acknowledgment

It is appropriate to acknowledge the commitment of the A & RC members to the Committee's role and especially the value of the independent members' (Jodie Morgan's and Frank Crawley's) professional input, wise counsel and attention to detail on matters under consideration.

Recognition must also be made of the attention and input provided by Council management, in particular Sandra Gordon who, in her MRC role as Manager, Governance & Risk, has co-ordinated Council management, staff and RSD on audit matters, monitored implementation of audit recommendations, reported on agenda items at A & RC meetings and has taken the minutes and provided general corporate and secretarial support, Kris Kershaw for his finance reports and Terry Dodds as Chief Executive Officer (CEO, since his appointment to MRC in February, 2021); they have attended all A & RC meetings during the period under review and have readily and openly engaged in discussions.

The A & RC welcomed Stephen Fernando's appointment in September, 2021, as Director, Corporate Services. Since joining MRC, Terry, in addition to his CEO role, has covered the vacant Corporate Services director's role – it is expected that he, along with the A & RC, will be pleased at Stephen's appointment as a key, senior resource in MRC's finance and risk management area.

Mention must also be made of the very important internal audit work, in particular, that done by Kathie Teasdale as the RSD audit partner assigned to MRC, and those of the Council's staff and management who have been involved with RSD on their various audits. RSD's contractual term of engagement with Council finishes late in 2021 and a tender has commenced for the supply of internal audit services to MRC for a further period; RSD is eligible to apply if they so wish.

Audit and Risk Committee Report

Conclusion

On the whole the MRC's inaugural A & RC has set the scene successfully for future such committees – the hard work of the establishment phase is complete. Both the A & RC and Internal Audit charters/terms of reference are in place and the outsourced internal audit function implemented and in operation. These foundations have underpinned and enabled the internal audit function and the A & RC to prove a track record now for over 3 years in practice. They continue to do the job they were put in place to do; they are a valuable Council resource.

The incoming A & RC will have the challenge of picking up on where the current committee leaves off, along with the prospect of a new internal audit team, a largely new Council senior management team (with a new software system to operate) and a new Council, all in the context of a rapidly developing Council area with significant pressures on resources.

May we wish them all, in their various roles, a very successful term in office.

Richard Ham
MRC A&RC Chair
11/11/2021





Delivery Report

Promote a Sustainable Built Physical Environment



We want our built and physical environment to be well planned, connected, and safe, and designed to support our communities, industries and businesses.



Council operations addressing this objective are overseen by the Directorates of Operations and Major Projects, and Planning and Environment Services. Operations and Major Projects is responsible for the management and maintenance of public assets and infrastructure including local roads and bridges, sports fields and community buildings, kerb and guttering and footpaths. Similarly, Planning and Environment Services is responsible for all operations addressing land use and development and protection and enhancement of the natural environment.

The following is a list of some of the key achievements of these two directorates in their work to promote a sustainable built and physical environment during 2020-21:



Completed 2,868 metres of new and maintained footpaths.



Flood studies undertaken in Barham, Tooleybuc, Murray Downs and Moulamein.

Extended the Murray Downs Cycle/Footpath by over 800 metres and replaced existing gravel path with hot-mix.

Smart meter project rollout is 95% completed.

2 timber bridges replaced.



Development Applications have been determined above the 80% target.



Drinking Water Quality Policy adopted.



Delivery report

Promote a Sustainable Built Physical Environment

1.1.1 Support each township to develop their unique character.	
Action	Result
Encourage community groups to undertake projects that promote heritage and identity	<p>Increased staff attendance at S355 meetings.</p> <p>Attended meetings of community groups such as Barham Consolidated, Moulamein Community Development Inc, Tooleybuc Piangil Action Group, Moulamein Men's Shed, and the like.</p> <p>The MRC Community Grants Scheme was introduced.</p> <p>The Community Grants Scheme delivers \$30,000 twice yearly using a formal application process through 'Smarty Grants'. This has improved the standard of applications and introduced formal qualification criteria.</p> <p>Reinstated the 'Meet your Councillor' sausage sizzles.</p>
1.1.2 Provide, maintain and improve safe, accessible footpaths, cycle and walking tracks.	
Action	Result
Provide, maintain and improve adequate footpath systems	<p>Council undertook extensive works in the 2020/21 financial year to provide, maintain and improve adequate footpath systems within our Council area.</p> <p>Council successfully completed 2,868m of new and maintained footpaths in the 2020/21 financial year exceeding the 490m objective.</p> <p>Projects completed/underway:</p> <ul style="list-style-type: none"> - Gonn Street Barham - Murray Street Barham - Conargo Street Mathoura - Stevens Street Mathoura - Livingstone Street Mathoura - Moira Street Mathoura - Mathoura Street Mathoura - Martin Street Moama
Provide facilities for safe cycle usage	<p>Murray River Council has successfully exceeded the objectives of the annual Operating Plan through the installation of walking/cycling paths within the LGA.</p> <p>Murray River Council extended the Murray Downs Drive footpath by over 800m replacing an existing gravel footpath with a new hot-mix path.</p> <p>Council also expended \$140,000 on further cycle/walkway upgrades in the financial year of 2020/21 boosting footpath and cycle path amenities. Council will continue expanding facilities for safe cycle usage through the installation of cycle path on Conargo St Mathoura in the 2021/22 financial year adding a further 800m of path.</p> <p>Projects completed/underway: 24 Lane Moama – hot-mix on bike path.</p>

Delivery report

Promote a Sustainable Built Physical Environment

1.1.3 Identify and preserve heritage buildings, historically and culturally significant sites, including Aboriginal sites.	
Action	Result
Continue maintenance for heritage identified buildings	All Council buildings are allocated a budget for maintenance and repairs. A revised budget and 10 year forward works program for heritage buildings will be provided following the completion of current buildings and open space asset assessment and revaluation works.
1.2.1 Develop long-term plans for maintenance and construction of town streets and the rural road network	
Action	Result
Maximise grant funding for roadwork	<p>Transport Services has been successful in various external funding applications including Fixing Local Roads, Fixing Country Roads and Local Road and Community Infrastructure program.</p> <p>In addition, Council was also successful in applications for Fixing Country Bridges Funding programs.</p> <p>In 2020/21, Council was also able to deliver several road upgrades under the Roads to Recovery program.</p>
Bridges are trafficable and maintained to local standards	<p>Murray River Council has continued its previous progress to replace and maintain bridges within our Council area including the replacement of timber bridges.</p> <p>Murray River Council recently completed the construction of the Nacurrie Road / North/Middle Creek Bridge and Nacurrie Road South/Merran Creek Bridge, exceeding the annual requirement of 1 timber bridge replacement per year.</p> <p>Projects underway:</p> <ul style="list-style-type: none"> - Moulamein/Barham Rd (MR319) / Edward River Bridge headstock bearing renewal - Nacurrie Road South / Merran Creek Bridge – Timber bridge replacement - Nacurrie Road South / Merran Creek Bridge -Timber bridge replacement - Rangemore Road/Jimaringle Creek Bridge -Timber bridge replacement - Sandys Road/Barber Creek Bridge -Timber bridge replacement - Drysdale Lane/Merran Creek Bridge – Timber bridge replacement - Frasers Road/Murrain Yarrein Creek Bridge – Timber bridge replacement - Tooranie Road/Yarrein Creek Bridge – Timber bridge replacement - Moulamein-Swan Hill Road/Yarrein Bridge – Timber bridge replacement

Delivery report

Promote a Sustainable Built Physical Environment

<p>Improve road user safety by improving road conditions and modifying driver behaviour</p>	<p>Under the Safer Roads program, Council received funding for three projects. Council has successfully completed two of these upgrades, with the third in progress due for completion in December 2021.</p> <p>Projects completed/underway:</p> <ul style="list-style-type: none"> - Barham- Deniliquin Road - reseals - Noorong Street Barham - reseals - Cunninyeuk Road – widening - 24 Lane Moama – seal - Gilmour Street Moama – seal - Jacana Street Moama – install PAMP crossing
<p>Provide and improve adequate street lighting</p>	<p>Council installed four streetlights during 2020/21 based on community requests. Streetlight installations occurred in Moama with two lights installed on Echuca Street, Moama and 2 lights on Nicholas Street, Moama.</p> <p>Works completed by Essential Energy funded by MRC based on community requests.</p>
<p>Implement and maintain Asset Management Software</p>	<p>Working with Technology One project team, Council has imported transport, building, open space and fleet data from recent asset assessment works.</p> <p>For buried assets, such as water, wastewater and stormwater, parent assets have been imported and will be updated following details asset inspection and revaluation scheduled for 2021/22.</p>
<p>Implement and maintain GIS software</p>	<p>Council asset, service and planning data is maintained in mapping systems.</p> <p>Recent asset assessment data has been added to the mapping system and a current project underway is to update historic service data.</p>
<p>Undertake and document the location, dimensions, condition, risk and cost of the Council Road network</p>	<p>Murray River Council has undertaken detailed physical inspection and revaluation of all transport infrastructure using laser and visual data collection as a base for the condition assessment of the valued assets.</p> <p>This process has enabled the production of updated financial data, works programs, asset management plans and asset registers detailing location, dimensions, condition, cost and remaining life of all transport assets.</p>

Delivery report

Promote a Sustainable Built Physical Environment

<p>Undertake and document the location, dimensions, condition, utilisation, risk and cost of the Council Building & Open Space Assets.</p>	<p>Detailed physical inspection of buildings and open space assets has been completed and revaluation of these assets is currently underway.</p> <p>This process will enable the production of updated financial data, works programs, asset management plans and asset registers detailing location, dimensions, condition, cost and remaining life of all building and open space assets.</p>
<p>1.2.2 Enhance and advocate for road and rail freight links to major centres, hubs and ports.</p>	
<p>Action</p>	<p>Result</p>
<p>Investigate possible opportunities to develop airport freight links</p>	<p>Airport study has been cancelled as per Council decision in 2021.</p> <p>The <u>Central Murray Regional Transport Strategy</u> was published in January 2019 – with Swan Hill and Tooleybuc bridges listed as the top two projects out of the top 15 agreed projects. The seven Central Murray Councils agreed that these projects are promoted to the relevant Government departments for funding</p> <p>Lobbied for State and Federal Governments to progress the consultation and realignment of the Swan Hill bridge, including advocating for the NSW Heritage Council to take the existing bridge off its register.</p> <p>Contributed to the delivery of the <u>RAMJO Regional Freight Transport Plan, that was published in November 2020, for Government advocacy.</u> Of the MRC actions recommended, all three are completed.</p> <p>Projects</p> <ul style="list-style-type: none"> - Section of Thule Street /Moulamein Road reconstruction completed - Widen narrow sections of Noorong Road completed - Upgrade of Gee Gee Bridge at Wakool River completed
<p>1.3.1 Plan and advocate for key river access areas including boat ramps, wharves and bridges (Barham, Moama, Murray Downs, Tooleybuc)</p>	
<p>Action</p>	<p>Result</p>
<p>Explore opportunities for boat ramp redevelopment</p>	<p>Boat ramp funding is being explored in strategic locations around the Murray River Council area based on demand data.</p> <p>Murray Downs is the next area that will see a new boat ramp installed over the next 12-24 months.</p> <p>Council will investigate the need for another boat ramp close to the township of Moama over the next few years. Demand for this facility is not yet known.</p>

Delivery report

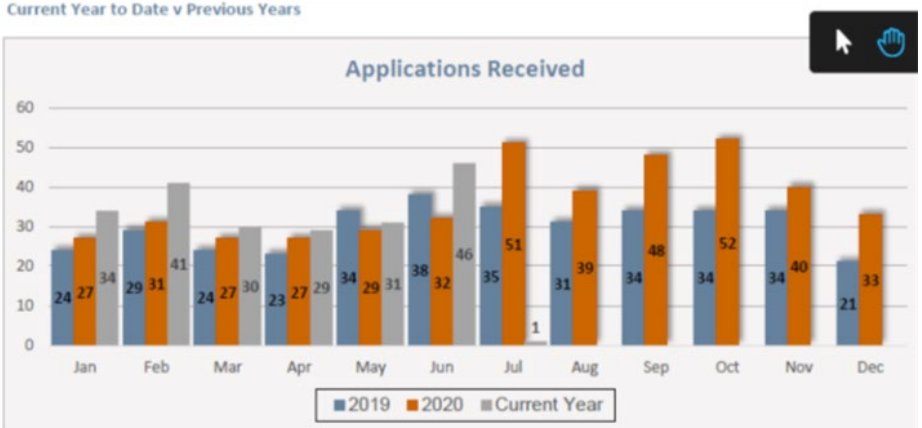
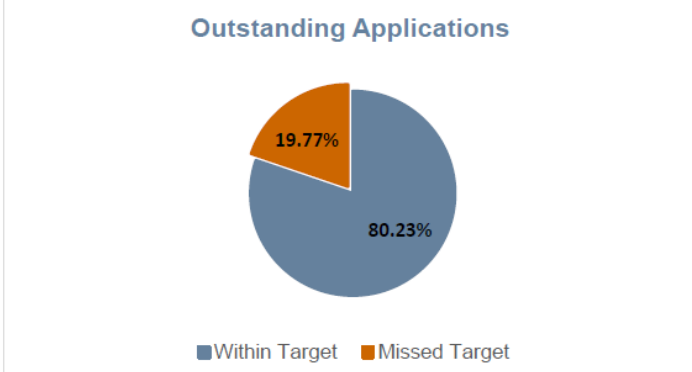
Promote a Sustainable Built Physical Environment

