



murray river
council

ATTACHMENTS

UNDER SEPARATE COVER

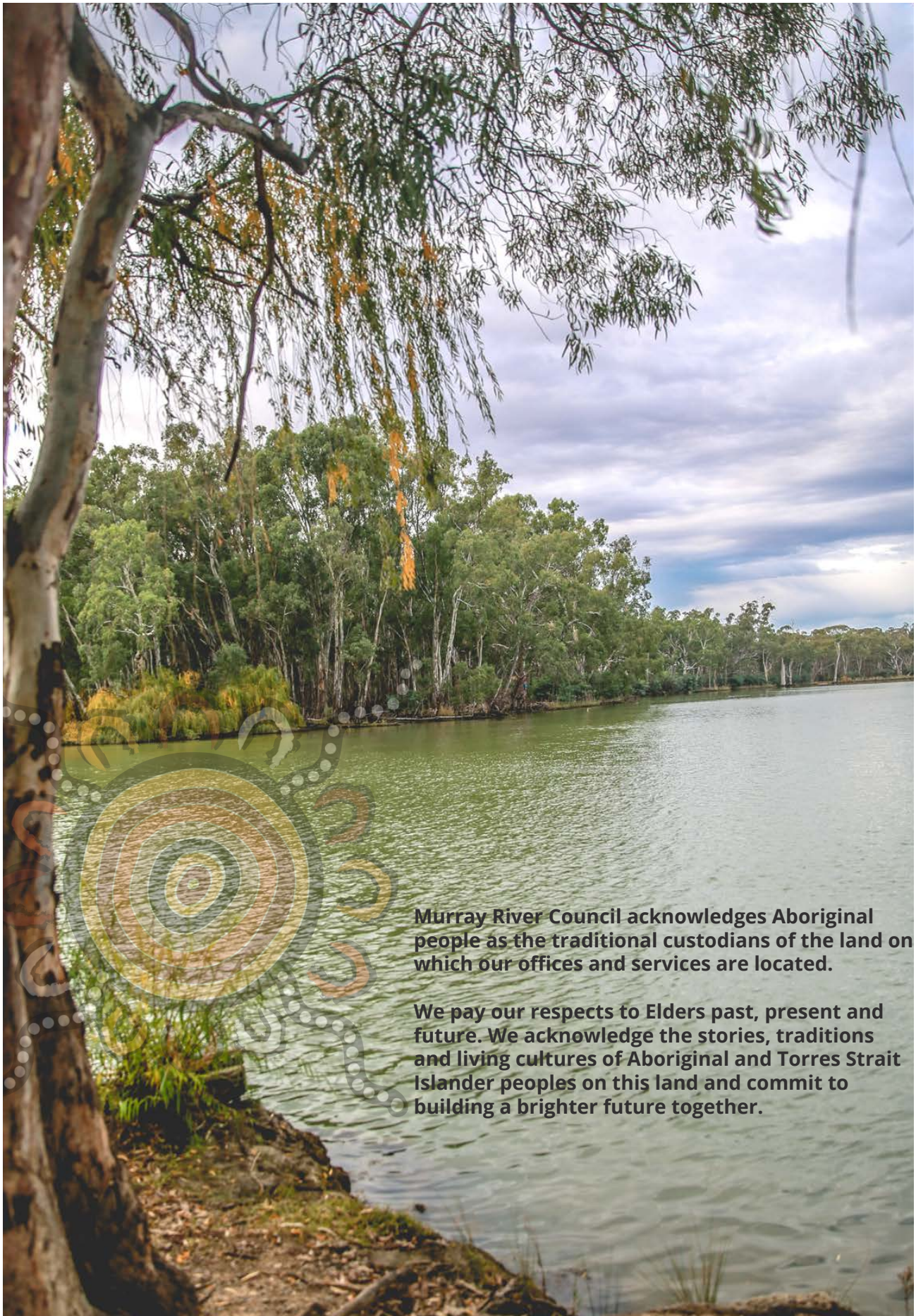
Ordinary Council Meeting

Tuesday, 25 February 2025

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Murray River Council acknowledges Aboriginal people as the traditional custodians of the land on which our offices and services are located.

We pay our respects to Elders past, present and future. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

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Document photo credits:

Cindy Power Photography, River Daze, Destination NSW,
Gavin Hansford, The Vibe Tribe, We Are Explorers.



Throughout this document we refer to both the Community Strategic Plan **2022-32** and the Community Strategic Plan **2025-35**, with the latter being this current document.

References to the previous Community Strategic Plan 2022-32 offer context to community engagement activities and community feedback.

These references also offer background to the development of the agreed strategic priorities that still remain relevant and have therefore been carried over into this updated document: **The Community Strategic Plan 2025-35.**



Under the State Government's Integrated Planning and Reporting (IP&R) Framework, the Community Strategic Plan (CSP) serves as the highest-level plan a council develops. Its purpose is to outline the community's top priorities for the future, and the strategies to achieve them.

This CSP is an update of our 2022-2032 Community Strategic Plan and is still grounded in the community's original goals and objectives. It aims to improve the daily lives and opportunities of the MRC community through informed decision-making, thoughtful planning, and effective service delivery across both government and non-government agencies.

Reviewing this plan has been both fulfilling and challenging. We celebrate the many projects we've completed, but we're also faced with increasing resource constraints. Therefore, this updated CSP has been adjusted to address contextual shifts over the past three years, including the ongoing challenge of financial sustainability.

Nevertheless, most actions and strategies from the original 2022-2032 CSP remain, building on the foundations of previous top-level goals. This update represents a refresh of the existing document rather than a complete redevelopment, ensuring continuity and alignment with community priorities.

Our 7 key themes also remain:

- A place of environmental sensitivity
- A place of progressive leadership
- A place of liveable communities
- A place of inclusion, culture and wellbeing
- A place of prosperity & resilience
- Connected Communities
- Tomorrow's Technologies

Our CSP will be supported by a Resourcing Strategy and a Four-Year Delivery Plan to detail how we intend to implement the Strategies and outcomes within each CSP theme. This provides a 10-year financial, workforce, asset, and technology outlook, alongside a four-year roadmap for service delivery and planned expenditures.

For actions that fall outside Council's direct responsibility, we will continue to collaborate with key partners to advocate on behalf of our community.

The CSP is a dynamic and fluid plan and we welcome ongoing community feedback to help ensure we stay on track and deliver on our commitments.

Cr John Harvie
MAYOR

Our Region...

From urban townships, to agricultural villages, mixed farming activities and river bends and forests - Murray River Council is home to a diverse community.

Our population is approximately 13,326 with most of our residents residing in one of our seven townships; Moama, Barham, Wakool, Moulamein, Murray Downs, Tooleybuc and Mathoura or our smaller villages of Bunnaloo, Womboota, Caldwell, Burraboi, Koraleigh, Speewa and Goodnight.

Geographically, we are vast; approximately 1/3 of our population-base resides in Moama...yet this only takes up 0.06% of our Local Government Area.



Our people...



13,326
people in Murray
River Council

49 years
median age

3,495
families

30.4%

workforce employed
full time



18.2%
population are
volunteers



3.2 %
of population identify
as Aboriginal or Torres
Strait Islander

8

schools



4875

occupied household
dwellings



3,395

students attending primary or
secondary school

Our economy...

Top 3 industries

Agriculture, Forestry & Fishing
Health Care & Social Assistance
Construction



1,454
registered
businesses



4,860
jobs in Murray
River Council LGA

\$891.47m

gross regional product



\$55m

value added
from tourism

\$1.86 billion

Economic output
(0.12% of \$1.6T for NSW)

\$117.373m

value of building
approvals (23/24)



Our townships...



8,929

rateable
properties
(res./bus./farm)

3200 km

of road network

205

total hectares
of parks &
open spaces



39

play spaces

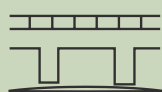
3

libraries



406

council managed buildings



121

bridges

7

water treatment plants

19

water pump stations



12

sports
grounds

92,701

metres footpath

106.95 km

stormwater pipes

435.1 km

raw and filtered
water mains

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Our Councillors

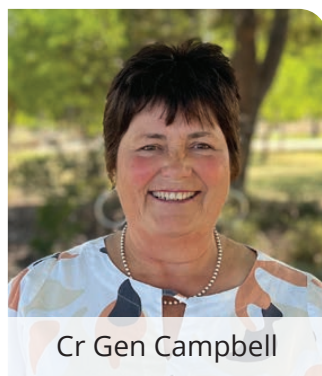
Murray River Council sits in the Federal Electorate of Farrer and the State Electorate of Murray.
Three Councillors are elected from each of the three wards that make up the municipality:

Moama Ward | Greater Murray Ward | Greater Wakool Ward

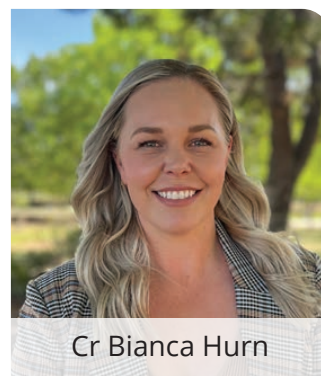
Moama Ward



Cr John Harvie
MAYOR



Cr Gen Campbell



Cr Bianca Hurn

Greater Murray Ward



Cr Geoff Wise



Cr Joy Allan



Cr Kylie Berryman

Greater Wakool Ward



Cr Dennis Gleeson



Cr Neil Gorey
DEPUTY MAYOR



Cr Gary Pappin



Our Vision

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

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Our Mission

To work with each of our unique communities to foster economic growth and prosperity, support community health and wellbeing, and protect and enhance our environment.

While planning effectively for the future to ensure appropriate infrastructure and services that will support quality lifestyles and provide recreational opportunities for our Murray River community.



MRC Community Strategic Plan | 11

Defining our Vision and Mission

Over the past three years, Council has undertaken extensive community consultation on various projects ranging from parks and open space planning, water pressure improvements, developing a Customer Experience Strategy, various arts and culture projects, the Meninya Street Precinct and our overarching 'Working towards a Sustainable MRC' project.

Throughout all this consultation - which captured the thoughts of residents, businesses and visitors from across the region - the indirect feedback determined that our existing 'Community Vision' is still applicable.

At its core, our vision emphasises that:

- The communities of Murray River Council area are productive, inclusive and growing based on a strong tourism economy and thriving primary industries, all underpinned by the natural assets of our region;
- The Murray River Council area offers a quality lifestyle with affordable living, working, recreation and cultural opportunities for all ages.