1.3.2 Develop long term planning controls to address increasing demand for river frontage lifestyle blocks, farm subdivisions and small rural lots, new industrial land for development in towns	
Action	Result
Section 94/A Plan Review (Now Section 7.11 and 7.12)	<p>Developer contribution plans have been drafted, however a few delays in other projects (CT Management) and proposed changes to the legislation have prompted a pause to the plans.</p> <p>Consideration has been given to only establishing a Section 7.12 plan (percentage based) developer contribution plan.</p>
Local Environment Plan Development Control Plan	The interim Murray River Council Local Environmental Plan was adopted by Council previously, however Council has not submitted the plan for gateway determination due to a number of strategic justifications required to make significant changes.
1.3.3 Provide public facilities suitable for residential and visitor use (toilets, community halls).	
Action	Result
Continue maintenance of current public halls for public use	All Council buildings are allocated a budget for maintenance and repairs. A revised budget and 10 year forward works program for public halls will be provided following the completion of current buildings and open space asset assessment and revaluation works.
1.3.4 Plan for, improve, and maintain town flood levees.	
Action	Result
Explore opportunities for flood levee development in Barham	<p>Under the NSW Government Flood Policy, MRC has undertaken the following works with flood management committees in each location with funding sourced from the NSW Department of Planning, Industry, Environment (FloodPlain);</p> <ul style="list-style-type: none"> - Barham Town Levee has received funding from the State Government for design works. - Moulamein, Murray Downs and Tooleybuc Floodplain Risk Management study and plan completed and adopted by Council. - Echuca-Moama Floodplain Risk Management study and plan – in progress - River Estate and Jamieson Levee upgrade - Detailed investigation and design is project shovel ready.

Delivery report

Promote a Sustainable Built Physical Environment

1.3.5 Encourage greater housing choice and development to meet our changing population needs.

Action	Result																																																																										
<p>Independent DA assessment system maintained</p>	<p>Over the past two months, Development Applications have been determined above the 80% mark.</p>  <table border="1"> <caption>Applications Received</caption> <thead> <tr> <th>Month</th> <th>2019</th> <th>2020</th> <th>Current Year</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>24</td><td>27</td><td>34</td></tr> <tr><td>Feb</td><td>29</td><td>31</td><td>41</td></tr> <tr><td>Mar</td><td>24</td><td>27</td><td>30</td></tr> <tr><td>Apr</td><td>23</td><td>27</td><td>29</td></tr> <tr><td>May</td><td>34</td><td>29</td><td>31</td></tr> <tr><td>Jun</td><td>38</td><td>32</td><td>46</td></tr> <tr><td>Jul</td><td>35</td><td>51</td><td>1</td></tr> <tr><td>Aug</td><td>31</td><td>39</td><td></td></tr> <tr><td>Sep</td><td>34</td><td>48</td><td></td></tr> <tr><td>Oct</td><td>34</td><td>52</td><td></td></tr> <tr><td>Nov</td><td>34</td><td>40</td><td></td></tr> <tr><td>Dec</td><td>21</td><td>33</td><td></td></tr> </tbody> </table> <p>Report Totals & Averages:</p> <table border="1"> <tbody> <tr> <td>Total Applications Outstanding:</td> <td>86</td> <td>Average Elapsed Calendar Days:</td> <td>201</td> </tr> <tr> <td>No. Applications within Target:</td> <td>69</td> <td>Average Calendar Stop Days:</td> <td>166</td> </tr> <tr> <td>No. Applications missed Target:</td> <td>17</td> <td>Average Adjusted Calendar Days:</td> <td>34.35</td> </tr> <tr> <td>% of Applications within Target:</td> <td>80.23%</td> <td></td> <td></td> </tr> </tbody> </table>  <table border="1"> <caption>Outstanding Applications</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Within Target</td> <td>80.23%</td> </tr> <tr> <td>Missed Target</td> <td>19.77%</td> </tr> </tbody> </table>	Month	2019	2020	Current Year	Jan	24	27	34	Feb	29	31	41	Mar	24	27	30	Apr	23	27	29	May	34	29	31	Jun	38	32	46	Jul	35	51	1	Aug	31	39		Sep	34	48		Oct	34	52		Nov	34	40		Dec	21	33		Total Applications Outstanding:	86	Average Elapsed Calendar Days:	201	No. Applications within Target:	69	Average Calendar Stop Days:	166	No. Applications missed Target:	17	Average Adjusted Calendar Days:	34.35	% of Applications within Target:	80.23%			Category	Percentage	Within Target	80.23%	Missed Target	19.77%
Month	2019	2020	Current Year																																																																								
Jan	24	27	34																																																																								
Feb	29	31	41																																																																								
Mar	24	27	30																																																																								
Apr	23	27	29																																																																								
May	34	29	31																																																																								
Jun	38	32	46																																																																								
Jul	35	51	1																																																																								
Aug	31	39																																																																									
Sep	34	48																																																																									
Oct	34	52																																																																									
Nov	34	40																																																																									
Dec	21	33																																																																									
Total Applications Outstanding:	86	Average Elapsed Calendar Days:	201																																																																								
No. Applications within Target:	69	Average Calendar Stop Days:	166																																																																								
No. Applications missed Target:	17	Average Adjusted Calendar Days:	34.35																																																																								
% of Applications within Target:	80.23%																																																																										
Category	Percentage																																																																										
Within Target	80.23%																																																																										
Missed Target	19.77%																																																																										
<p>Ensure Building Activities meet the requirements of the EP & A and LG Acts</p>	<p>Building inspections are tracking well, however some work needs to be done to ensure customers booking in advance for inspections are ready to be inspected.</p>																																																																										

Delivery report

Promote a Sustainable Built Physical Environment

<p>Implement action plan for low-cost housing in Moama and Mathoura</p>	<p>The residential housing strategy will commence in July/August 2021 which will determine Council's plan for low-cost housing going forward.</p>
<p>1.4.1 Plan and develop long-term Integrated Water Cycle Management Strategy taking into account climate change, water security for towns and industry (including agriculture), sustainable demand and growth, and the natural environment.</p>	
Action	Result
<p>Implement updated water meter system</p>	<p>The Smart Meter Project rollout is 95% completed. Installation contractors to attend the area for a final rotation in July to complete the project to 99% leaving the final difficult meters for Council to complete in-house or by local contractors.</p> <p>Council has been working through the Integrated Water Cycle Management Strategy. This is a large piece of work. An Issues Report has been completed, and Options Report is in draft form.</p> <p>Priority risks have been identified, communicated and acknowledged by the NSW State Government. Council is developing a priority list for NSW Safe and Secure Water Program funds. This work will be accelerated from October 2021.</p> <p>Council has commenced digitising the remainder of our filtered water standpipes. This will improve Council's billing, control over access, and ensure water is accounted for. This work is vital in the unlikely event of issues with the water quality. These standpipes become critical infrastructure during droughts to help deliver safe drinking water to rural communities when there is insufficient rainfall to keep the tanks full.</p> 
<p>Continue water wise initiatives</p>	<p>Community Awareness program has been undertaken.</p>

Delivery report

Promote a Sustainable Built Physical Environment

<p>Implement IPWEA best practice guidelines</p>	<p>Council continually improves process and procedures by utilising a range of best practice guidelines. (Water Services Association of Australia and Water Directorate).</p> <p>A Murray River Council Drinking Water Quality Policy has been adopted by Council as a priority action.</p> <p>The accompanying “Safe Drinking Water System” documents are at a final draft stage. These documents review, prioritise and build improvement plans to ensure water quality protection into the future. The system Critical Control Points (CCPs), with alerts and escalations have been reviewed and refined with support from NSW Health.</p>
<p>1.4.2 Provide, manage and maintain effective and appropriate sewerage treatment services.</p>	
<p>Action</p>	<p>Result</p>
<p>Increase wastewater capacity to incorporate growth in townships</p>	<p>The Integrated Water Cycle Management Strategy is examining service levels. This is a large piece of work.</p>
<p>1.4.3 Provide environmentally sensitive storm water collection and discharge systems appropriate to community needs.</p>	
<p>Action</p>	<p>Result</p>
<p>Provide and improve adequate drainage systems</p>	<p>Council has been working to incentivise stormwater reuse and an alternative raw water supply in-lieu of river water and funded stormwater collection in rapid growth areas including Moama’s Perricoota Road drainage basin.</p> <p>This water is now being used to irrigate green spaces, as per the long-term Stormwater Management Plan.</p>
<p>1.4.4 Provide, manage and maintain effective and appropriate waste management systems</p>	
<p>Action</p>	<p>Result</p>
<p>Implementation of waste management strategy</p>	<p>The implementation of the Waste Management Strategy is falling behind due to the high amount of capital expenditure and major projects currently being undertaken by Council. The lack of project management resources and reactive waste issues that have taken staff resources time away from initiating projects.</p> <p>Council has recently resolved to bring the running of all the landfill sites in-house. Which has resulted in the need to purchase a number of items of major heavy equipment. This new equipment will ensure the Moama Landfill is operated with the latest technology to provide greater efficiencies and extend the life of the landfill with proper compaction.</p> <p>Other projects have been delayed due to COVID and its effects on construction materials and contractors and a large workload.</p>

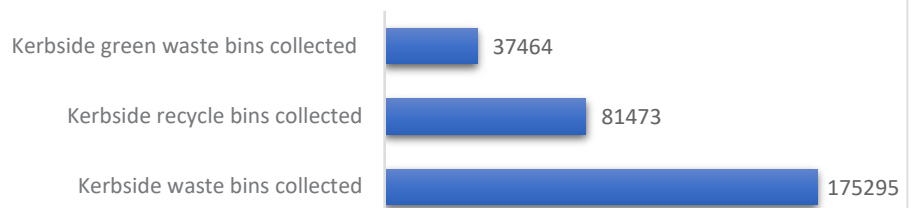
Delivery report

Promote a Sustainable Built Physical Environment

JRR Richards have successfully been awarded the collections tender for all three bin systems along with the bulk services collections. This has been a fantastic move for Council with a great improvement in service and efficiency for our waste collections.



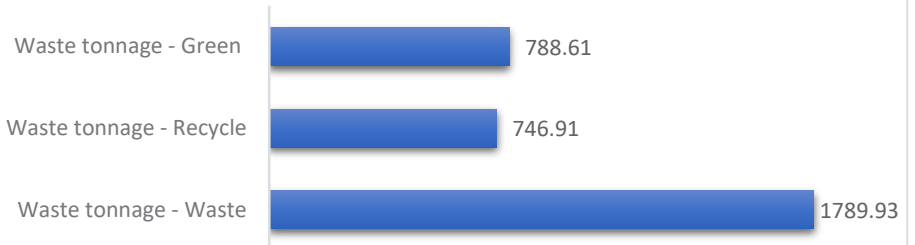
Kerbside Collections - Totals for 2020



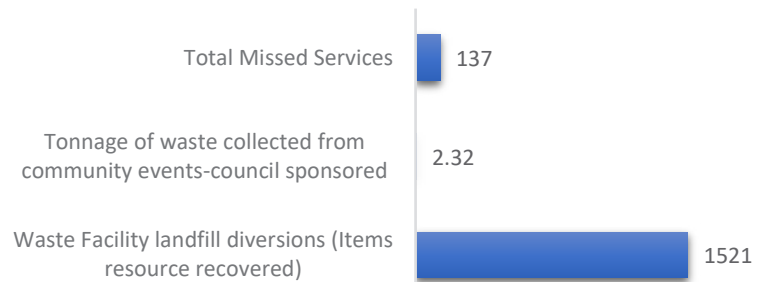
Delivery report

Promote a Sustainable Built Physical Environment

Waste Tonnage - Totals for 2020



Waste Services - Other Totals for 2020





We want our environment to be *connected and safe*

We completed 2,868 metres of new and maintained footpaths, including at Tooleybuc's Mensfoth Park

Promote a Natural Environment



We value our natural environment and expect it to be accessible, sustainable, managed, and healthy.

.....

This objective is also principally addressed by the Directorates of Operations and Major Projects, and Planning and Environment Services. Operations conducted by these divisions are increasingly important in ensuring that our natural environment is protected and enhanced through works such as flood planning and mitigation, managing waste and recycling, ensuring high quality water supply, reducing the proliferation of a wide variety of weeds and pests and preserving areas of local bushland.

Some of the main achievements of these two directorates in promoting a natural environment during 2020-21 included:



Weed Action Plan (WAP) agreed targets met.

New mobile cattery at the Barham Pound.



Priority Weed Handbooks have been developed for the Murray and Riverina region.



Continued rollout of community waste education programs.

Delivery report

Promote a Sustainable Built Physical Environment

2.1.1 Protect the water quality, aesthetic and environmental values of the Murray River, otherwaterways, and environs through consistent and aligned local and regional plans.	
Action	Result
State of Environment	<p>Projects underway:</p> <ul style="list-style-type: none"> - Picnic Point beach upgrade - Murray Downs foreshore boat ramp and associated works - Moama Foreshores Development - Horseshoe Lagoon shared bridges - Moama Foreshores Development - beach amenities block (including water, sewer and electrical service connections) - Moama Foreshores Development - riverside retaining walls - Barham Riverside Park Development
2.1.3 Encourage and develop community and neighbourhood initiatives to enhance and protect thenatural environment.	
Action	Result
Develop and maintain Strategic Plans and Planning instruments to ensure development occurs in an environmentally sustainable coordinated manner	Interim Local Environmental Plan (LEP) is on pause but 90% complete, Development Control Plan is being discussed with the planners and building surveyors with a view to update the plans in the near future.
2.1.4 Increase community awareness and education about the value of the natural environment.	
Action	Result
Implementation of waste strategy advertising program	<p>The waste team is working hard to divert as much waste from landfill with the resources at hand.</p> <p>Major infrastructure at Moama Landfill and other facilities to initiate a tip shop/ resource recovery process is delayed due to infrastructure yet to be established for this operation. Once this is established, advertising campaigns can be implemented to promote reuse of unwanted household items</p>

Delivery report

Promote a Sustainable Built Physical Environment

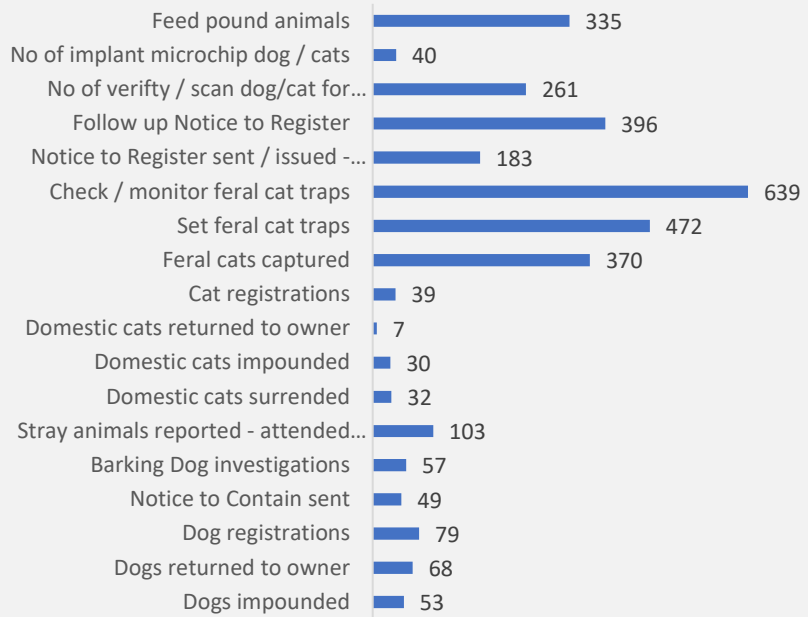
2.1.5 Manage and control pest plants and pest animals.

Action	Result
<p>Continue implementation of noxious weeds program</p>	<p>Weed Action Plan (WAP) agreed targets met.</p> <p>Biosecurity Information System (BIS) reports and end of year reports completed for Murray Local Land Services.</p> <p>Regional Weeds meeting attended in Corowa</p> <p>Schools weed education programs delivered Moama & Moulamein Public Schools.</p> <p>Priority weed handbooks have been developed for the Murray & Riverina region.</p> <p>Current target species:</p> <ul style="list-style-type: none"> - Horehound, - Bridal Creeper, - Boxthorn, Bone seed <p>Grants were received from the Local Land Services in 2020-21 for:</p> <ul style="list-style-type: none"> - Boxthorn removal and spraying at Cumberagunja and Yarraman Lane - Inspection and control of aquatic weed species in the Murray River.
<p>Ensure adequate animal control measures are in place</p>	<p>The Compliance Department have formed a cohesive team of Rangers that work together to achieve a high level of compliance and related services throughout the LGA. They have evolved throughout the challenges that Covid has exposed them to and implemented strategies to remain fully operational and reduce and alleviate threats to public, environment and potential liability to Council.</p> <p>One major operational change has been the implementation of the use of drones to investigate properties for breeches of legislation and to alleviate dangers to staff members when exercising powers of entry. Accreditation has been achieved through the Civil Aviation Safety Authority by MRC staff to allow the legal operation of the devices.</p> <p>Moving forward, our team has been bolstered by the successful recruitment of an Environmental Health Coordinator and soon to be advertised Planning & Building Compliance Officer. Both these positions have a specialised skill set identified during the Voice Program and Accountabilities as a necessary resource required by Council to fulfill tasks that in the past have not been captured.</p>

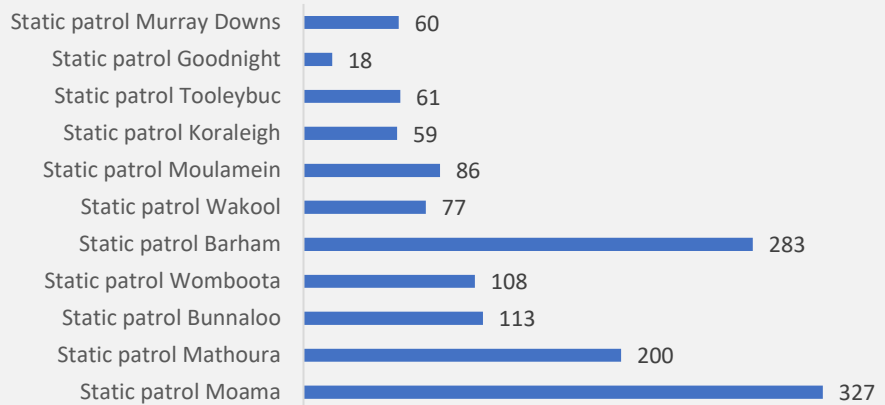
Delivery report

Promote a Sustainable Built Physical Environment

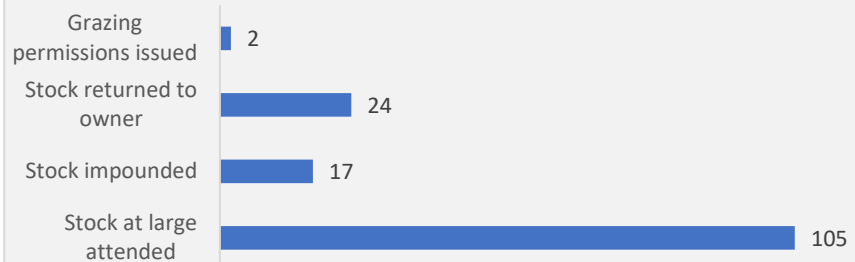
Compliance - Animals Totals for 2020



Compliance - Static Patrol totals for 2020

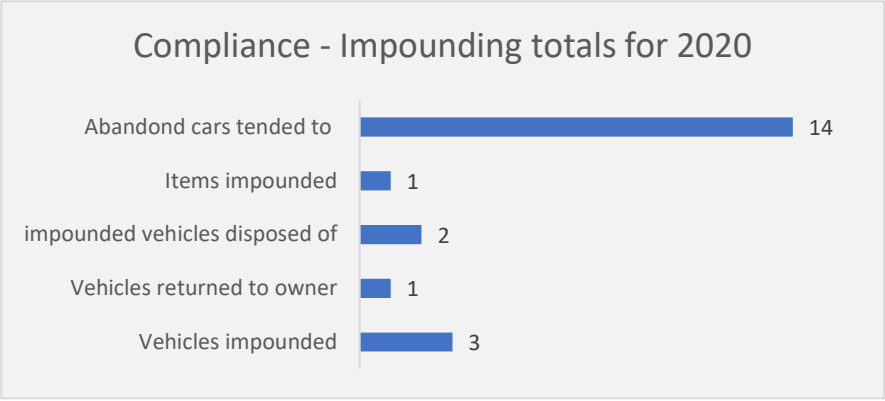


Compliance - Stock totals for 2020



Delivery report

Promote a Sustainable Built Physical Environment

	<p style="text-align: center;">Compliance - Impounding totals for 2020</p>  <table border="1"> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Abandoned cars tended to</td> <td>14</td> </tr> <tr> <td>Items impounded</td> <td>1</td> </tr> <tr> <td>Impounded vehicles disposed of</td> <td>2</td> </tr> <tr> <td>Vehicles returned to owner</td> <td>1</td> </tr> <tr> <td>Vehicles impounded</td> <td>3</td> </tr> </tbody> </table>	Category	Count	Abandoned cars tended to	14	Items impounded	1	Impounded vehicles disposed of	2	Vehicles returned to owner	1	Vehicles impounded	3
Category	Count												
Abandoned cars tended to	14												
Items impounded	1												
Impounded vehicles disposed of	2												
Vehicles returned to owner	1												
Vehicles impounded	3												
<p>2.2.1 Plan for and create a network of walking and cycle paths connecting our natural environments and our townships.</p>													
Action	Result												
<p>Provide facilities for safe cycle usage</p>	<p>Murray River Council has successfully exceeded the objectives of the annual Operating Plan through the installation of walking/cycling paths within the Local Government Area. Murray River Council extended the Murray Downs Drive footpath by over 800m replacing an existing gravel footpath with a new hot-mix path.</p> <p>Council also expended \$140,000 on further cycle/walkway upgrades in the financial year of 2020/21 within the LGA boosting footpath and cycle path amenities. Council will continue progress on expanding facilities for safe cycle usage through the installation of cycle path on Conargo Street, Mathoura in the 2021/22 financial year adding a further 800m of path.</p>												

A man and a woman are walking away from the camera on a wide wooden boardwalk. The woman is on the left, wearing a light blue long-sleeved shirt, black leggings, and tan boots. The man is on the right, wearing a brown quilted vest over a dark blue long-sleeved shirt, light blue jeans, and tan boots. They are holding hands. The boardwalk is made of wide wooden planks with visible metal fasteners. To the left of the boardwalk is a metal railing overlooking a body of water. In the background, there are several large, mature trees with thick, light-colored trunks and dense green foliage. The sky is overcast.

We want our environment to be
accessible and sustainable

Barham's Riverside Park continues to be developed.

Enhance Social Wellbeing



We want to have services and facilities that support an active, healthy and diverse rural lifestyle, and help us celebrate and enjoy our rich cultural heritage and connected communities.

Addressing the social wellbeing of communities across the Council area is the responsibility of our Community Services Department, which operates in the Community and Economic Development Directorate.

This department provides community and outreach services for children and youth, families, the elderly, people with disability and many others. Community services are vital in ensuring that our communities are cared for and receive the support services they require.

Community Services also has a vital role in liaising with State, Federal and non-government service providers and advocating for local communities to ensure the ongoing funding and provision of social and community services within the Council area.

Some of the major achievements of this department during 2020-21 included:



Creation of the Moama Emergency Services Precinct.

Mobile Library Bus: purchased and ready for fitout.



Tooleybuc Mensforth Park upgrades.

Barham & Moama Recreation Reserve: landscaping and external works completed.



Moama Botanic Gardens – Stage 5 development commenced.