Determining our Values

Our organisational values are what drive our day-to-day behaviors and set the tone for our interactions with customers, employees and other stakeholders.

In 2024 we went through an extensive internal engagement program to review our values with all staff having an opportunity to provide feedback and vote on new preferred options.

These updated values will be embedded into our internal systems and will become everyday behaviours which we will strive to achieve.

We have five core values that drive our teams and our behaviours: Respect, Accountability, Integrity, Sustainability and Excellence.

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Respect

Building trust to foster positive relationships that create an inclusive and supportive workplace and community.



Accountability

Taking responsibility for decisions and actions and being transparent about processes and outcomes.



Integrity

Acting honestly and ethically in all council activities.



Sustainability

We promote sustainability by committing to practices that support the long-term health of the environment, economy and society.



Excellence

We demonstrate excellence by committing to high standards in the delivery of all our services.

Our Organisation

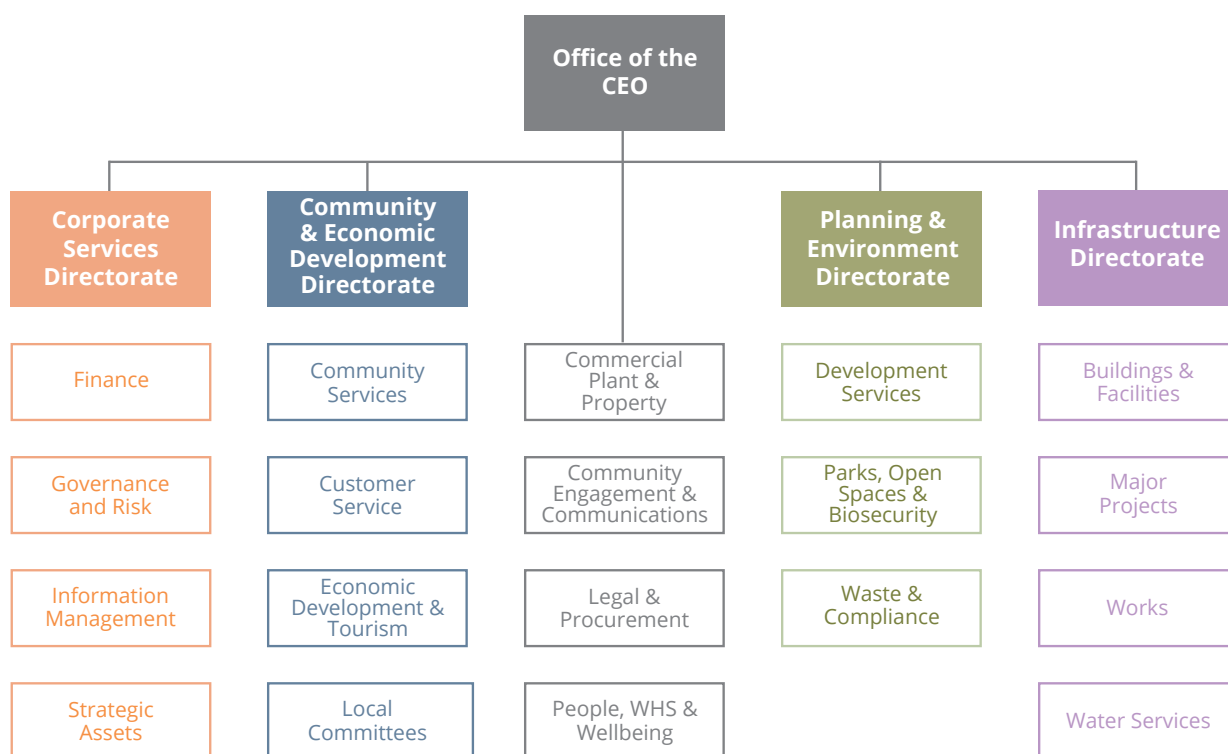
Over the past 3 years we've been looking at ways to improve the financial sustainability of the council. We've called this project "Sustainable MRC".

As part of the project, we looked internally to improve many of our own processes and procedures which included a large-scale review of our organisational structure in 2023/2024.

This was a huge undertaking and has allowed for a better alignment of projects and tasks to align with our Accountabilities Framework ('who-does-what').

All strategic objectives within the CSP, along with the intent of the projects and programs of works within the Delivery Program and Operational Plan are noted within our Accountabilities Framework. Our Business Unit Managers track and report on progress towards implementation of the strategic objectives, projects and programs of works on monthly basis via our Monthly Operational Reports (reported monthly in Council papers).

The image below outlines our new organisational structure.





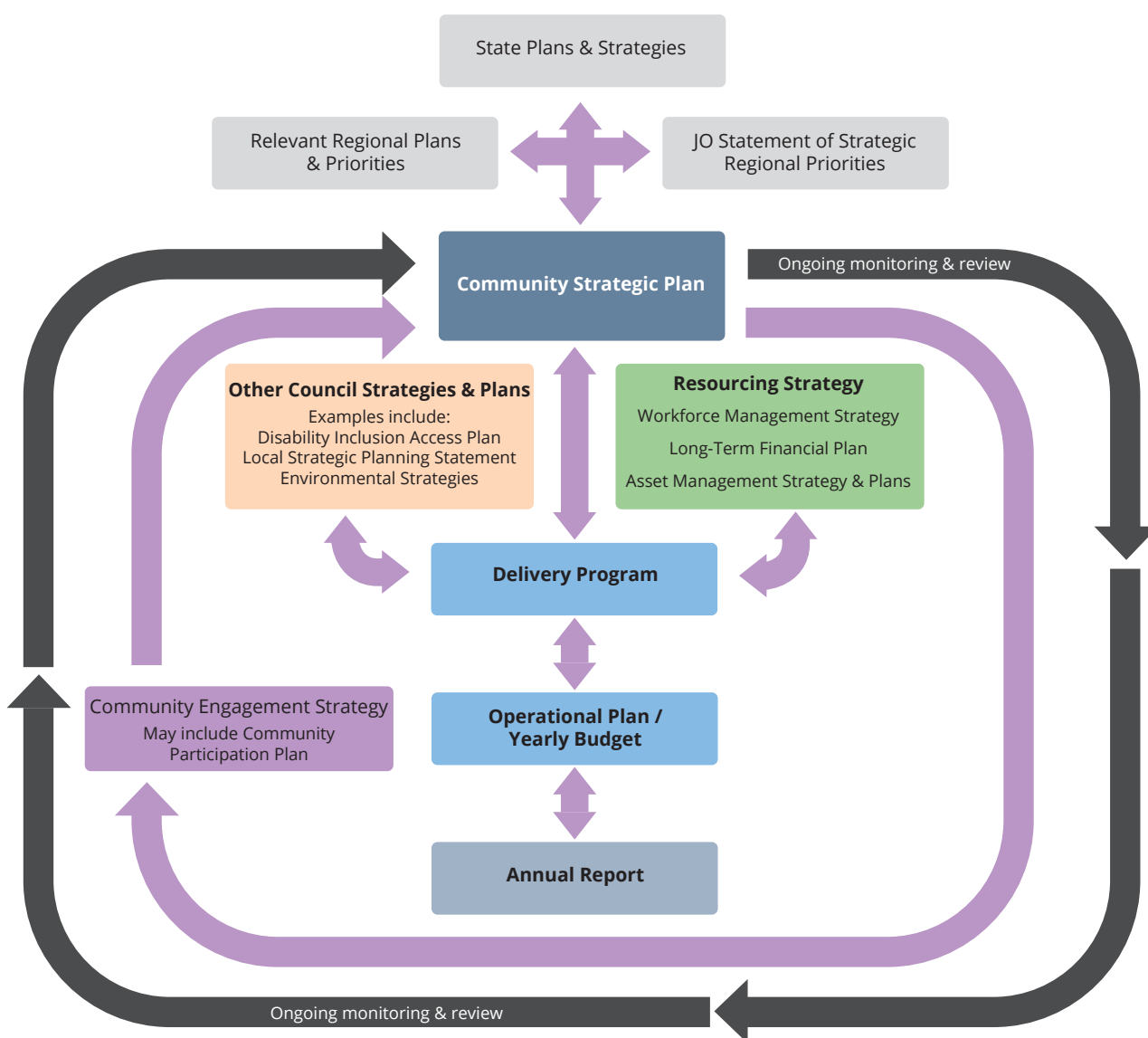
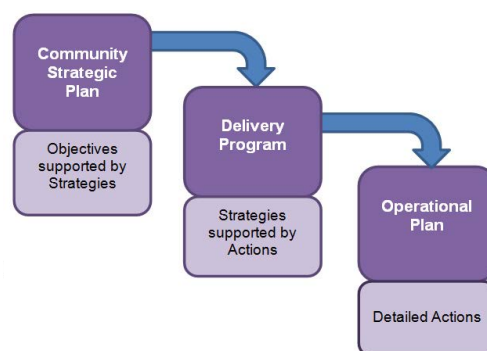
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Our Framework

All NSW Councils are required to deliver their operations based on the Integrated Planning and Reporting (IP&R) framework. The framework allows Councils to draw together their various plans, strategies and reports, understand how they interact and get the maximum influence from their efforts by planning and taking a big-picture-view of the future.

The CSP must be based on the social justice principles of equity, access, participation, and rights.

Each year, Council will report to the community on the implementation of the Delivery Program and the Operational Plan and Budget. The Annual Report includes Council's Audited Report and other formal reporting as required by the *Local Government Act 1993* (the 'Act').



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What is a Community Strategic Plan?

The Community Strategic Plan (CSP) is our 10-year plan. It outlines the community's aspirations and long-term vision and goals for Murray River Council and sets out the key strategies required to achieve these.

A Community Strategic Plan is a legislative requirement under the Integrated Planning and Reporting Framework (IP&R) and offers a framework for establishing local priorities that are linked to operational functions.

The plan becomes Council's blueprint for both short-term projects and a longer-term program of works that the community has requested as well as known maintenance and renewal works to be delivered across our Local Government Area.

The strategies within our CSP are further broken down through our Resourcing Strategy, Four-Year Delivery Program and Yearly Operational Plans.

We will provide feedback and updates to the community on the progress Council is making towards the goals, projects and programs of works on a 6 monthly basis.

How we first established our Plan.

The first major redevelopment of our CSP commenced in early 2022 to coincide with the election cycle of 2021-2024. During this time, an extensive engagement program provided stakeholders and the community with the opportunity to have input into its development. Through this process the community gave us more than 1650 ideas.

We then reviewed the suggestions provided; some were easy to implement, some were outside our scope and need to be address by other tiers of government or by private industry, others were going to take time for us to plan and action and some were very futuristic. It was exciting to see the variety of ideas our community had, and it was clear to us the things they value. All of these informed the direction of our 2022-2032 Community Strategic Plan.

Some ideas were provided multiple times from across the region. This told us these were the high priority projects and were essential to our community. These became the focus projects for our 2022-26 Delivery Program (the four-year program of works).

How we reviewed the Plan

We tested the projects

Over the past 3 years we have worked to develop strategies and action plans that considered ideas submitted during the 2022 consultation process. We have tested the ideas along the way and have done our best to incorporate as many as we can into our 'Business-as-Usual' processes.

The Community Strategic Plan 2025-2035 will see us further build on the strategies, action plans and projects which our communities have previously requested.

Our online engagement platform - Your Say Murray River - has been used extensively over the past three years to capture community feedback in relation to some of the higher-profile projects requested in our 2022 CSP Community Consultation project.

These include:

- Arts and Culture Strategy
- Parks and Open Space Strategy
- Buildings Strategy
- River Country Art Trail
- Housing Strategy
- NBN Digital Plan
- Employment Lands Strategy
- Economic Development and Tourism Strategy
- Barham water pressure upgrade
- Moulamein roads, kerbs, gutters and footpath upgrades
- Unsealed road maintenance program review
- Recreation Reserve Master Plans – Tooleybuc, Barham and Moama
- Food Organics Garden Organics kerbside collection

As our community continues to be highly engaged in these projects, we have determined that the projects requested in 2022 are still important.

We reviewed the parking lot

During the 2022 consultation phase we received a lot of feedback from community members saying ideas had been previously suggested but were never actioned. These were generally some of the 'trickier ideas' that would take longer to implement. So instead of scrapping them altogether we created the 'MRC Parking Lot' which stored these extra community ideas and feedback for potential inclusion in future CSP's or Delivery Programs. Approximately 150 ideas were stored in the Parking Lot after the 2022 consultation period.

Many items contained in the Parking Lot are generic requests that have been or will be embedded into strategies and plans along the way so that when opportunities arise (grant funding in particular) community requests can be addressed.

During the development of the revised CSP and Delivery Program 2025-2029 we will be reviewing the Parking Lot and seeing what items we can bring forward. We will also provide feedback to the community in relation to which ideas are outside the scope of Council.

We were shown first-hand what our community values

Our communities have experienced a lot of the past three years. Not only have we seen the ongoing impacts and effects of COVID-19, but we faced one of the worst floods in our region's history.

The October – December 2022 floods impacted about 41% of our Local Government Region and 3 towns. We faced large-scale inundation of water from the Murray and Edward Rivers along with the Billabong, near Moulamein. We also had overland flood waters impact us from northern NSW. It really was a once in a lifetime experience.

Our township levees were put to the test, in some cases it was the first time they had ever been wet from rising river levels. At the time our staff worked around the clock, with many picking up roles outside their normal function at Council to pitch in and lend a hand. Unfortunately, we saw many people, homes and businesses impacted. There was also extensive damage to much of our infrastructure.

What ensued was a large advocacy campaign for support of our affected people and businesses and the largest capital works program council has seen as we delivered reconstruction and recovery works on our transport network, along with pre-planned infrastructure projects.

What we learnt from this experience is that our community is a wonderful place to live, work and play. We all banded together to get the best outcomes for the region. It also showed us that the community has high regard for council advocacy, sound transport networks and clear communication about activities and decisions.

Some of the other projects which had showcased our communities' values over the past 3 years include:

- The 'Needs and Demands' Assessment of our public spaces and public buildings – Over 700 public open spaces or buildings were assessed and over 1000 responses were provided by the community informing us what they liked or what could be improved.
- Planning Proposal to reclassify surplus Community Land – this harnessed a real passion from our community regarding their love for abundant Parks and Open Spaces.
- River Country Art Trail – painting of water towers and art installations across the region. High engagement from the community with over 1000 responses provided on the concept designs
- Impressive uptake of the 3-bin Food Organics Garden Organics (FOGO) program, with minimal contamination occurring between the bins.
- Adoption and support for the Disability Inclusion Action Plan – improving access and inclusion for people with disabilities.
- Nearly \$200,000 provided via the Community Grants Program over the Council Term – grants are available for various projects, equipment, events, exhibitions and performances which contribute positively to the local community.
- Youth Week Skate workshops - local youth get the chance to tidy up their skateboarding skills at workshops in Barham, Mathoura or Moama hosted by professional skateboarders.
- Moama Lights – around 25,000 people come each year to be a part of the immersive sound and light show. The economic value which the project puts back into the community each year is around \$11 million.
- We offer a range of Community Transport for people of any age who are isolated, live remotely or meet the requirements of the My Aged Care criteria. Our community highly values these types of services with over 10,000 community transport trips made each year!

How we updated the Plan

Community feedback

During the 28-day public exhibition period, the draft 2025-35 CSP received 16 submissions or comments from the public. The submissions received were primarily project or program-of-works focused, or suggestions that highlighted future advocacy opportunities. Therefore, the suggestions will be further investigated or undertaken within the Four-Year Delivery Program.

Finalising the Plan

This CSP was an especially challenging one as it had to be adaptable and flexible, not something that is usually found in high-level strategic documents.

In particular, the updated CSP needs to respond to contextual changes which have occurred over the past 3-year period, including ongoing financial sustainability challenges.

Whilst the actions and strategies from the 2022-2032 CSP largely remain, this updated plan has been reviewed to balance community expectations with the resourcing available, meaning some strategies have been updated or omitted.

Our Challenges and Opportunities

When looking at where we are now as a council and a community it is clear to see the things our community values and where some of our opportunities and challenges lie.

Our community values

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

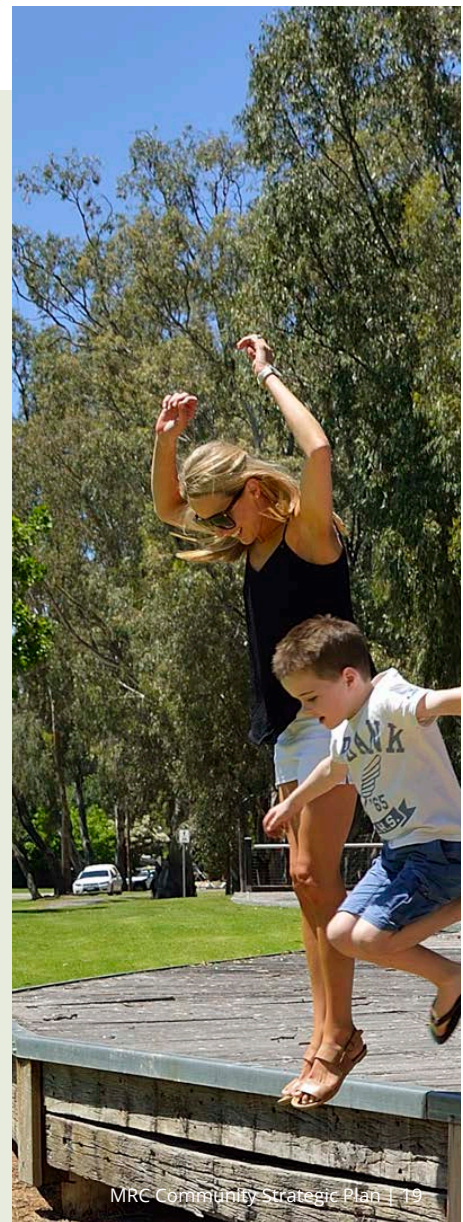
Our opportunities

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

Our challenges

- Financial sustainability
- Ageing infrastructure assets
- Poor access to information technology services and infrastructure
- Rapid population growth
- Ageing population
- Cross border issues

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



Council's Role

Although Council is the custodian of the CSP it is not only our plan but that of our community.

Goals, projects and programs of works identified within the Community Strategic Plan, Delivery Program and Operational Plan are not always the sole responsibility of Council to deliver. In some cases, we will partner with State and Federal Government agencies or advocate on behalf of a project or program of works. The Delivery Program provides further direction in relation to those projects or programs of works where Council has a certain level of control over the outcome.

Council's role for each strategic objective within the CSP will be defined by one or more of the following unique identifiers that will also flow on into the Delivery Program and Operational Plan:

DELIVER

Council delivers a range of programs and services including: waste collection, libraries, maintenance of local roads and public spaces, recreation facilities and programs, community care, special events and regulatory functions.

PARTNER

Council builds and facilitates strategic partnerships with federal and state government agencies, the private sector, and a range of other service providers whose work will contribute to delivering the Goals as identified within the Community Strategic Plan and the projects and programs of works as identified in the Delivery and Operational Plans.

ADVOCATE

When not in direct control or partnership, Council gives voice to the needs and aspirations of the community by advocating for changes in policy and action at the relevant levels of government and industry to bring about the best outcomes for our community.

Reporting on our Progress

Council is accountable for delivering and reporting on the Community Strategic Plan, Delivery Program, Operational Plans as well as other strategies and plans adopted by Council.

Council's reporting will comply with all legislative requirements as outlined below, and we will provide other informal updates through our website, social media (Facebook account), community publications and other local print media outlets.

Through Council's Monthly Operational Report, Business Units will be able to continually monitor the progress of projects and programs of works identified within the Delivery Programs and the Yearly Operational Plan. These line items will directly relate to the goals outlined within the CSP. By undertaking the monthly reporting, we will ensure compliance with the monitoring requirements of the CSP and Delivery Program (section 404 of the Local Government Act – Integrated Planning and Reporting Framework).

In addition, the following reporting requirements will also be undertaken;

- Annual Report - including the achievements of Council in implementing the Delivery Program, additional information required by legislation and audited Financial Statements for the financial year,
- State of the Region Report – reporting on the progress of the Community Strategic Plan from one plan to the next. This report outlines how projects are tracking over a longer term – 10 years rather than just over the Council Term.




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We have seven strategic themes that will continue to drive the 2025-35 Murray River Council Community Strategic Plan.

-  **Theme 1**
A place of environmental sensitivity
-  **Theme 2**
A place of progressive leadership
-  **Theme 3**
A place of liveable communities
-  **Theme 4**
A place of inclusion, culture and wellbeing
-  **Theme 5**
A place of prosperity & resilience
-  **Theme 6**
Connected Communities
-  **Theme 7**
Tomorrow's Technologies

Our Themes

When we developed the Murray River Council Community Strategic Plan 2022-32, we created seven themes. These themes are the main, high-level intentions that underpin our day-to-day activities.