3.1.1 Identify and advocate for meeting current gaps in medical and health services.

Action	Result
Maximise grant funding for health care services.	<p>Developed and implemented Vulnerable Persons – Service Provider Network – hosting regular forums to capture unmet service needs</p> <p>Resolutions to address unmet needs include internal network solutions – or escalation to Executive Leadership Team (ELT) for higher level advocacy</p> <p>Attended Edward Murray Rivers Community Network Forums to promote our Community Services and discuss unmet needs/seek updates from other participants.</p> <p>Enable other services to expand service delivery in our area.</p> <p>Team Leaders – Greater Murray and Wakool and Social/Respite Co-Ordinator/Tooleybuc attend Local Health Advisory Committee meetings to synchronise in with improving health outcomes for their respective local communities.</p> <p>Advocated for grant funding for the construction of an Ambulance Station for Moama.</p>

3.1.2 Support the attraction and retention of health care providers.

Action	Result
Support, attract and retain health care providers	<p>Work with the community and Murrumbidgee Local Health District (MLHD) to identify doctor shortages and develop a strategy to attract and retain care givers. MRC may need to consider provision of housing and even long day-care services.</p>

3.1.3 Lobby for and support the upgrade of regional health facilities.

Action	Result
Lobby for the upgrade of regional health facilities	<p>Barham has a new multipurpose health centre that services Barham, Wakool and Moulamein.</p> <p>Tooleybuc, Koraleigh and Murray Downs rely on Swan Hill and Moama relies on Echuca District Health for medical services.</p> <p>As Moama's population increases to being the most populous centre in the southwest, the NSW government will need to review medical service provision in the region.</p> <p>Advocated for the provision of an Ambulance service for Moama.</p>

Delivery report

Enhance Social Wellbeing

3.1.5 Plan for, provide, maintain, improve, and encourage access to sporting facilities, recreational grounds, parks and gardens, natural bushlands to create active and passive environments for enjoyment of residents and visitors.

Action	Result		
Provide continued maintenance of sporting facilities, parks & gardens and recreation reserves	<p>Continuing to provide amenities and park facilities to the public with high levels of service within budget constraints.</p> <p>Scheduled cleaning of public toilets with rubbish removal and park inspections adding to the cleanliness and appearance to the parks and open spaces.</p> <p>Continuing to provide horticultural service delivery to Council parks, gardens, recreation reserves, sport fields and cemeteries within budget constraints.</p> <p>General operational activities include mowing, street tree planting, pruning, spraying and mulching. Continued to upgrade irrigation control units in Wakool, Moulamein and Barham to Galcon GSI central irrigation system.</p>		
	2020-2021 Projects		
	Fund	Project Title	Comments
	Showgrounds Stimulus Fund	Barham Recreation Reserve	<ul style="list-style-type: none"> - Internal road upgrades - Community BBQ installation - Upgrade/renovation of existing toilet amenity - Installation of filtered water stations - Installation of ground seating - New entry from Parkman Avenue - Carpark and internal solar lighting
Stronger Country Communities Fund	Moama Recreation Reserve Zone 2 - installation of sports field lighting, car park upgrade, field extension (Eddy Oval)	Project completed with inclusion of new access road to Zone 2 to improve safety	
	<ul style="list-style-type: none"> - Wakool Recreation Reserve Playground, - Moulamein South Recreation Reserve Playground, - Tooleybuc Mensforth Park - Play space, 	<ul style="list-style-type: none"> - Original Scope of Works Completed. - Pedestrian crossing and lighting Installation also included at Moulamein South Recreation Reserve 	

Delivery report

Enhance Social Wellbeing

		<ul style="list-style-type: none"> - Moama Adventure Playpark Upgrade, - Wakool Township Exercise Equipment 	
	Regional Growth Fund	Tooleybuc - Mensforth Park Upgrade – Stage 2	<ul style="list-style-type: none"> - Irrigation and furniture installed - Concreted footpaths and edging completed. - Flying fox and shelter installed. - Landscaping, tree planting and turf installation completed.
	MRC-Capex	Moulamein - Howard Park - Upgrade existing park facilities	<ul style="list-style-type: none"> - Renewal of playground - Installation of shade structure - Upgrade of automatic irrigation system - Fence installation - Shelter & BBQ installation - Concrete footpaths - Landscaping and turf installation
	Crown Reserves Improvement Fund (CRIF)	Moulamein Centennial Reserve	<ul style="list-style-type: none"> - Multipurpose pavilion - Renovate existing administration, catering and toilet building. <p>Project commenced and on going.</p>
	Drought Communities	Wakool Bowls Club	<ul style="list-style-type: none"> - Renovation of existing bowls club.
	Showground Stimulus	Wakool Recreation Reserve	<ul style="list-style-type: none"> - Installation of solar lighting along driveways - Upgrade of power heads - Installation of automatic irrigation system on oval - Installation of LED lighting around bowling green - Construction of storage shed

Delivery report

Enhance Social Wellbeing

			<ul style="list-style-type: none"> - Installation of RV dump point - Installation of RV signage - Upgrade of entry. - Court line marking
	MRC-Capex	Winbi Park -Moama	Landscaping of natural open space to include irrigation, walk paths and turf.
	MRC-Capex	Moama Botanic Gardens	<p>Commencement of Stage 5.</p> <p>Construction of rock walls and mounds. Works ongoing.</p>

3.1.6 Advocate for adequate emergency, policing and ambulance services to meet the changing needs of communities, and continually strengthen the working relationship between Council, community and emergency services

Action	Result
Advocate for appropriate police and ambulance services	<p>Council has resolved to create an emergency services precinct (Perricoota Road – Lawry Park) to encourage and facilitate the enhancement of emergency services.</p> <p>Now that the physical location has been made available the next step is to actively engage with Ambulance NSW.</p>

3.2.2 Encourage community events and celebrations.

Action	Result
Support local events and attract new events	<p>Local Sports Defibrillator Program, funding obtained on behalf of Moama Recreation Reserve;</p> <p>Calendar of events developed https://www.visitthemurray.com.au/places-to-go/central/rivercountry/things-to-do/events/event-calendar</p> <p>Assisting local events and community groups to create ATDW listings to ensure maximum exposure through Australian Tourism Data Operators;</p> <p><u>Recent events/initiatives Council has supported:</u></p> <ul style="list-style-type: none"> - Easter Fair Mathoura - Yabby Races Moulamein - Winter Blues Festival Echuca Moama

Delivery report

Enhance Social Wellbeing

	<ul style="list-style-type: none"> - Bridge Arts Project Gala Dinner - Koori Kids - CLRS Opening Doors Project - WMLIG National Tree Day - Mathoura Mural - Heritage Timber Trail – new panels - NAIDOC Week – attended Dharnya Day - NSW Seniors Week events - NSW Youth Week Event <p><u>Recipients through Councils recent Community Grants Program:</u></p> <ul style="list-style-type: none"> - Mathoura Preschool - Mathoura Cancer Fundraiser - Echuca Moama Theatre Company - Barham Koondrook Lions Club - Barham Koondrook Show Society - Moama Public School - Caldwell Hall Management Committee - Moama & District Pre School - Bunnaloo Camp Draft Club - Echuca Moama Triathlon Club - Moulamein Community Development Inc - Moulamein Country Women's Assoc <p><u>Other:</u></p> <p>Moama Lights Volunteer Appreciation Dinner</p>
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

3.2.4 Provide opportunities for social interactions and connections for our ageing population

Action	Result
<p>Organisation of Seniors Week festivities</p>	<p>2020-21 supported activities adjusted to MRC's Community Services – COVID SafePlan, responding to current Public Health Orders and direct advice from Department of Health.</p> <p>Social/Respite program provides diverse social outings to enable older residents to socially interact and build valuable informal support networks.</p> <p><u>Regular activities include:</u></p> <ul style="list-style-type: none"> - Supported shopping outings to nearest shopping centre, including lunch social outings

Delivery report

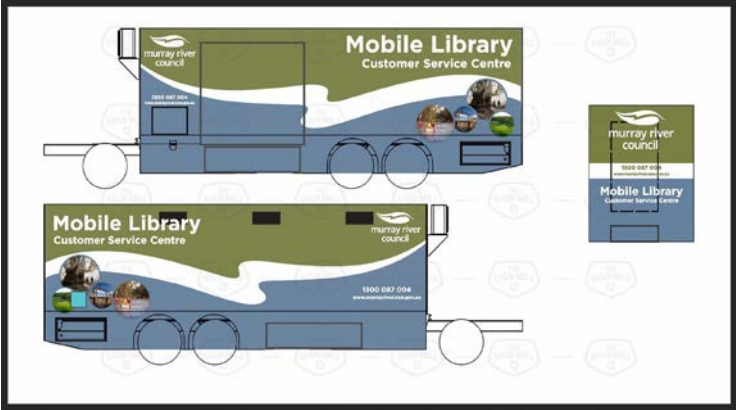
Enhance Social Wellbeing

	<ul style="list-style-type: none">- Cuppa and Chat get together including groups from different towns meeting. (Tooleybuc clients visiting Moulamein etc)- Specific interest groups (Monday Men's Group in Moama/Cuppa and Chat groups in Barham, Moulamein and Tooleybuc)- Chair-based exercise groups across all locations which builds informal social networks- Particular requested outings (Mathoura residents utilised bus to attend a social outing – visit to the Bendigo Art Gallery and follow up lunch outing)- Volunteer aged seniors form a valuable informal social network with occasional informal cuppas to get together <p>Activities and events carried out within existing CHSP Commonwealth Grant funding, current Public Health Orders and associated Murray River Council Community Services – COVID SafePlan.</p> <p>When the above group activities were restricted due to current Public Health Orders, the following alternate activities were initiated, to maintain social connections with our most vulnerable residents of our ageing population. These alternate activities included...</p> <ul style="list-style-type: none">- Targeted individual phone well-being checks on particularly isolated clients within the Community Services program- Meals delivered to client's homes- Regular local social newsletters were compiled with socially inclusive stories, support info and advice, stimulating quizzes, favourite recipes, a focus on one particular resident's life story shared by an individual and children connected to Community Services publishing letters of support and sharing their life in COVID.... The newsletters are a smash hit!!
	<p>The frail-aged project (CHSP) is currently funded to 30 June 2022 by the Commonwealth Department of Health via two independent Contracts:</p> <ol style="list-style-type: none">1. Contract with Department of Health2. Contract with Transport for NSW <p>Note: This program is currently under review, with expected funding and program changes to commence 1 July 2022 (transitional year) before the CHSP program merges with other aged care programs (Home Care Packages and Residential Care) forming a new Single In-Home Care Program to commence 1 July 2023. Details are still to be announced by the Australian Government,</p> <p>The CTP (Community Transport Project) provides transport to isolated persons (under 65) and is funded by Transport for NSW. It is currently included in the CHSP Contract to 30 June 2022.</p> <p>It is not yet known how the CHSP program changes will affect this subsidiary program, as the CTP is NSW State Government funded.</p>

Delivery report

Enhance Social Wellbeing

3.4.2 Ensure the community has access to innovative and fit for purpose library services.

Action	Result
<p>Progressively review library agreements with neighbouring Councils</p>	<p>Agreements for the Barham, Moulamein and Mathoura libraries are currently being compiled by Swan Hill Rural City Council – Library Services. Council is awaiting the Mathoura data migration from Edward River Council’s Libero system to the Swan Hill Library Sirsi Dynix system.</p>
<p>Implementation of mobile library service</p>	<p>Mobile library service currently still being provided by Swan Hill Rural City Council - Library Services, however this service will cease as soon as the MRC mobile library is operational.</p> <p>The new truck was purchased in November 2020 and will be delivered shortly and will need to be fitted out to suit Council’s requirements. The exterior vinyl wrap will be finalised the first week of August and once completed the vehicle will be delivered to Moulamein.</p> <p>Services offered are library services, Council services, access to Service NSW portal, forms and information, access to other Government agency portals via the public access computers.</p> 



We want services and facilities that support an

active and healthy lifestyle



Our Community Transport Services are utilised by the aged and those that are isolated.

Stimulate Economic Growth



We need economic growth so that we are vibrant, strong and able to support our local townships, regional industries and future employment.

The Murray River Council area has continued to experience economic growth in areas of agriculture, tourism, land development and a range of other industries. Council plays an important role in the economic development of the region with the aim of providing a secure business and employment environment for our communities.

Many of our economic initiatives are delivered and managed via the Community and Economic Development Directorate.

Some of the Council's main achievements in economic development in 2020-21 included:

Moama Preschool funding application submitted.



Wakool Bowling Clubhouse rebuilt.

Moulamein Heritage Village commenced.



Barham Micro-Abattoir: tender let to progress the project to construction stage.



Moama and Christmas Lights projects: attracted large crowds and positive economic stimulus.