These themes have become our pillars, with all staff and community members being able to work towards common goals.

The seven themes remain current and will continue to be our pillars in the 2025-35 Murray River Council Community Strategic Plan.

Each theme has three to six goals sitting underneath it that speak to the general sentiment of that theme. Some have been updated or amended since the previous CSP to reflect the growth of the document and the community.

Each goal is then further broken down into objectives or projects which assist us in addressing each goal. The objectives or projects are an amalgamation of the more than 1650 community-based suggestions received during the 2022 consultation process and continued feedback over the past 3 years.

The measure of success describes the intent of the outcomes which will be further explored in the 4-year Delivery Program and 1-year Operational Plans.





A PLACE OF ENVIRONMENTAL SENSITIVITY

Working together as a community to protect and enhance
our natural and built environment for the future.



Goal:

Working together as a community to protect and enhance our natural and built environment for the future.

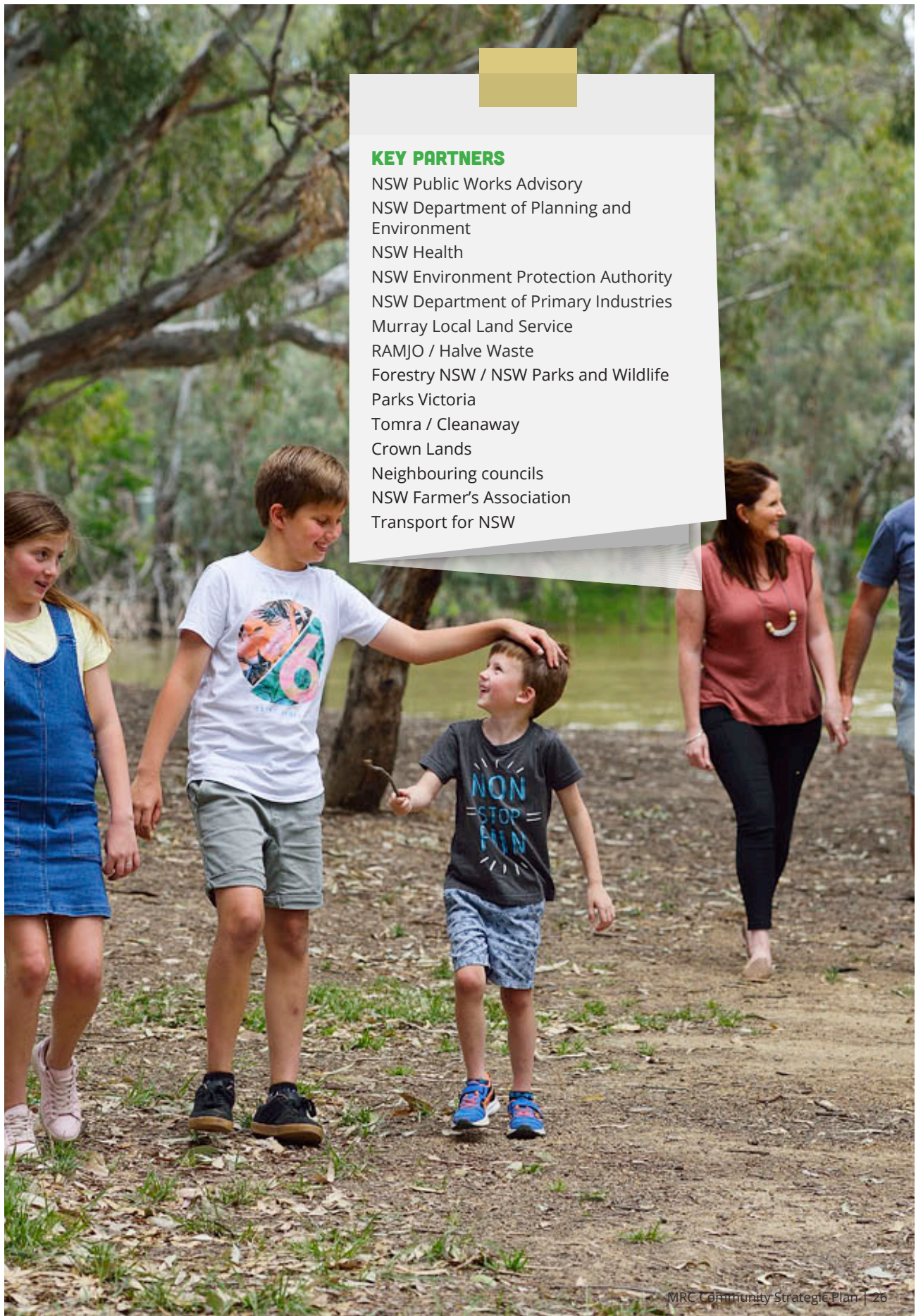
Strategic Objective		How will we achieve this?	Role	How will we measure progress?
Facilitate circular economy.	1.1	Enhance and promote waste and recycling programs in accordance with Council's Waste Strategy and compliance with EPA requirements.	Deliver Partner	Review and begin implementation of the Waste Management Strategy focusing on resource recovery. Undertake items identified in the agreed action plan.
	1.2	Work towards creating a more Environmentally Sustainable Council.	Deliver Partner Advocate	Develop and implement an Environmental Sustainability Strategy.
	1.3	Improve areas of natural habitat through the review and implementation of our Weed Action Plan, Weed and Vegetation Management Framework in accordance with relative legislation and funding agreements.	Deliver Partner Advocate	Weed and natural habitat management measures are in place to note a reduction of priority weeds over time.
Protect, enhance and sustain the natural environment.	1.4	Prioritise and rehabilitate Landfills in line with the Waste Management Strategy.	Deliver	Landfills identified in the Waste Management Strategy will be rehabilitated over the next 10-year period based on budget and risk.
	1.5	Incorporation of sustainability (ESG) criteria in Procurement Policy and Procedures.	Deliver	Procurement Policy to be reviewed and ESG factors incorporated into process to ensure sustainable outcomes wherever value for money is not adversely affected.
	1.6	Ongoing development, review and implementation of schools, early childhood and community education programs focusing on various Council Services.	Deliver Partner	Programs developed and facilitated across the region on an as requested basis or as need arises from regulations.
Increase awareness and education of environmental sustainability.				

Responsible Directorates

Infrastructure Directorate

Planning and Environment Directorate

Office of the CEO

**KEY PARTNERS**

NSW Public Works Advisory
NSW Department of Planning and Environment
NSW Health
NSW Environment Protection Authority
NSW Department of Primary Industries
Murray Local Land Service
RAMJO / Halve Waste
Forestry NSW / NSW Parks and Wildlife
Parks Victoria
Tomra / Cleanaway
Crown Lands
Neighbouring councils
NSW Farmer's Association
Transport for NSW



A PLACE OF PROGRESSIVE LEADERSHIP

We will plan and advocate for the changing needs of our community through effective and engaging leadership.



Goal:

We will plan and advocate for the changing needs of our community through effective and engaging leadership.

Strategic Objective		How will we achieve this?	Role	How will we measure progress?
Deliver exceptional and consistent service to our internal and external community.	2.1	Ensure we provide clear, concise and consistent information which is easily accessed.	Deliver Partner Advocate	Enhanced community satisfaction through improved access to information and services, with increased engagement and greater accessibility for all stakeholders, including diverse groups.
	2.2	Review Council's services to align to the 10-Year Long Term Financial Process.	Deliver Partner Advocate	Council Services reviewed and prioritisation completed.
	2.3	Review Statutory Planning & Building processes and communication material to assist with higher quality applications from customers.	Deliver Advocate	Statutory Planning & Building processes and communication material reviewed, and implementation has begun.
	2.4	Ensure development applications are assessed and determined within appropriate timeframes.	Deliver Advocate	Resource the Development Services team adequately to meet Statutory timelines.
	2.5	Develop and begin implementation of Council's Compliance Strategy to ensure mandatory statutory obligations are met.	Deliver	Develop and begin implementation of the Compliance Strategy and action plan.
	2.6	Develop and begin implementation of a Council's Cemeteries Management Strategy to ensure compliance with regulations.	Deliver	Develop and begin implementation of the Cemeteries Management Strategy and associated documents.



Goal:

We will plan and advocate for the changing needs of our community through effective and engaging leadership.

Strategic Objective		How will we achieve this?	Role	How will we measure progress?
Continue to be a trusted and ethical leader that leads by example.	2.7	We will strengthen our reputation across the region by building strong, positive relationships with our communities and demonstrating accountability in all our actions and decisions.	Deliver Partner Advocate	We will engage regularly with our communities through consultations and transparent communication, ensuring that feedback is valued and reflected in our decisions. By demonstrating accountability and responsiveness, we will build trust, strengthen relationships, and enhance our reputation across the region.
	2.8	Review and improve our recruitment and staff retention programs.	Deliver	Develop and begin implementation of the People and Culture Strategy and action plan.
Achieve community driven results through collaboration and engagement (community and stakeholders).	2.9	Improve Council and Community collaboration and interaction opportunities.	Deliver	Increased opportunities for Councillor and community interaction to occur. Successful implementation of the IP&R Framework requirements.
	2.10	Review and continue to improve Council's Community Engagement Framework.	Deliver	Review and begin implementation of the Community Engagement Framework and toolkits.

Responsible Directorates

Community and Economic Development Directorate
 Planning and Environment Directorate
 Corporate Services Directorate
 Infrastructure Directorate
 Office of the CEO





A PLACE OF LIVEABLE COMMUNITIES

Well-planned, safe and accessible public spaces and facilities
built with a strong sense of identity and place.



Goal:

Well-planned, safe and accessible public spaces and facilities built with a strong sense of identity and place.

Strategic Objective		How will we achieve this?	Role	How will we measure progress?
Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.	3.1	Review and begin implementation of the Parks and Open Spaces Strategy and update recreation master plans as appropriate.	Deliver	Review and begin implementation of the Parks and Open Space Strategy and action plan, including the review of recreation master plans as required.
	3.2	Develop and begin implementation of an Aquatics Strategy and action plan.	Deliver	Develop and begin implementation of an Aquatics Strategy and action plan, to deliver a feasible level of service to the community.
	3.3	Review and begin implementation of the Building Strategy.	Deliver	Review and begin implementation of the Building Strategy and action plan, reflecting the delivery of a feasible level of service to the community.
	3.4	Develop and begin implementation of the Amenities Strategy.	Deliver	Develop and begin implementation of the Amenities Strategy and action plan.
Enable development of liveable communities.	3.5	Monitor, review and begin implementation of the Local Housing Strategy including considerations for affordable housing options.	Deliver Advocate	Local Housing Strategy reviewed, updated and adopted. New subdivisions released in sequence and diversity of housing products considered in line with projected population growth for our LGA.
	3.6	Review and implementation of the various strategies which influence Council's approach to Regulatory Assurance Framework (RAF) – formally known as Integrated Water Cycle Management.	Deliver Partner Advocate	Continue to review and monitor relevant documents including but not limited to Stormwater Strategy, Sewer Strategy, Drinking Water Quality Strategy as per legislative requirements.