Delivery report

Stimulate Economic Growth

4.1.1 Promote our advantages to visit, live, work and invest	
Action	Result
Establish MRC as a regional tourism event site	<p><u>Showground Stimulus Funding: Phase 2</u></p> <ul style="list-style-type: none"> - Barham Recreation Reserve – internal road upgrade in progress - Streets as Shared Spaces Funding - three projects now complete - Moama Lights - total economic impact in excess of \$7m to our local economy - Moama Recreation Reserve – Multi-Purpose Facility Feasibility Study <p><u>Events</u></p> <ul style="list-style-type: none"> - Australian Open Darts - International event postponed due to COVID-19 - Australian Championships now postponed until November 2021 <p><u>Festival of Place Funding Program</u></p> <ul style="list-style-type: none"> - Soundshell Sessions – new community event - Pop Up Cinema School holidays Barham and Moama <p><u>Partnerships</u></p> <ul style="list-style-type: none"> - Destination Riverina Murray + Murray Regional Tourism - Mentor Program – MRC Contribution to support 2 x businesses - New: Economic Development Australia Corporate Member
4.1.2 Support the local business sector to grow, adapt and respond to new opportunities.	
Action	Result
Develop and implement Economic Development Strategy	<p>Economic Development Strategic Plan has been updated.</p> <p>The MRC unemployment rate is around 3.7% which is almost half the NSW and Australian average. There is a need to attract skilled and unskilled labour to the region which will involve a promotional campaign highlighting the benefits and lifestyle in our region.</p> <p><u>Drought Communities Funding: Tranche 2</u></p> <ul style="list-style-type: none"> - Wakool Bowling Club – renovation complete - Awaiting outcome variation to renovate existing building for Men's Shed - Barham Micro Abattoir – services connected, construction of roadway complete. Awaiting outcome variation to commence concreting upon DA approval.

Delivery report

Stimulate Economic Growth

4.1.3 Identify new opportunities and actively encourage investment in agriculture, agribusiness, value added manufacturing, alternate and renewable energy, health, wellbeing, aged care, and education.	
Action	Result
Provide development support for the Moama Pre School	Moama Preschool has received \$1.5million of funding and Council is awaiting the outcome of a further funding application valued at \$2.5million.
Additional opportunities	<p>MRC has partnered with the One Basin Cooperative Research Centre (CRC) and Western Murray Land Improvement Group to progress value add food projects and to undertake research and development of future agricultural products.</p> <p>Working with Acciona and Windlab on a total of \$2.5 billion renewable energy projects between Moulamein and Balranald.</p> <p>Land sales, both in industrial and residential land, have increased to the highest levels ever over the last 12 months.</p>
4.2.1 Support for tourism investment and infrastructure, including accommodation.	
Action	Result
Develop and implement Tourism Strategy	<ul style="list-style-type: none"> - Visit River Country brand development - Tourism & marketing promotion campaign \$150k through Drought Communities Program Tranche 2 - New activity: merchandise, bus ads, social media, CEO vehicle wrap - Other tourism product development itineraries/brochures Bridges of River Country, Birds of River Country - Finalists – Top Tourism Town Awards – Moama and Barham <p><u>Other activity:</u></p> <ul style="list-style-type: none"> - Wall at Victorian Information Centre - Backroads Trail Website - Feather banners - Yanga Park Social Media Comp <p><u>Networking</u></p> <ul style="list-style-type: none"> - Local Government NSW Tourism Conference - VTIC Conference
Special Projects	<p>Moama Lights & the MRC Christmas lighting project received funding of \$637,000 of funding through the ‘Streets as Shared Spaces’ funding program.</p> <p>Involved a sound & lighting show based at the Horseshoe Lagoon Moama, Christmas lighting in all villages and a stand-alone lighting display on Cobb Highway Moama.</p> <p>Over 15,000 people attended Moama Lights over a 3-week period. The economic value to Echuca Moama was almost \$8million. The unpaid promotional value was \$125,000.</p>

Delivery report

Stimulate Economic Growth

Other Projects	<p>The old Wakool Bowling Club received a grant of \$350,000 through the Drought Communities Program. The original project was to renovate the building and remove termite affected parts.</p> <p>The termite damage was so bad the building was demolished, and a completely new building constructed on time and within budget. Funding was also attracted to upgrade the lighting for the green to LED and build a new equipment shed.</p>
	<p>Moulamein Heritage Village</p> <p>The 'Jeraly' Woolshed has been relocated and rebuilt.</p> <p>The old school has been relocated and renovated and the public toilets and shower block has been completed. Solar farm has been installed.</p> <p>Stage 2:</p> <p>Has commenced and will involve completing fencing of the village, relocation and rebuilding of the 'Werai Stables' and construction of a an open shed for display of heritage artifacts.</p>





We want economic growth to be *vibrant and strong*

The Moama Lights event had a positive economic impact across the local area.

Strengthen Leadership and Governance



We expect effective, democratic, open, transparent leadership and governance that plans for, advocates for, and meets the changing needs of our diverse community.

Strong civic leadership and governance is the key to ensuring that Murray River Council is efficient, responsive and financially sustainable in the long term. Council's operations in this area are managed by the Office of the CEO and the Corporate Services (Shared Services) Department.

Some of the key achievements in strengthening Council's leadership and governance during 2020-21 included:

Commencement of the Monthly Operational Report.



Planning commenced for the new Enterprise Resourcing Management (ERM) – Technology 1.



Harmonisation of Council's Rating Structure, along with Fees and Charges.

Business Continuity Framework adopted – review and testing to commence.



Records and Information Management advancements, including harmonisation of legal documents and other corporate records.

Delivery report

Strengthen Leadership and Governance

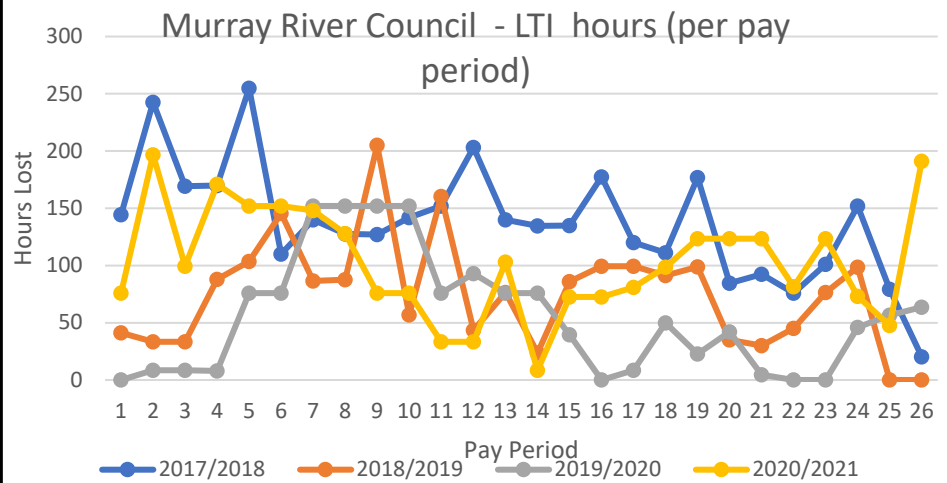
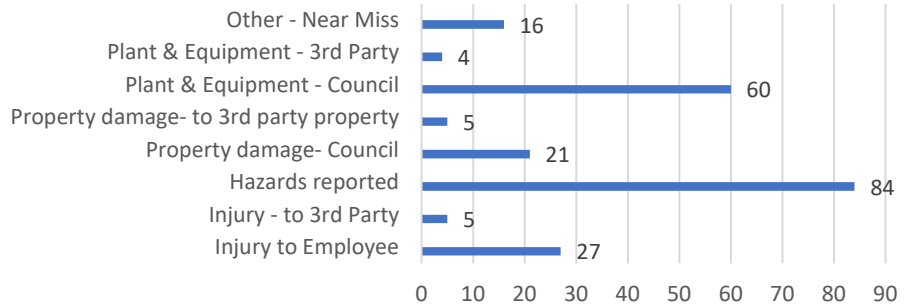
5.1.1 Council decision making takes into account the needs and priorities of our local communities and the longer term social, cultural, economic and environmental viability and sustainability of our region	
Action	Result
Complete implementation of the Business Excellence Framework	<p>“Purpose, Alignment, Clarity, Trust, Measure, Manage, Improve, and Celebrate’. The principles of Murray River Council’s ‘Continual Management of Change Framework’.</p> <p>The Monthly Operational Report (MOR) encompasses both business disciplines and organisational culture which in turn will enhance the organisational climate.</p> <p>The Framework states Council's aims (Purpose), who is accountable (Alignment), progress to date (Clarity) and is a tool that empowers all Managers to run their own ‘business’ (Trust).</p> <p>The way the architecture of this document is designed allows the community, Council and staff to measure against outcomes. In measuring staff know where and what to manage, in applying human capital to manage, the outcomes will naturally improve, and in improving, staff, council and the wider community will be able to celebrate our combined achievements.</p>
Support community in recovery from COVID-19 crisis	<p>The customer service team has been at the forefront in providing accurate and up to date information in relation to COVID restrictions and requirements.</p> <p>The Community Services Department have provided support to identified vulnerable persons, requiring targeted individual support to maintain their daily living needs during COVID restrictions and lockdowns.</p> <p>Informal networking of services has assisted identified vulnerable persons to continue to have access to essential services and supports</p> <p>Council funded an advocacy strategy to lobby the Victorian, New South Wales and Federal governments in relation to lockdowns. Businesses in MRC’s LGA have been in lockdown and under restriction for twice as long as the actual COVID hotspots.</p> <p>As part of the advocacy council has commenced a ‘Get Vaxxed’ initiative to speed up the process to come out of lockdown. MRC LGA is currently the most vaccinated region in Australia.</p> <p>Council initiated and funded vaccination clinic at Mathoura and Wakool.</p> <p>Council also initiated the ‘Save Our Summer’ Campaign to get the region out of lockdown and enable visitors to travel to the Murray Region before Christmas. Christmas is the most important trading period of the year for our businesses.</p>

Delivery report

Strengthen Leadership and Governance

<p>Enact Council resolutions</p>	<p>Actions are created by Infocouncil (Council's dedicated Council Minutes program) on each resolution and sent to the responsible officer for completion of the agreed action in Council meetings.</p> <p>A time target is implemented and comments are added for information in regards to the status of each resolution.</p>
<p>Perform a harmonisation review on waste, water and sewer annual charges</p>	<p>Water and sewer annual charges harmonised as part of the 2021/22 Revenue Policy and Operational Plan – adopted by Council 22 June 2021.</p> <p>Waste annual charges to be harmonised over the next three (3) financial years (2021/22 to 2023/24 financial years).</p>
<p>Develop whole of life costing business model</p>	<p>To be actioned in the 2021/22 financial year as part of the budget process.</p> <p>Engineering department implementing whole of life costing as part of the capital works cycle and are looking to implement this process Council wide.</p>
<p>Identify and implement Business Transformation Programs</p>	<p>The new IT software platform (Tech1) was rolled out on target on the 5th of July. Staff are currently receiving training. Planning and tailoring of the program was undertaken during the 2020-2021 year.</p> <p>The 'Continual Management of Change Model', has been adopted by Council. The first step of the Model, commenced with the implementation of the Accountabilities Framework, which identifies and aligns all functions and activities of Council with positions. Gaps or overlapping tasks have been identified and allocated. The Monthly Operational Reporting (MOR) document which is presented to Council at their monthly meeting has commenced. The MOR will help Council define Purpose, Alignment and Clarity, which will enable us to build Trust, then Measure, Manage, Improve and Celebrate.</p>
<p>5.1.2 Council acts in a financially responsible manner to ensure delivery of safe and sustainable services to the community</p>	
<p>Action</p>	<p>Result</p>
<p>Implement workforce planning system</p>	<p>The Accountability Framework, the essential predecessor to a workforce planning system, is now completed. The next step is to look at where there is insufficient overlaps, which will in-turn allow further development.</p>

Event Reporting for the period 01/07/2020 to 30/06/2021



Complete implementation of ICT Strategy

Started the ICT Strategic Plan delivery 18 months ago and now delivering into year 5 of the plan.

Delivered Projects

- All servers moved to the new data centre
- Server rooms have been upgraded
- Water tower network built
- Installed communications racks in all office locations
- Installed communications racks in all water plants
- 3CX Phone system and handset updates complete
- MPLS network build complete
- Barham HUB fit out complete
- SOE (Standard Operating Environment) completed and rolled out
- Phone system number porting complete
- Office 365 migration complete
- Switch upgrades for water plants complete

Delivery report

Strengthen Leadership and Governance

	<ul style="list-style-type: none"> - Office printers upgrade complete Projects in progress - CCTV Server upgrades - Employee iPad rollout for Technology One implementation - WAN speed upgrade - Mathoura water tower on-line - Mathoura MVBC security access - Mathoura Recreation Reserve security access - Mathoura War Memorial Building security access - Transfer Stations security access and Point of Sale (POS) Installation - Mathoura Transfer Station solar installation - Library truck fit out - MS Teams integration with Council's phone system - 3CX - Decommission Parallels - Tooleybuc Park internet connection - Tooleybuc HACC office speed upgrade - Wakool Recreation Reserve internet connection - Water Plant upgrade to BMS (3 sites) - Website redesign - Improved portable technology for Planning staff - Moama Dog Park CCTV -
<p>Review of lease and purchasing arrangements</p>	<p>Council's Procurement Policy was reviewed and updated in May 2021.</p>
<p>Review and evaluate contracts register</p>	<p>A Contracts Register is kept in accordance with the Government Information (Public Access) Act 2009 (GIPA Act). This is updated on an ongoing basis during the year. This register is kept on a financial year basis.</p> <p>Contracts to be reviewed as part of an overall review of procurement arrangements for Council or as long-term goods and services based contracts expire.</p>
<p>Outstanding debts collection undertaken</p>	<p>On-going monthly process.</p> <p>Council Finance staff have recently re-engaged debt recovery collection via 3rd party provider. Reminder letters have been sent to those ratepayers with overdue amounts.</p>

Delivery report

Strengthen Leadership and Governance

	<p>Debts over \$750 for rates and water and sundry debtors are sent to debt collection.</p> <p>Total rates outstanding as at 30 June 2021 - \$2,205,931, or 11.93%</p> <p>Total water outstanding as at 30 June 2021 - \$261,294, or 12.68%</p> <p>Total sundry debtors outstanding debt (over 90 days) is \$222,860 (excludes deferred debtors). This is 25% of the total sundry debtors balance of \$899,103.</p>
<p>Implement new Enterprise Resource Planning software</p>	<p>System configuration, data migration and system integration for Release 1 products</p> <ul style="list-style-type: none"> - Supply Chain Management (Purchasing/ Contracts), - Finance, Corporate Enterprise Budgeting, - Human Resources & Payroll - Enterprise Asset Management, along with - Access, Security and Permissions <p>commenced in February 2021 and completed at end of June in preparation for a slow release of functionality from 5 July 2021 go-live.</p> <p>End User training progressed throughout June 2021 on timesheet entry, purchasing, works system management and key functional areas.</p> <p>The Human Resource (HR) modules are at a base level around training, transition, talent management and succession planning which will be built out following the appointment of additional HR resources.</p> <p>The Fleet Asset Class data has been imported and all other Asset classes are in progress.</p> <p>The remaining functionality of Release 1 modules are scheduled for rollout from July through to end of Sept 2021 along with introduction to iARCHIVE before Release 1 close out and commencement of Release 2.</p> <p>Planning for Release 2 products - Property and Rating, Enterprise Content Management and Spatial, has commenced with TechONE and iPLATINUM.</p>
<p>Develop a Council wide Business Continuity plan</p>	<p>Council inaugural Business Continuity Policy was adopted, as a draft, at the June 2021 Council meeting and placed on public display. This is due for final adoption at the August 2021 Council meeting.</p> <p>The Business Continuity Framework, consisting of the Business Impact Analysis, Business Recovery and Resumption plans, General and IT Disaster Recovery plan, Emergency Response Plan and business unit Sub-Plans have also been developed.</p> <p>All documents and plans need to be tested and revised by the Continuity Management Team over the next few months</p> <p>The Emergency Response Plan at the Moama Office was tested in March 2021.</p>

Delivery report

Strengthen Leadership and Governance

5.2.2 Increased participation by young people in community life and community leadership with recognition of young people's positive contributions.

Action	Result
Conduct youth week activities	<p>Regular/weekly Zoom meeting hosted by Youth Engagement Officer, empowering young people to have their say on what matters to them in their community, including improvements they would like to see.</p> <p>The Murray River Freedom Crew also actively participate in planning end of school term youth outing events.</p> <p>2021 Youth Week was celebrated in April 2021 with a movie night at the Barham Pavilion planned and executed by the Murray River Freedom Crew team with assistance from the Youth Engagement Program – Youth Officers and volunteers.</p> <p>Events planned for June had to be cancelled due to COVID restrictions.</p> <p>Council's Youth Engagement Officer</p> <ul style="list-style-type: none"> - attended Dharnya Day during NAIDOC Week at Barmah. - Promoted the YEP program - built new networks and partnerships - provided transport for young people to attend the Njernda workshops and - developed network with other agencies such as Vinnies Reconnect youth service, <p>Unfortunately the planned visit to the Kickstart Program in Deni was postponed due to Covid Restrictions.</p>

5.2.3 Foster community leadership opportunities and development.

Action	Result
Provide training opportunities for Councillors	<p>The following training was provided for Councillors and Council staff</p> <ul style="list-style-type: none"> - July 2020 – Right Lane Consultancy – Council organisational restructure - Aug 2020 – Planning Training Workshop (internal) - Sept 2020 – Waste Training Workshop (internal) - Nov 2020 – LGNSW Conference (video link) - Feb 2021 – Parks Open Space Planning Workshop (internal) - Mar 2021 – Australian Local Government Women's Conference - Jun 2021 – Country Mayors Association - Jun 2021 – Conflict of Interest Training (internal) -

Delivery report

Strengthen Leadership and Governance

5.3.1 Council clearly identifies and promotes simple, effective communication, consultation and participation for community	
Action	Result
Develop intranet for publishing key Council documents	<p>This project will be delivered in partnership with the Communications and HR departments.</p> <p>The intranet development and rollout has been put on hold until the second half of the 2021/22 financial year to allow for Release 2 of Tech1, as the two programs will complement each other.</p> <p>Plans for launch and training will be identified and developed once project development commences.</p>
Deliver project-based activities as required	<p><u>MRC Website</u></p> <p>Council commenced the development of a new corporate website. The new website has been designed to offer the ultimate user-friendly experience with improved navigation and functionality. Created with the user experience in mind, our site includes new features to ensure customers can find the information they need. Set to launch in late 2021.</p> <p><u>FOGO (food organics garden organics) campaign development</u></p> <p>Council's Waste Department commenced the development of a comprehensive engagement campaign for the implementation of the new 3-bin kerbside collection service set to be introduced in 2022.</p> <p><u>Change of bin collection day information</u></p> <p>Council delivered a comprehensive education campaign regarding the changes to kerbside collection days in August 2020. This coincided with the new waste collection contract. All properties received direct updates and information. This was also supported via additional social media, press, radio and other collateral.</p>
Deliver ongoing communication activities	<p>Regular communication and engagement items published or undertaken during the 2020-2021 included:</p> <ul style="list-style-type: none"> - 663 social media posts; - 89 media releases; - 4 quarterly community newsletter; - 31 print or electronic publications – flyer, booklets or materials developed for council's portfolios (youth/community services/weeds/waste); - 27 fortnightly update features in local publications; and - 11 radio campaigns.

Delivery report

Strengthen Leadership and Governance

<p>Continue development of the 'Bang the Table' community platform</p>	<p>Council's "Your Say" platform is used for community engagement activities and for individual projects as required. Visits to the portal will vary month to month depending on projects and topics, however during the 2020-2021 period the platform recorded the following statistics:</p> <ul style="list-style-type: none"> - 3,100 visits - 61 new registrations - 175 engaged visitors - 2.1k aware (gained info from site but not always providing feedback) <p>Top ranked projects for the period, in order:</p> <ol style="list-style-type: none"> 1. Have your say on our pop-up lighting display 2. Murray Downs Nature Reserve Masterplan 3. Sport and Recreation Assets: needs and demand planning 4. Planning Proposal for the future Moama Police Station 5. Meninya Street ~ Your High Street 6. Australia Day Awards 7. Join the Murray Downs Riverside Park Management Committee 8. Let's talk Christmas decorations
<p>Establish compliant records management system</p>	<ul style="list-style-type: none"> - Help Desk support to Records Management System end users has been provided. - Legal documents systems (hardcopy & digital) had been audited and the legacy spreadsheets for each of the pre-merger Councils has been amalgamated into one. - Information & Records Management training has been provided for all new starters at Council. - Refresher training has been delivered as requested by existing staff. - Several refresher sessions were organised at each office across the whole of Council. - Records captured into Content Manager (CM9) – Councils Electronic Document Management System: - Cemetery records been reviewed and amalgamated to streamline the process across all 7 Council cemeteries. This includes the cemetery register data, policies, processes and forms. To follow is the mapping component and then a software product to manage all of this effectively to meet the legislative and business needs. - Planning undertaken to move Council's legal documents, contracts, leases bank guarantees etc, are currently housed in Mathoura & Moulamein to the Moama office so they are readily accessible when required. 3 x lockable fire-resistant cabinets will be relocated to facilitate this. - Since merger there has been issues with capturing records into CM9 and staff not complying or understanding the importance of it.

Delivery report

Strengthen Leadership and Governance

	<ul style="list-style-type: none"> - Currently each week over 7GB of data being saved on network drives (not in CM9) and which doesn't meet legislative requirements under NSW State Records Act 1998, and less than 1GB being captured into CM9 for the same period. A plan needs to be put in place to migrate the network drive data (1.3TB and growing) and reduce/discontinue its use. - The Information and Records team are working towards Council's requirements for the future and with the implementation of the Technology 1 ECM module in 2022. Finding the best solution to comply with the State Records Act 1988 and meet the business needs. - Governance needs to be put in place to better manage Office 365 (MS Teams, SharePoint & OneDrive) as this is fast becoming another storage repository that isn't being managed to meet the legislative or business requirements. - Hardcopy Development Application (DA) files are currently housed at Mathoura & Moulamein – both offices having no Planning & Building staff. Short term plan is to consider moving all DA files from Moulamein to Mathoura to speed up access for Planning & Building staff. Long term storage requirements to be considered at a later date. - Hardcopy files stored in the Mathoura records shed need to be sentenced to facilitate the archiving and disposal process and relocated employee files need to be relocated to secure storage to manage potential privacy breaches. - Hardcopy NSW State Archives, in particular Council minute books dating back to the early 1900's, housed in Mathoura need to be transferred to NSW State Archives to ensure they are available for many years to come.
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

5.3.2 Regularly report to the community on the progress against the Community Strategic Plan.

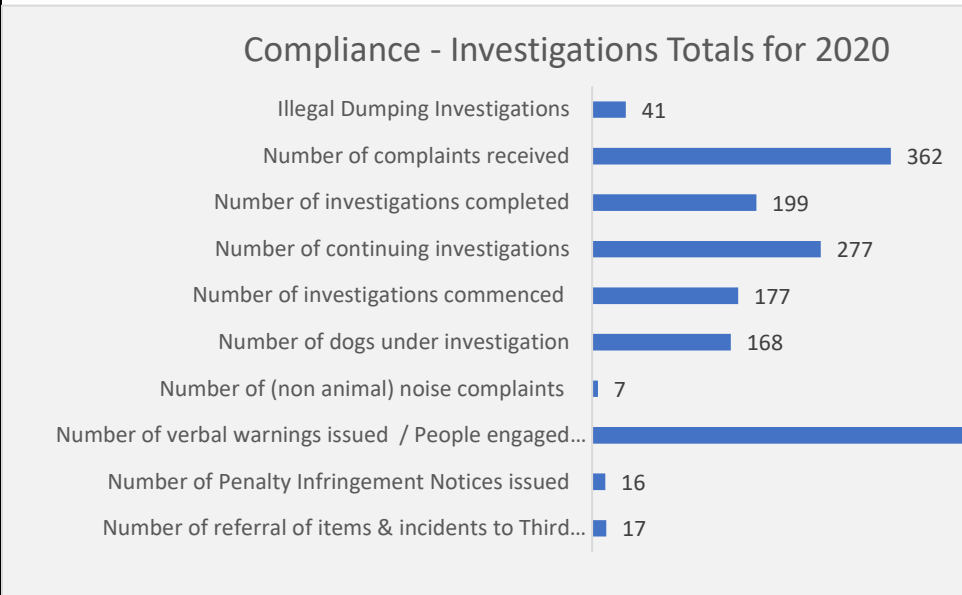
Action	Result
Report against the strategies in the Community Strategic Plan (CSP)	Going forward this will be reported on a monthly basis as part of the Monthly Operational Report (MOR) that is included in the Council meeting business papers each month. Reporting via the MOR commenced in June 2021.

5.4.1 Pursue advocacy on key issues of importance to the community and Council

Action	Result
Maintain partnerships with State and Federal Governments	Advocacy recently applied regards border bubble, puppy farms and proposed land re-zoning tax.