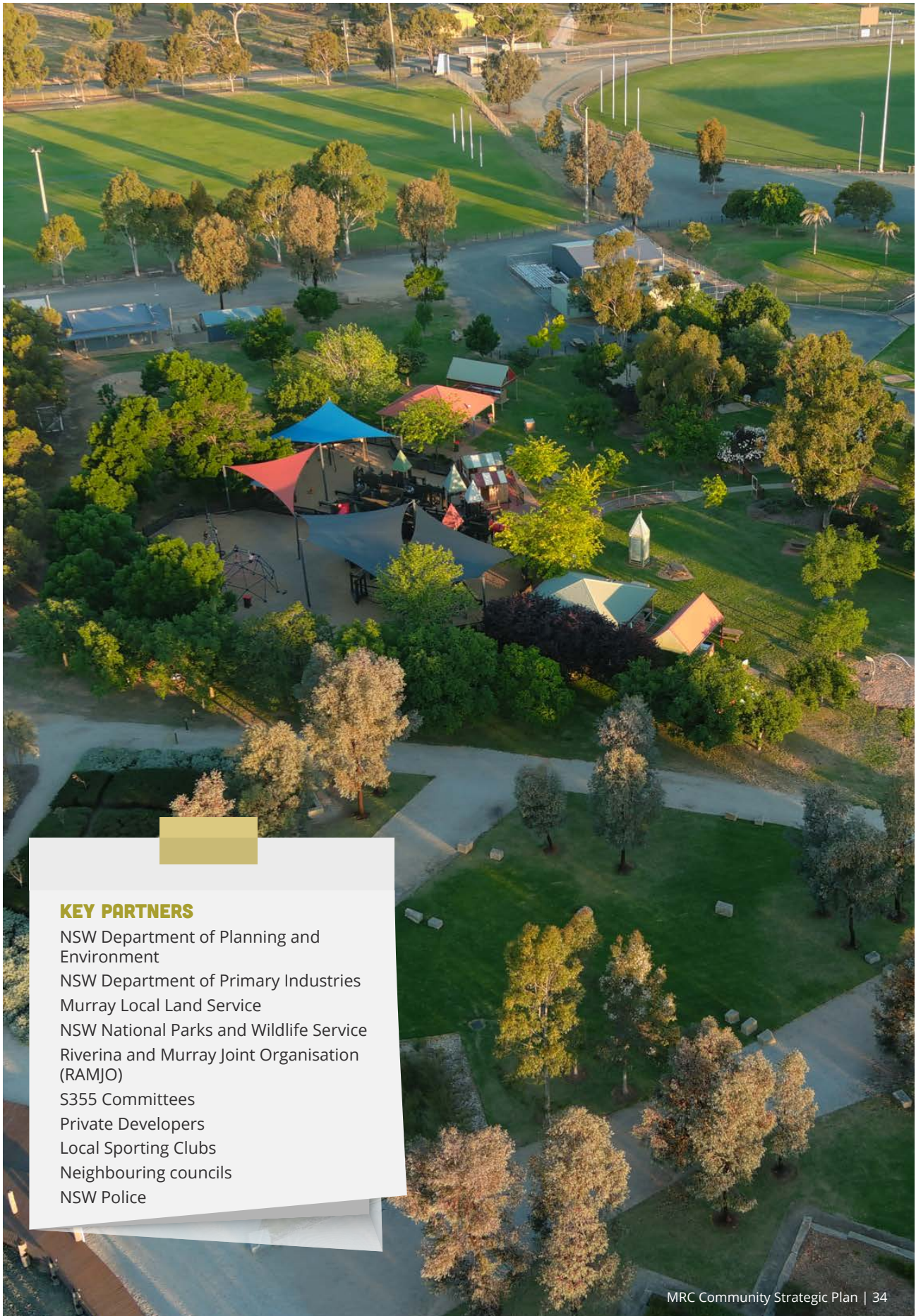
Goal:

Well-planned, safe and accessible public spaces and facilities built with a strong sense of identity and place.

Strategic Objective		How will we achieve this?	Role	How will we measure progress?
Deliver best practise and complaint waste and recycling service and infrastructure that meets community needs.	3.7	Review and begin implementation of the Waste Management Strategy.	Deliver Partner Advocate	Review and begin implementation of the Waste Management Strategy, in line with emerging legislation and policy changes to ensure Best Practice and compliance.
Strategic planning which produces consistent, strategic, transparent outcomes.	3.8	Begin preparation of Master Plans / Township Plans for placemaking outcomes.	Deliver	Master Plans and Township Plans to be created on an as needs basis.
	3.9	Continue to review and monitor relevant planning instruments used for Council planning decisions including but not limited to the DCP and LEP.	Deliver Partner	Prepare new Development Control Plan and New Local Environment Plan for MRC, with the DCP being the first priority.
	3.10	Review unused land and building assets and apply a consistent and financially strategic approach to disposal or repurposing.	Deliver	Ongoing review of Council assets not utilised to their fullest extent with the view to repurposing or disposal of the relevant asset/s.

Responsible Directorates

Community and Economic Development Directorate
 Planning and Environment Directorate
 Corporate Services Directorate
 Infrastructure Directorate
 Office of the CEO

**KEY PARTNERS**

NSW Department of Planning and Environment
NSW Department of Primary Industries
Murray Local Land Service
NSW National Parks and Wildlife Service
Riverina and Murray Joint Organisation (RAMJO)
S355 Committees
Private Developers
Local Sporting Clubs
Neighbouring councils
NSW Police

MRC Community Strategic Plan | 34



A PLACE OF INCLUSION, CULTURE & WELLBEING

A welcoming, healthy and diverse community that celebrates culture and history and is supported by accessible services.



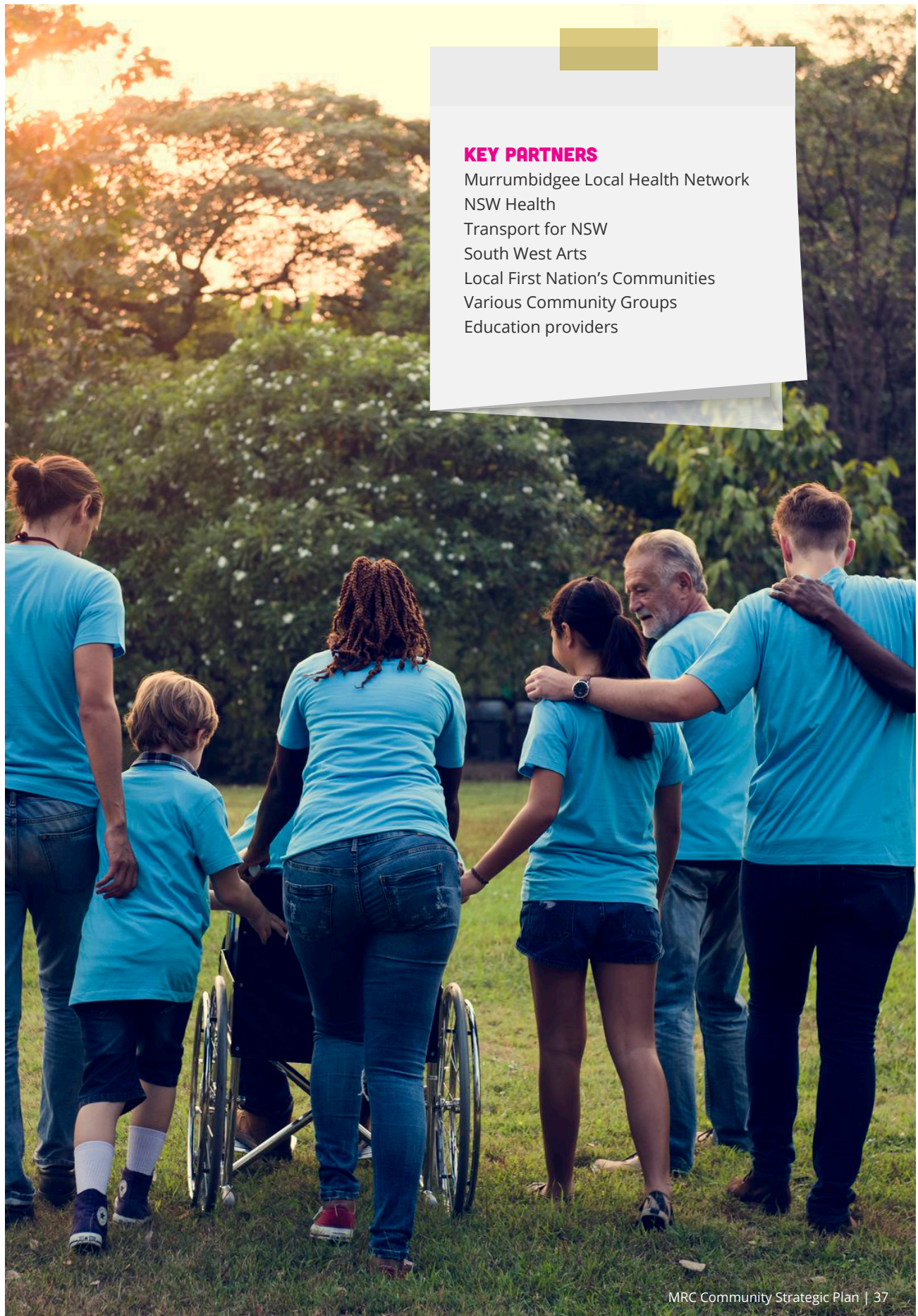
Goal:

A welcoming, healthy and diverse community that celebrates culture and history and is supported by accessible services.

Strategic Objective		How will we achieve this?	Role	How will we measure progress?
Develop community led strategies with a focus on social connections, social fabric and a sense of belonging.	4.1	Support initiatives that enhance social cohesion and a sense of belonging.	Advocate	Increased opportunities and engagement in community programs and events.
Recognise and celebrate our region's rich heritage and indigenous culture (in partnership with community).	4.2	Promotion and scheduling of events that celebrate heritage across the region.	Deliver Partner Advocate	Partner with communities to recognise and support initiatives and events that celebrate and promote our regional heritage.
Support existing and new art projects and diverse community events.	4.3	Review and begin implementation of Council's Arts and Culture Strategy.	Deliver	Review and begin implementation of the Arts and Culture Strategy and action plan, focusing on new and existing arts projects and events being undertaken.
Facilitate and advocate for accessible health and wellbeing services based on local community needs.	4.4	Facilitate access to health and well-being services through the delivery of Commonwealth Social Support Program, Community Transport Program and Home Modification Programs across Council.	Deliver Partner Advocate	Relevant health and wellbeing services are available, with ongoing utilisation by the community.
	4.5	Identify gaps in health and wellbeing services and advocate for new, or increased services where required.	Advocate	Continued advocacy for existing and attraction of new or missing health and wellbeing services as identified.

Responsible Directorates

Community and Economic Development Directorate
 Planning and Environment Directorate
 Corporate Services Directorate
 Infrastructure Directorate
 Office of the CEO





A PLACE OF PROSPERITY AND RESILIENCE

Champion business, innovation, and technology
to stimulate local economic development.



Goal:

Champion business, innovation, and technology to stimulate local economic development.

Strategic Objective		How will we achieve this?	Role	How will we measure progress?
Encourage and support economic development across the region.	5.1	Promote the region as an attractive destination for Economic Development and investment.	Deliver Partner Advocate	Review and begin implementation of the Economic Development and Tourism Strategy and action plan to support economic growth across the LGA.
	5.2	Develop and promote growth opportunities in designated locations across the LGA.	Deliver Partner Advocate	Review and begin implementation of the Employment Lands Strategy to support economic growth across the LGA. Advocate to various levels of Government to promote growth opportunities across the region.
	5.3	Develop a framework to support and leverage Access Rights Funding and Community Benefit Funding from renewable energy projects and programs that will deliver tangible community outcomes.	Advocate	Long term, high value community outcomes achieved through access to funding and commitments via the South West Regional Renewable Zone and associated projects.
	5.4	Collaborate with small business to identify gaps in support services and provide tailored assistance, while advocating for support as required.	Advocate	Support services available to business and utilisation of these.
Continue to develop strong and resilient communities.	5.5	We will support employers in meeting their workforce needs, implement initiatives to attract new residents and workers, and actively promote the region to attract new businesses and industries.	Deliver	Review and begin implementation of the Live Work Invest in River Country project, the Workforce Attraction Plan and other relevant initiatives to support current and potential local workforce needs.
	5.6	Encourage upskilling and reskilling by seeking funding to establish a Country University Centre (CUC) in the region.	Deliver Partner Advocate	CUC established and/or initiatives in place to support upskilling and reskilling within the LGA.
	5.7	Communities feel more resilient and prepared for future challenges.	Deliver Partner Advocate	Review and begin implementation of the Adverse Events Plan including the development of Community Action Plans.

MRC Community Strategic Plan | 39



Goal:

Champion business, innovation, and technology to stimulate local economic development.

Strategic Objective		How will we achieve this?	Role	How will we measure progress?
Promote and grow tourism across the region.	5.8	Promote the region as an attractive destination for tourism.	Deliver	Review and begin implementation of the Economic Development and Tourism Strategy with a focus on <ul style="list-style-type: none"> • Return on investment • Developing, attracting, supporting and promoting local attractions and events across the region. • Implementation of an annual marketing strategy. • Supporting industry to grow and develop.
Partner with industry, community and government organisations to promote and nurture innovation.	5.9	Forge collaborative partnerships with industry, community, and government organisations to foster a culture of innovation, sharing resources, knowledge, and best practices to drive creative solutions and support sustainable development.	Partner Advocate	Innovative solutions and projects supported and developed, where opportunities arise.

Responsible Directorates

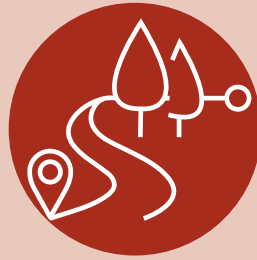
Community and Economic Development Directorate
Office of the CEO
Corporate Services Directorate



KEY PARTNERS

CSIRO and other research organisations
Universities and Tafes
Murray Regional Tourism Board
Riverina Murray Destination Network
Echuca Moama Tourism
Tourism Industry Partners
S355 Committees
Community Groups
Office of Local Government NSW
Riverina and Murray Joint Organisation (RAMJO)

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CONNECTED COMMUNITIES

Enable integrated, safe and reliable transport
and advocate for communications infrastructure.



Goal:

Enable integrated, safe and reliable transport and advocate for communications infrastructure.

Strategic Objective		How will we achieve this?	Role	How will we measure progress?
Advocate for and facilitate reliable communications infrastructure.	6.1	Collaborate on advancing digital infrastructure improvements.	Partner Advocate	Improved connectivity and quality of infrastructure.
Develop strategies to deliver road and shared pathway infrastructure that is accessible to all.	6.2	Roads Strategy and associated documents to be developed and implementation has begun.	Deliver	Develop and begin implementation of the Roads Strategy and associated documentation.
	6.3	Road Asset Management Plans to be developed to deliver a financially sustainable road network across the LGA.	Deliver Partner Advocate	Review and begin implementation of the Road Asset Management Plans taking into consideration current and emerging requirements.
	6.4	Pathways Plan to be developed considering sensitive design of pathways to consider environmental factors, accessibility and amenity.	Deliver	Develop and begin implementation of Pathways Plan that creates assets and that are accessible for all.
	6.5	Consistent, accurate and compliant signage will continue to be updated and reviewed across the region.	Deliver	Develop and begin implementation of an Infrastructure Signage Plan with a focus on updating road and pathway signage across the region.
	6.6	Work with community to plan and consider long vehicle parking options.	Deliver	Develop and begin implementation of a Vehicle Parking Plan ensuring feasible parking opportunities in all communities which is close to shops and town centres considering long-vehicles, trucks, cars, inclusive car parks and EV's.
	6.7	Drainage Program reviewed to encourage sensitive design of roads which consider environmental factors, accessibility and amenity.	Deliver	Develop and begin implementation of a Drainage Program of Works.
	6.8	An Electric Vehicle (EV) Strategy will be developed to help plan the delivery of the public infrastructure requirements, in line with community needs (both now and into the future).	Deliver Partner Advocate	Develop and begin implementation of an Electric Vehicle (EV) Strategy with sufficient EV infrastructure available to meet the needs of the community.

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Goal:

Enable integrated, safe and reliable transport and advocate for communications infrastructure.

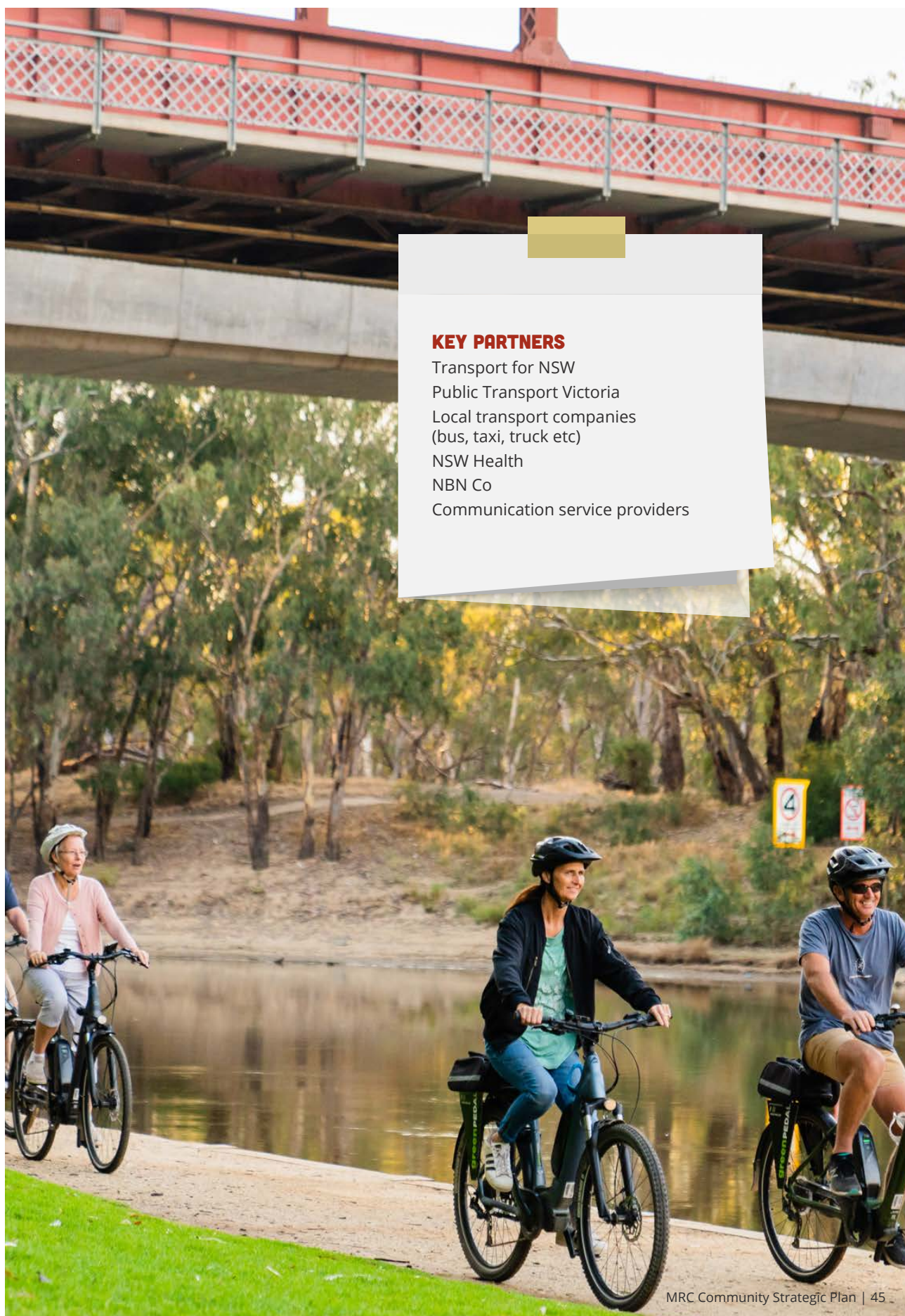
Strategic Objective		How will we achieve this?	Role	How will we measure progress?
Advocate for improved public transport.	6.9	Public Transport services that meet the community's needs.	Partner Advocate	Advocate for improved public transport (PT) services, as gaps are identified.
	6.10	Public Transport infrastructure meets the needs of the community.	Deliver Partner Advocate	Continue to improve public transport (PT) related infrastructure, as feasible.
	6.11	Continue to deliver Community Transport options to a variety of community members.	Deliver Partner Advocate	Community transport services have been expanded to encompass various community needs.
Enable commercial transport and connection opportunities.	6.12	Continue to review and implement new and upgraded truck and large vehicle parking areas across the region.	Deliver	New and upgraded truck and large vehicle parking areas developed, as feasible.
	6.13	Improve governance around heavy freight movement across the LGA.	Advocate	Develop and begin implementation of a plan to manage heavy freight movement across the region, including via the bridge network.