Delivery report

Strengthen Leadership and Governance

5.4.2 Identify opportunities to partner with other organisations or agencies to increase advocacy effectiveness and positive outcomes for the community																							
Action	Result																						
Continue participation in the Riverina and Murray Joint Organisation	MRC actions from Board Meetings (to date) completed and is ongoing. (Note: There is a risk to the on-going sustainability of RAMJO. Not all member councils are in a financial position to contribute membership fees past 21/22 FY.)																						
Ensure Legislative / regulatory compliance and reporting is met	<ul style="list-style-type: none"> - PID and GIPA returns submitted within the required timelines - GIPA – Information Access Application completed within the designated time frames - Annual Report submitted by 30 November 2020 - Code of Conduct Report submitted to OLG - Disclosure of Interests reported to Council - Related Parties returns by designated persons completed - Coordinated the Code of Conduct investigations - Coordinated the MRE investigation <p>Council's Compliance Officers recorded the following statistics:</p> <div style="text-align: center;"> <p>Compliance - Investigations Totals for 2020</p>  <table border="1"> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Illegal Dumping Investigations</td> <td>41</td> </tr> <tr> <td>Number of complaints received</td> <td>362</td> </tr> <tr> <td>Number of investigations completed</td> <td>199</td> </tr> <tr> <td>Number of continuing investigations</td> <td>277</td> </tr> <tr> <td>Number of investigations commenced</td> <td>177</td> </tr> <tr> <td>Number of dogs under investigation</td> <td>168</td> </tr> <tr> <td>Number of (non animal) noise complaints</td> <td>7</td> </tr> <tr> <td>Number of verbal warnings issued / People engaged...</td> <td>362</td> </tr> <tr> <td>Number of Penalty Infringement Notices issued</td> <td>16</td> </tr> <tr> <td>Number of referral of items & incidents to Third...</td> <td>17</td> </tr> </tbody> </table> </div>	Category	Count	Illegal Dumping Investigations	41	Number of complaints received	362	Number of investigations completed	199	Number of continuing investigations	277	Number of investigations commenced	177	Number of dogs under investigation	168	Number of (non animal) noise complaints	7	Number of verbal warnings issued / People engaged...	362	Number of Penalty Infringement Notices issued	16	Number of referral of items & incidents to Third...	17
Category	Count																						
Illegal Dumping Investigations	41																						
Number of complaints received	362																						
Number of investigations completed	199																						
Number of continuing investigations	277																						
Number of investigations commenced	177																						
Number of dogs under investigation	168																						
Number of (non animal) noise complaints	7																						
Number of verbal warnings issued / People engaged...	362																						
Number of Penalty Infringement Notices issued	16																						
Number of referral of items & incidents to Third...	17																						

Delivery report

Strengthen Leadership and Governance

	<p style="text-align: center;">Compliance - Fire Reduction totals for 2020</p> <table border="1"> <thead> <tr> <th>Metric</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Number of fire hazard reduction notices</td> <td>12</td> </tr> <tr> <td>Number of fire hazard reinspections</td> <td>425</td> </tr> <tr> <td>Number of fire hazard reduction inspections</td> <td>768</td> </tr> </tbody> </table>	Metric	Count	Number of fire hazard reduction notices	12	Number of fire hazard reinspections	425	Number of fire hazard reduction inspections	768
Metric	Count								
Number of fire hazard reduction notices	12								
Number of fire hazard reinspections	425								
Number of fire hazard reduction inspections	768								
<p>Manage and develop Policies and Procedures</p>	<ul style="list-style-type: none"> - Investment Policy – reviewed and new version adopted by Council - Mandatory Waste Services Policy – adopted by Council - Corporate Credit Card Policy – reviewed and new version adopted by Council - Development Services Customer Charter – adopted by Council - Code of Conduct Policy – reviewed and new version adopted by Council - Code of Conduct Procedure – adopted by Council - Code of Meeting Practice Policy – reviewed and new version adopted by Council - Privacy Management Policy – reviewed and new version adopted by Council - Events Policy – reviewed and new version adopted by Council - Fraud and Corruption Policy – reviewed and new version adopted by Council - Internal Reporting (PID) Policy – reviewed and new version adopted by Council - Statement of Business Ethics Policy – reviewed and new version adopted by Council - Asset Management (Buildings) Policy – adopted by Council - Asset Management (Transport) Policy - – reviewed and new version adopted by Council - Procurement Policy - – reviewed and new version adopted by Council - Drinking Water Quality Policy – adopted by Council 								
<p>Coordinator the insurance portfolio and claims</p>	<ul style="list-style-type: none"> - Certificates of Currency for 2020-21 in CM9 and available in CM9 - Insurance renewals for 2021-2022 completed – including review of deductibles - System developed to better capture all insurance claims 								

Delivery report

Strengthen Leadership and Governance

Develop, maintain and report on Council's suite of Corporate registers	<ul style="list-style-type: none">- Informal GIPA requests for 2020-2021 – totalled 81- Formal GIPA requests for 2020-2021 – totalled 12- Gifts & Benefits Register completed and regularly updated- Secondary Employment Register completed and regularly updated- Risk Register – major update in April 2021
Facilitate the Audit & Risk Committee function of Council	<ul style="list-style-type: none">- Audit & Risk Committee meetings held – 8 meetings- Project Management Phase 1 and 2 Internal Audits conducted- Waste and Landfill Management Internal Audit commenced- Terms of Reference – reviewed and new version adopted- Meeting Timetable – developed and adopted





We want to plan for the changing needs of our
diverse community

We commenced a significant assets planning project, evaluating the usage of all our buildings and spaces across the council.



Statutory Report

Statutory report

Murray River Council 2020/2021

Local Government Act 1993 - Section 428 (4) (a) Audited Financial Statements

The Financial Statements for the year ended 30 June 2021 have been prepared to comply with the applicable Australian Accounting Standards, the requirements of the Local Government Act 1993 and Local Government (General) Regulations 2021, the Local Government Code of Accounting Practice and Financial Reporting (Update No. 24).

A copy of Murray River Council's audited Financial Statements are attached as Appendix 1.

Local Government (General) Regulation 2021 – Clause 132 - Details of written off rates and charges

Rates and Charges Written Off

Pension - Abandonments	195,616.95
Waste Management – Abandonments	79,513.41
Water Supply - Abandonments	88,292.33
Waste Water - Abandonments	83,562.45
Water Supply – Charges Written Off	1,652.46
Waste Water – Charges Written Off	15,962.47
Other – Charges Written Off	17.22
TOTAL	464,617.29

Statutory report

Murray River Council 2020/2021

Local Government (General) Regulation 2021 Clause 186									
Induction and other professional development training undertaken by Councillors									
Event	Mayor Bilkey	Dep Mayor Cohen	Councillor Aquino	Councillor Campbell	Councillor Crowe	Councillor Gorey	Councillor Mathers	Councillor Weyrich	Councillor Wise
MRSB Water Sharing Plan									
Organisation restructure									
Planning Training Workshop									
Waste Training Workshop									
Planning Surgery Workshop									
Local Government Conference									
LGNSW Audit & Risk Training									
Parks and Open Spaces Workshop									
LG Women's Conference									
Country Mayor Conference									
Conflict of Interest Training									

Statutory report

Murray River Council 2020/2021

Local Government (General) Regulation 2021 Clause 217 (1)

(a) Overseas visits by Councillors and Council staff

During the period, being 1 July 2020 to 30 June 2021, there were no overseas visits on official Murray River Council business by Councillors or Council staff.

(a1) Payment of the expenses of, and the provision of facilities to, Councillors in relation to their Civic duties

During the period, being 1 July 2020 to 30 June 2021, the following amounts were expended in relation to the Murray River Council Councillors whilst performing their civic duties.

Councillor's Expenses

Councillor's Payments	135,769.02
Office and Minor Equipment	133.56
Telecommunications	2,559.92
Training	8,367.28
Travelling and Accommodation	21,302.19
Conferences and Delegates Fees	4,827.25
Interstate Travelling and Other Expenses	Nil
Overseas Travelling and Other Expenses	Nil
Partner Expenses	Nil
Childcare Provisions	Nil
Insurances	49,734.28
Advertising, Printing and Stationery	29,026.30
Subscriptions and Memberships	1,424.97
Other Expenses	9,561.11
TOTAL	\$262,705.88

Statutory report

Murray River Council 2020/2021

(a2) Contracts awarded by the Council		
Details of each contract awarded for amounts greater than \$250,000 as follows		
Name of Contractor	Name of Contract	Contract Amount (excl GST)
CT Management	Provision of Services for the Land, Asset and Fleet Valuations	\$288,750
Brimarco	Supply & Delivery of Mobile Library	\$484,884.59
Technology One	Enterprise Resourcing Program	\$2,103,149
Murray Constructions Pty Ltd	Construction of Nacurrie road north/Middle Creek bridge	\$948,600
Mandylights Pty Ltd	Creative Lighting Projection Trial	\$576,000
Westrac	Lease of Plant for Landfill Operations. 5 year operating lease	Schedule of rates
Murray Constructions Pty Ltd	Construction of Rangemore Road/Jimaringle Creek Bridge	\$694,500
S & D Tamplin Pty Ltd	Design & Construction of Barham Micro Abattoir	\$1,292,500

(a3) Legal proceedings taken by, or against, the Council	
During the period, being 1 July 2020 to 30 June 2021, Murray River Council incurred a total of \$182,714.35 in relation to the cost of legal proceedings taken by Council. A total of \$58,431.94 were recovered. A summary of the progress of legal proceedings is detailed below:	
Legal Proceedings	
Rates – General	36,098.30
Water	Nil
Planning	24,003.34
Compliance	1036.69
Leases and Contracts	3,765.07
Other legal matters	10,358.22
TOTAL	\$92,515.68

Statutory report

Murray River Council 2020/2021

(a4) Work carried out on private land under Section 67 of the Act

During the reporting period, Council undertook activities recorded as Private Works for 48 individuals or entitles. The work included Bridge lifts and works, sewerage system work, use of council equipment, bridge barrier fence and service agreements to Aboriginal communities.

The total revenue from private work is \$251k.

No resolutions of Council were made in relation to private works and no works were carried out where the approved fee was not charged.

(a5) Financial assistance under Section 356 of the Act

Murray River Council contributed the following amounts to the entities listed below for exercising its function in accordance with the spirit of Section 356 of the Local Government Act, 1993.

Barham High School	100.00
Barham Public School	100.00
Bunnaloo Campdraft Club Inc	1,435.50
Bunnaloo School	100.00
Caldwell Hall	3,000.00
Community Living and Respite Services	3,000.00
Deniliquin Christian School	90.91
Deniliquin South Public School	100.00
Deniliquin High School	100.00
Destination Riverina Murray	333.33
Echuca Moama Mens Shed	2,800.00
Echuca Moama Theatre Company	1,363.64
Edward River Gardens	3,788.40
Golden Rivers Theatre Group	3,000.00
Goodnight Christmas Tree	1,000.00
Goodnight Tennis Club	1,500.00
Heritage Grant	2,900.00
Koondrook Pool Committee	17,000.00

Statutory report

Murray River Council 2020/2021

Koori Kids	450.00
Long Paddock Touring Ride	7,000.00
Mathoura District & Services Club – Bowls Tournament	200.00
Mathoura Events Committee	750.00
Mathoura Gun Club	2881.37
Mathoura on the Map	1,990.00
Mathoura Speed Shear	2,000.00
Moama Anglican Grammar School – Teddy Bears Picnic	600.00
Moama Anglican Grammar School	3,100.00
Moama Preschool	1,363.64
Moama Public School	100.00
Moama Rotary Club of Echuca	6,365.00
Moulamein Angling Club	100.00
Moulamein Arts & Crafts Council	500.00
Moulamein Community Development	8,000.00
Moulamein Community Gym	1,999.00
Moulamein Country Women's Association	3,000.00
Moulamein Mens Shed	1,695.00
Moulamein Pre-School	2,427.27
Moulamein Public School P&C Association	100.00
Moulamein Swimming Pool Trust	24,177.51
Murray Regional Tourism Board	19,349.00
Nyah Pool Committee	3,500.00
Rate Subsidy & Contribution	12,434.87
Rural Doctors Network	6,000.00
South West Arts	14,206.00
St Michael's Primary School Moama	100.00

Statutory report

Murray River Council 2020/2021

The Mik Maks P/L – Teddy Bears Picnic	1,625.00
Tooleybuc Medical Centre	4,766.63
Tullakool Hall Trust	3,000.00
Wakool & District P&A Society	1,500.00
Wakool School	97.90
Western Murray Land Improvement	31,257.29
Tooleybuc Pre-School (monies returned)	-3,000.00
TOTAL	205,747.26