Responsible Directorates

Infrastructure Directorate

Community and Economic Development Directorate

Corporate Services Directorate





TOMORROW'S TECHNOLOGIES

Ensure the region is well placed to embrace emerging and disruptive technologies such as Artificial Intelligence and Deep Learning.



Goal:

Ensure the region is well placed to embrace emerging and disruptive technologies such as Artificial Intelligence and Deep Learning.

Strategic Objective		How will we achieve this?	Role	How will we measure progress?
Embed a geospatial driven system into Council processes, including public interface.	7.1	Continue development of the Council's Geospatial Information System (GIS) system.	Deliver	Continue development of the Councils Geospatial Information System (GIS) system.
	7.2	Where practicable and financially viable, integrate field based and automated data capture processes.	Deliver	Increase in extent of data captured at source and through automated processes.
	7.3	Continue to use new technologies (including AI) to manage council operations.	Deliver	Number of instances where new technologies are trialled and/or embedded to enhance the effectiveness and/or the efficiencies of Council operations.
Explore technologies to forecast possible future opportunities.	7.4	Access various data sources and utilise the information for analysis and decision making. Share this data with stakeholders where possible. Monitor various data sources to identify emerging technologies and assess viable use cases for Council as well as the wider region.	Deliver Partner Advocate	Increase in monitoring and communication of emerging technologies to our communities and businesses.



Goal:

Ensure the region is well placed to embrace emerging and disruptive technologies such as Artificial Intelligence and Deep Learning.

Strategic Objective		How will we achieve this?	Role	How will we measure progress?
To encourage, educate, support and enable environmentally sustainable approaches to energy management.	7.5	Council will provide support to locally generated energy projects, as they emerge	Partner Advocate	Support provided to renewable energy generation projects located within the region, as projects emerge.
	7.6	Framework developed and in place to incorporate current and potential Biodiversity & Carbon Offset requirements.	Deliver	Develop and begin implementation of a framework to manage the impending requirements of biodiversity and carbon offset requirements.
	7.7	Investigate and where feasible (including availability of funding) implement renewable energy generation at Council sites.	Deliver	Install solar generation at identified Council sites.
	7.8	Explore opportunities to include renewable energy components in Council's Power Purchase Agreements.	Deliver	A renewable energy component is included in Council's large site PPA.

Responsible Directorates

Community and Economic Development Directorate
Infrastructure Directorate
Corporate Services Directorate



KEY PARTNERS

NSW Environment Protection Authority
NSW Department of Primary Industries
Riverina and Murray Joint Organisation (RAMJO)
NSW Department of Planning and Environment
Western Murray Land Improvement Group
CSIRO and other research organisations
Universities and Tafe

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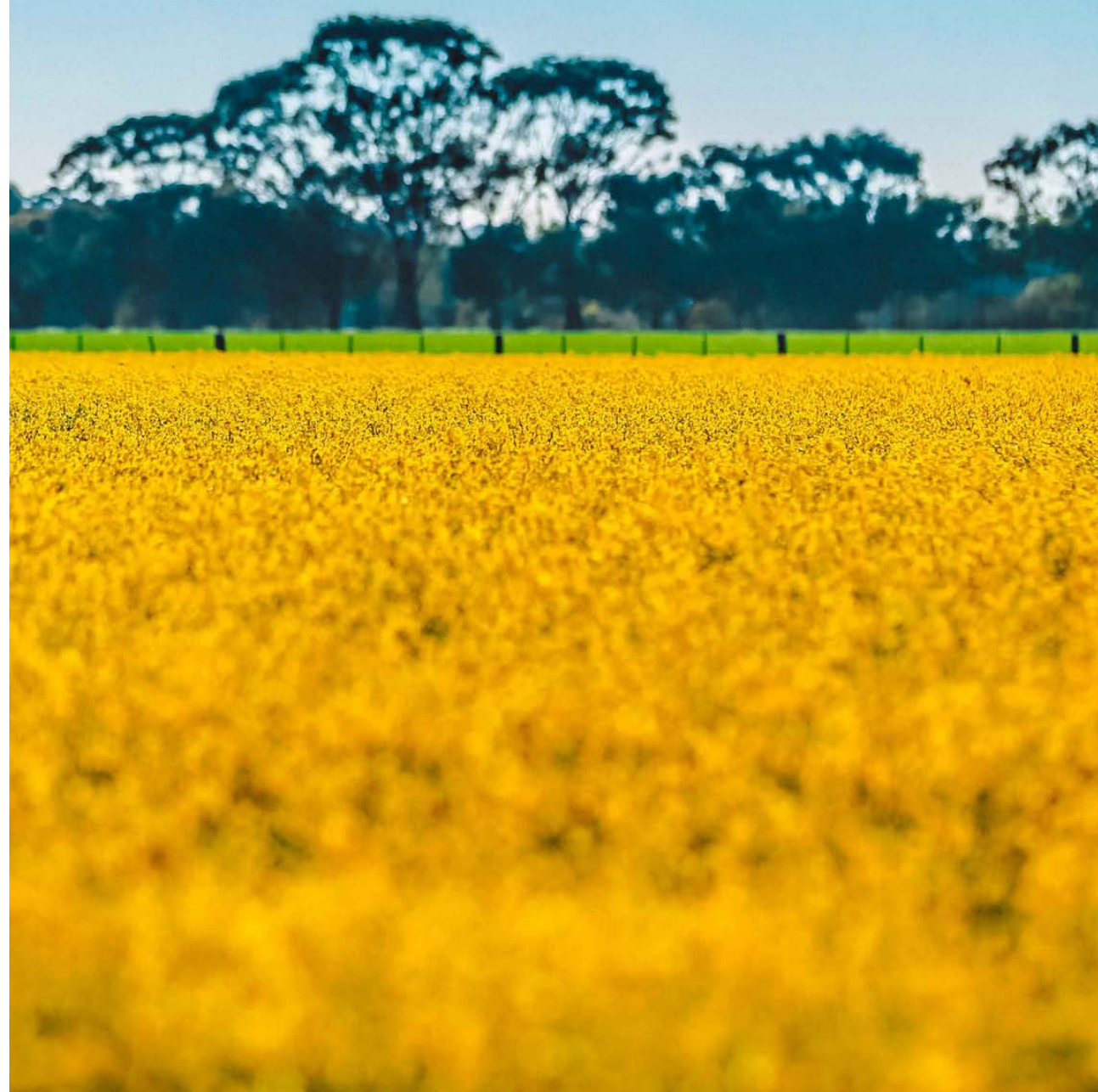


murray river
council

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1300 087 004



Division: Committee: Officer:		Date From: Date To:
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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Review of Developer Contributions for DA 10.2024.154.1 - 72 Meninya Street Moama	230125	<p>RECOMMENDATION</p> <p>That Council apply the total <i>Section 7.11 Development Contributions and Section 64 Water and Sewer Headworks Charges for Development Application (DA) 10.2024.154.1 (modification to be known as DA 10.2024.154.2)</i> of \$40,909.14.</p> <p>Note: This report and decision by Council is for the review of developer contributions only. The modifications to the DA for the plans have been determined by Council staff as acceptable under Delegated Authority.</p> <p style="text-align: right;">MOTION WAS LOST</p>	Beaumont, Peter	G A or R
<p>12 Feb 2025 10:02am Beaumont, Peter - Completion</p> <p>Completed by Beaumont, Peter (action officer) on 12 February 2025 at 10:02:08 AM - No action required as motion lost</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/07/2021	Notice of Motion - Perricoota Road sealing of unsealed 22km of road	250721	<p>RESOLUTION 250721</p> <p>Moved: Cr Geoff Wise Seconded: Cr Alan Mathers</p> <p>That Council</p> <ol style="list-style-type: none"> 1. Resolve that the sealing of the 22Km unsealed section of Perricoota Road is a priority. 2. Ask the Chief Executive Officer to do all that is necessary to obtain funds to complete the works by 30 June 2025. <p style="text-align: right;">CARRIED</p>	Bond, Jack	G A or R

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Action Sheets Report

05 Apr 2024 4:07pm Bond, Jack

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

07 Jun 2024 3:22pm Bond, Jack

Majority of works completed.

05 Nov 2024 4:53pm Bond, Jack

Project completed. Some defects being rectified with material supplier., No recent grants have suited the project for sealing

07 Jan 2025 12:40pm Bond, Jack

Defects completed. Project completed of major resheeting., No additional funding has been applied for to seal the road., Council should reconsider the financial impact of sealing this road.

28 Jan 2025 11:45am Donald, Jan - Completion

Completed by Donald, Jan on behalf of Bond, Jack (action officer) on 28 January 2025 at 11:45:16 AM - Completed.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 22/10/2024	2024-2025 Schedule of Fees - Updated	311024	<p>RESOLUTION 311024</p> <p>Moved: Cr Kylie Berryman</p> <p>Seconded: Cr Neil Gorey</p> <p>That Murray River Council (Council) provisionally resolve (subject to public display of the Updated 2024-25 Schedule of Fees for 28 days), in keeping with Chapter 15, Part 10 the Local Government Act 1993, to adopt the Schedule of Fees as appearing as Attachment 1 to this report.</p> <p style="text-align: right;">CARRIED</p>	Chalmers, Nikki	G A or R
<p>27 Nov 2024 8:09am Chalmers, Nikki - Target Date Revision</p> <p>Target date changed by Chalmers, Nikki from 05 November 2024 to 27 December 2024 - Updated Fees & Charges need to be on public display for 28 days</p> <p>07 Jan 2025 4:32pm Chalmers, Nikki - Completion</p> <p>Completed by Chalmers, Nikki (action officer) on 07 January 2025 at 4:32:14 PM - Fees have been on public display for 30 days and updated schedule of fees & charges now placed on website</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	Financial Report - Unaudited FY 24/25 Period ending 25 November 2024	121224	<p>RESOLUTION 121224</p> <p>Moved: Cr Dennis Gleeson</p> <p>Seconded: Cr Neil Gorey</p> <p>That Murray River Council (Council) resolve to receive the Unaudited Financial Statements for the period to 25 November 2024 (FY2024/25) and noting that reporting of monthly financial statements is not a regulatory requirement but nonetheless is being provided in furtherance of financial</p>	Chalmers, Nikki	G A or R

<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>	<div> <div>Date From:</div> <div>Date To:</div> </div>
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transparency and in keeping with financial reporting best practice.