(a6) External bodies that exercised functions delegated by Council

Murray River Council has the following section 355 Committees and other bodies which exercise management and operational functions delegated by Council

- Backroads Trail Committee
- Barham Boardwalk Committee
- Barham School of Arts Committee
- Barham Recreation Reserve Committee
- Bunnaloo Recreation Reserve Management Committee
- Caldwell Hall Management Committee
- Friends of old Moama
- Goodnight Recreation Reserve & Hall Committee
- Koraleigh Hall Committee
- Koraleigh Recreation Reserve Committee
- Kyalite Progress and Recreation Reserve Committee
- Mallan Recreation Reserve & Hall Committee
- Mathoura Recreation Reserve Management Committee
- Mathoura Retirement Village Management Committee
- Moama Community Garden Committee
- Moama Lions Community Village Committee
- Moama Recreation Reserve Management Committee
- Moulamein Hall Committee
- Moulamein Centenary Recreation Reserve Committee
- Moulamein South Recreation Reserve Committee
- Moulamein Lake Committee

- Murray Downs Riverside Park Management Committee
- Noorong Community Centre
- Old Moulamein Courthouse Committee
- Tooleybuc Recreation Reserve and Hall Committee
- Tooleybuc/Piangil District Action Group
- Tooleybuc Bridgekeepers Cottage Management Committee
- Wakool Memorial Hall Committee
- Wakool Recreation Reserve Committee
- Womboota School of Arts/Hall Management Committee

(a7) Controlling interest in corporations, partnerships, trust, joint ventures or other bodies

Murray River Council did not hold a controlling interest, either alone or in conjunction with other Councils, in any corporations, partnerships, trust, joint ventures or other bodies during the period.

a8) Participation in corporations, partnerships, trust joint ventures, syndicates or other bodies

Murray River Council is involved with the following organisations:

- Central Murray Regional Library (Library Services)
- Campaspe Regional Library (Library Services)
- Swan Hill Rural City Council Library (Library Services)
- Echuca Moama and District Tourism Association Inc. (Tourism Services)
- Long Paddock Touring Group
- Murray River Tourism Limited
- Riverina and Murray Joint Organisation of Councils
- Strategic Purchasing Scheme
- Western Joint Regional Planning Panels

Statutory report

Murray River Council 2020/2021

(a9) Activities undertaken by the council to implement its Equal Employment Opportunity Management Plan

Murray River Council staff and volunteers are supported by a number of policies and procedures, to ensure EEO principles are maintained. including:

- Code of Conduct Policy;
- Workplace Discrimination and Harassment Policy;
- Recruitment & Selection Policy;
- Staff Performance Management/Disciplinary Policy,
- Grievance Management Procedure.
- Return-to-Work Program and
- Disability Inclusion Plan.

All of these Council policies have been developed and reviewed in consultation with Council's staff.

As at 30 June 2021, Murray River Council employed 227 full-time, part-time and casual employees, consisting of 85 females and 142 males. This equates to 206 full-time equivalent employees.

In the filling of staff vacancies, Council advertises all vacant positions utilising various media forums to access the market.

Newspaper recruitment advertisements are placed in the local newspapers, however Council has moved to a greater use of electronic mediums, such as Seek, Linked and Local Government job platforms, being more cost effective and disseminated to a larger demographic.

(b) Remuneration package of the Chief Executive Officer (CEO)

For the period 1 July 2020 to 30 June 2021

i. Total Value of Salary component	268,528.07
ii. Total amount of any bonus or performance payments that do form \$0 part of salary	Nil
iii. Total amount payable employers contribution or salary sacrifice to any superannuation scheme	26,948.95
iv. Total value of non-cash benefit — vehicle	9,297.36
v. Total amount payable by Council – Fringe Benefit Tax	10,215.36
vi. Total Resignation/Termination Payments	33,689.54
TOTAL	348,679.28

Statutory report

Murray River Council 2020/2021

(c) Total of Remuneration packages of all senior staff	
For the period 1 July 2020 to 30 June 2021	
i. Total Value of Salary component	605,087.18
ii. Total amount of any bonus or performance payments that do form part of salary	Nil
iii. Total amount payable employers contribution or salary sacrifice to any superannuation scheme	91,911.83
iv. Total value of non-cash benefit — vehicle	23,112.08
v. Total amount payable by Council – Fringe Benefit Tax	14,129.30
vi. Total Resignation/Termination Payments	316,208.16
TOTAL	1,055,915.79

(d) Stormwater Management Services provided by Council
<p>Stormwater management can be broadly defined as managing the quantity and quality of stormwater runoff from a catchment with the aim of:</p> <ul style="list-style-type: none">• Minimising stormwater impacts in aquatic ecosystems e.g. reducing turbidity, gross pollutants and nutrient inflow;• Minimising flooding impacts ; and• Utilising stormwater as a water resource. <p>During the period July 2020 to June 2021</p> <ul style="list-style-type: none">- Echuca St stormwater basin in Moama upgrading of pumps to handle larger flows and reducing flood frequencies.- Installation of multiple small pump stations to remove stagnant water around residential areas.- Upgrades to three large basins in Moama's West by developers that will ultimately connect to the re-use system on the Recreation Reserve.- Investigation works into flood gates to reduce local floods in levee banks during high river waters. <p>Stormwater Management Charges:</p> <ul style="list-style-type: none">• Adopted in May 2010 for a 10 year period in Barham was still in place; and• Adopted in June 2012 to run until 2021 in Moulamein was still in place.

(e) Council's activities in relation to enforcing and ensuring compliance with the provisions of the Companion Animals Act 1998 and Companion Animals Regulation 2008

Guidelines on the exercise of functions under the Companion Animals Act

Lodgement of pound data collection returns with the Office of Local Government (OLG) 16.2

(a) Guidelines:

The pound data details have been submitted to the Office of Local Government (OLG), as required.

Companion Animals seizure (2020/21) survey submitted to OLG) 16.2 (b) Guidelines:

An annual report detailed the number of animals impounded and the way they were released. It was sent to the Office of Local Government and it showed a decrease in the number of animals being impounded.

The figures provided through the reporting program are detailed as follows;

▶ Seized by Council Ranger	94
▶ Returned to owners	54
▶ Re-housed	24
▶ Unsuitable for rehoming/ euthanised	16

Lodgement of dog attack reports

It is mandatory for all dog attack data to be lodged with the Office of Local Government in accordance with the Companion Animals Act. This legislation requires a dog attack incident to be report to the OLG within 72 hours of the incident.

There were zero (0) incidents of dog attack reported during the period.

Amount of funding spent relating to companion animal management and activities 16.2 (c) Guidelines:

25% of all expenditure on the management of animals approx. \$200,000 was spend on the management and other activities involving companion animals.

▶ Companion animal community education programs carried out (including de-sexing of cats and dogs) 16.2 (d) Guidelines:

Council's Rangers have undertaken various education activities and information articles through the local media. This includes concentrated patrols in problem areas, concentrating on education and enforcement. Council's website is also a major source of information.

▶ Strategies for alternatives to euthanasia for unclaimed animals 16.2 (e) Guidelines:

Council has a working relationship with the Dogs Starting Over Dog Rescue, where Council has an arrangement with the organisation to make every effort to find new owners for unwanted pets.

▶ Off leash areas provided in the council area 16.2 (f) Guidelines :

Council has three (3) designated off leash areas located at the:

- ▶ Old Trotting Track at the Moama Recreation Reserve, Perricoota Road;
- ▶ Kiely Road walking track; and
- ▶ Moama Off Leash Dog Park

Statutory report

Murray River Council 2020/2021

Local Government Amendment (Environmental Upgrade Agreements) Act 2010 s54P

Murray River Council has not entered into any environmental upgrade agreements during the 2020/2021 reporting period.

Local Government (General) Regulation 2021 Clause 508 (2) 508A

Murray River Council, did not apply for a special waste rate variation associated with the domestic waste management charge.

Report on capital works projects

Murray River Council had no capital works projects where a capital expenditure review was required in accordance with the Office of Local Government Expenditure Guidelines.

Recovery and threat abatement Plans

Murray River Council has not been identified in any recovery and threat abatement plans

Swimming Pools Act 1992, s22F (2) Swimming Pools Regulation 2018 cl 23

Murray River Council completed the following inspections during 2020/2021

▶ Number of inspections of tourist and visitor accommodation	3
▶ Number of inspections of premises with more than 2 dwellings	0
▶ Number of inspections that resulted in issuance of Certificate of Compliance under s22D of the Swimming Pool Act 1992	48
▶ Number of inspections that resulted in issuance a certificate of non-compliance under c121 of the Swimming Pool Regulations 2018	21

Statutory report

Murray River Council 2020/2021

Government Information (Public Access) Act 2009 and Regulation sl 25(1)

Part 7 Section 125 (1) of the Government Information (Public Access) Act 2009, known as the GIPA Act, states that each agency (of which Murray River Council is one) must, within 4 months after the end of each reporting year, prepare an annual report on the agency's obligations under this Act for submission to the Minister responsible for the agency.

Council fulfilled its responsibilities in regard to reporting for the 2019-2020 year by submitting the annual return through the IPC GIPA Tool portal in October 2020. In addition, a GIPA Information Guide was developed and uploaded to the website.

During 2020-2021 eleven (11) formal information access applications were received and completed.

Environmental Planning and Assessment Act 1979 s93G(5)

Council did not enter into any planning agreements during the 2020-2021 financial year.

Public Interest Disclosure Act 1994 and Regulation s31 c14

Similar to the reporting requirement under the GIPA Act and Regulations, Councils are required to submit a Public Interest Disclosures Annual Report to the Minister and a copy is also provided to the NSW Ombudsman.

Council fulfilled their annual reporting obligations in regard to any Public Interest Disclosures (PIDs) received during the 2019-2020 financial year by including a breakdown of the information in the 2019-2020 Annual Report and then advising the NSW Ombudsman of the location of the report on Council's website.

Council received 0 submissions for the 2020-2021 year.

Aged Care Act 1997

Murray River Council, Community Services has achieved full accreditation to provide services to eligible persons under the Commonwealth Home Support Program.

Disability Inclusion Act 2014 sl 3(1)

The Disability Inclusion Action Plan (DIAP) which was developed by Murray River Council, which defines strategies and provides a planning framework to promote inclusion and equity for people with disability, so they may fully participate in, and contribute to, social, business and community life. The Disability Inclusion Action Plan will enhance and complement the existing service provision within the area.

The goals and strategies of Murray River Council are underpinned by four (4) themes which provide focus and direction for the Integrated Planning and Reporting (IP&R) framework.

The four focus areas for the DIAP may be positioned with those:

Murray River Community Strategic Plan themes	Focus area for DIAP
CSP 1 - Community	<p>Developing Positive Community Attitudes and Behaviours Focus Area 1</p> <ul style="list-style-type: none"> - Community Services participated in agency networks to continue to contribute to improve physical, cultural and equitable access to vulnerable persons residing in Murray River Council, inclusive of persons living with a disability. - Community Services established a new initiative entitled the Vulnerable Persons – Service Provider Network aimed at recognising multiple, individual agencies supporting vulnerable persons in the MRC LGA. <p>The Network’s key objective is to identify individual agencies details in the MRC Emergency Management Plan – thus informing and prompting the Emergency Services Network to liaise with these service providers, in the event that a declared emergency escalates to an Order to Evacuate where persons are needed to be identified as requiring 1:1 assistance for a supported evacuation.</p>
CSP 2 - Environment	<p>Creating Liveable Communities- Focus Area 2</p> <ul style="list-style-type: none"> - Community Transport Buses x 3 maintained with operational wheelchair access hoist equipment and other embark/disembarking rails/steps - Sub-regional Community Transport Network enabled to maximum use of adjoining Council vehicles/common routes - New Administration Office built at Moama to enable easy wheelchair access - New Community Services Hub built at Barham to enable easier physical access to Council and other external services - Other SCCF projects built enabling easier access.
CSP 3 - Economic	Supporting Access to Meaningful Employment – Focus Area 3
CSP 4 – Governance	<p>Supporting Access to Services Through Better Systems and Processes - Focus Area 4</p> <ul style="list-style-type: none"> - MRC Website – Request a Service created to offer alternate service requests to be received/processed - Main Community Services Hubs – Moama/Martin St and Barham/Noorong St attracting other external human services to enable easier access - Staff offering 1:1 support to the public to access external services (e.g. assistance to obtain Border Region Permits during COVID)



**murray river
council**

PO Box 906 Moama, 2731

murrayriver.nsw.gov.au

1300 087 004