CARRIED

07 Jan 2025 4:32pm Chalmers, Nikki - Completion

Completed by Chalmers, Nikki (action officer) on 07 January 2025 at 4:32:56 PM - financial information received

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	FINANCIAL REPORT - UNAUDITED FY 24/25 PERIOD ENDING 31 DECEMBER 2024	200125	<p>RESOLUTION 200125</p> <p>Moved: Cr Gen Campbell</p> <p>Seconded: Cr Kylie Berryman</p> <p>That Murray River Council (Council) Resolve to receive the Unaudited Financial Statements for the period to 31 December 2024 (FY2024/25) and noting that reporting of monthly financial statements is not a regulatory requirement but nonetheless is being provided in furtherance of finance transparency and in keeping with financial reporting best practice.</p> <p>CARRIED</p>	Chalmers, Nikki	G A or R
<p>03 Feb 2025 10:42am Chalmers, Nikki - Completion</p> <p>Completed by Chalmers, Nikki (action officer) on 03 February 2025 at 10:42:47 AM - Information only</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Access and Inclusion Advisory Committee	280125	<p>RESOLUTION 280125</p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Gen Campbell</p> <p>That Council:</p> <ol style="list-style-type: none"> 1) nominate a Councillor to represent Council on the Access and Inclusion Advisory Committee (AIAC), and 2) the nominated Councillor attends the bi-monthly meetings, including the first committee meeting, scheduled for Monday, 10 February 2025, at 2:00pm in the Moama Council Chambers. 	Christie, Tiana	G A or R

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- 3) note that the nominated Councillor's appointment will be reconsidered as part of the annual review and delegation of Councillors to committees, held each September.

CARRIED

10 Feb 2025 10:51am Christie, Tiana - Completion

Completed by Christie, Tiana (action officer) on 10 February 2025 at 10:51:39 AM - Agenda papers have been deceminated with an item included to discuss times and dates of future meetings.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Community Strategic Plan (CSP) 2025-2035	181124	<p>RESOLUTION 181124</p> <p>Moved: Cr Kylie Berryman</p> <p>Seconded: Cr Gen Campbell</p> <p>That Council hold over this report until after there has been a presentation to Council prior to Council approval to endorse the plan to go to public consultation.</p> <p>CARRIED</p>	Croft, Zoe	G A or R
<p>13 Feb 2025 12:12pm Croft, Zoe</p> <p>Presentation was made to Council on 10 Dec 2025</p> <p>13 Feb 2025 12:13pm Croft, Zoe - Completion</p> <p>Completed by Croft, Zoe (action officer) on 13 February 2025 at 12:13:25 PM - Presentation was made to Cocunil on 10 Dec 2024.</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	Community Engagement Strategy Review 2024	061224	<p>RESOLUTION 061224</p> <p>Moved: Cr Dennis Gleeson</p> <p>Seconded: Cr Neil Gorey</p> <p>That the Officer's report on Community Engagement Strategy Review 2024 as at 26-11-2024 be received by the Council and the strategy placed on public display for public comment for 28 days.</p> <p>CARRIED</p>	Croft, Zoe	G A or R
<p>13 Feb 2025 12:22pm Croft, Zoe</p> <p>Community Engagement Strategy has been placed on display for the required timeframe and no comments were received.</p> <p>13 Feb 2025 12:27pm Croft, Zoe - Completion</p>					

<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>	<div> <div>Date From:</div> <div>Date To:</div> </div>
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Completed by Croft, Zoe (action officer) on 13 February 2025 at 12:27:13 PM - The Community Engagement Strategy was placed on public display for the required timeframe and a further report to Council will be presented at the March 2025 meeting.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	Community Strategic Plan (CSP) 2025-2035	091224	<p>RESOLUTION 091224 Moved: Cr Gary Pappin Seconded: Cr Neil Gorey That the Officer's report on Community Strategic Plan (CSP) 2025-2035 be received and Councillors endorse the plan to go to public consultation.</p> <p>CARRIED</p>	Croft, Zoe	G A or R
<p>13 Feb 2025 12:24pm Croft, Zoe The CSP was placed on display for public consultation. A further report is due at the Feb 2025 meeting 13 Feb 2025 12:25pm Croft, Zoe - Completion Completed by Croft, Zoe (action officer) on 13 February 2025 at 12:25:42 PM - The CSP was placed on display for public consultation and a further report is due at the Feb 2025 Council meeting</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Monthly Operational Report	080125	<p>RESOLUTION 080125 Moved: Cr Gen Campbell Seconded: Cr Kylie Berryman That the Monthly Operational Report as of December 2024 (covering the months of November & December) be received and the information noted by the Council.</p> <p>CARRIED</p>	Dean, Courtney	G A or R
<p>03 Feb 2025 2:36pm Dean, Courtney - Completion Completed by Dean, Courtney (action officer) on 03 February 2025 at 2:36:57 PM - no further action required</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Murray River Council Local Traffic Committee	210125	<p>RESOLUTION 210125 Moved: Cr Kylie Berryman Seconded: Cr Neil Gorey</p>	Donald, Jan	G A or R

<div>Division:</div> <div>Committee:</div> <div>Officer:</div>	<div>Date From:</div> <div>Date To:</div>
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That Council note the DRAFT minutes of the Murray River Council Local Traffic Committee meeting held on Wednesday 4 December 2024.

CARRIED

30 Jan 2025 4:55pm Donald, Jan - Completion

Completed by Donald, Jan (action officer) on 30 January 2025 at 4:55:55 PM - Noted. No further action required.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Quarterly Budget Review - Period Ended 30 September 2024	251124	<p>RESOLUTION 251124</p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Dennis Gleeson</p> <p>That Council resolve to:</p> <ol style="list-style-type: none"> 1. Adopt the budget variations as detailed within the report and any subsequent changes made to those votes, in Council's estimates of income and expenditure for 2024/2025 financial year, which includes changes to the 2024/2025 Capital Listing as updated per Attachment 3 and the following Reserve movements: <ol style="list-style-type: none"> a. to fund Capital activities: <ol style="list-style-type: none"> i. \$894,242 from General reserve ii. \$1,133,615 from Water reserve iii. \$957,019 from Sewer reserve iv. \$544,198 from Waste reserve; and b. from Operational activities: <ol style="list-style-type: none"> i. \$108,070 from the General reserve ii. \$278,511 to the Water reserve iii. \$715,792 to the Sewer reserve iv. \$276,255 to the Waste reserve. <p>CARRIED</p>	Ensink, Hannah	G A or R
<p>10 Feb 2025 10:36am Ensink, Hannah</p> <p>Budget adoption reflected in Council technology systems reflecting approved reserve movements and capital program. QBR1 sent to OLG. Nothing further to action.</p> <p>10 Feb 2025 10:42am Ensink, Hannah - Completion</p> <p>Completed by Ensink, Hannah (action officer) on 10 February 2025 at 10:42:24 AM - Budget adoption reflected in Council technology systems reflecting approved reserve movements and capital program. QBR1 sent to OLG. Nothing further to action.</p>					

Action Sheets Report	Division: Committee: Officer:	Date From: Date To: Printed: 17 February 2025 4:03 PM
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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Planning Proposal to reclassify 22 Lots of Murray River Council land from Community to Operational for drainage reserves.	130524	RESOLUTION 130524 Moved: Cr Dennis Gleeson Seconded: Cr Neil Gorey That: <ol style="list-style-type: none"> Council endorse the Planning Proposal prepared by Habitat Planning Pty Ltd to amend the Murray Local Environment Plan 2011 and Wakool Local Environment Plan 2013 to reclassify 22 lots from Community to Operational land, to correct historical classification errors, including: <ul style="list-style-type: none"> Moama Barnes Road-Graham Street Buffer Lot 126 DP 1264832 Moama Business Park Drainage Basin Lot 11 DP 1103416 Moama Lakeview Park Lot 16 DP 1084308 Moama Lea Court Buffer Lot 23 DP 256000 Moama Beer Road Business Park Buffer Lot 56 DP 1175457 Moama Perricoota Run Drainage Reserve Lot 91 DP 1220526 Moama Dungala Estate Lot 33 DP 1259774 Moama Dungala Estate Lot 34 DP 1259774 Moama Barbers Paddock Lot 34 DP 1209212 Moama Barbers Paddock Lot 104 DP 1256111 Moama Business Park Drainage Basin (South) Lot 17 DP 1175457 Moama Pump Station No. 27 – Ghost Gum Place Lot 95 DP 1201662 Moama Pump Station No. 30 – Winbi 2 Lot 131 DP 1226905 Moama Perricoota Road, Winbi & Merool Drainage Basin Lot 2 DP 1255836 Moama Marsanne Drive Reserve Lot 171 DP 1245186 	Godfrey, Chris	G A or R

<p>Action Sheets Report</p>	<p>Division: Committee: Officer:</p>	<p>Date From: Date To: Printed: 17 February 2025 4:03 PM</p>
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- Moama Dungala Drainage Reserve Lot 115 DP 1268382
- Moama Hermitage Drive Reserve Lot 226 DP 1261570
- Moama Perricoota Road Buffer Lot 61 DP 1082147
- Moama Barber Court Buffer Lot 9 DP 841556
- Moama Marsanne Drive Reserve Lot 121 DP 1238057
- Moama Lakeview Drainage Basin Lot 194 DP 1251358
- Barham Vinecombe Lane Reserve Lot 23 DP 1240379

2. The Planning Proposal be sent to NSW Department of Planning, Housing and Infrastructure (DPHI) for Gateway determination in accordance with Section 3.34 of the Environmental Planning and Assessment Act 1979

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

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

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

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

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

Against: Nil

**CARRIED 7/0
CARRIED**

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

Division: Committee: Officer:	Date From: Date To: Printed: 17 February 2025 4:03 PM
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Target date changed by Godfrey, Chris from 11 June 2024 to 30 August 2024 - Estimated completion date only. Planning Proposal to be lodged with DPH for Gateway Determination in June. Timeframe for completion of necessary steps will be determined by DPH as part of issuing Gateway.

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

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

05 Nov 2024 4:10pm Godfrey, Chris - Target Date Revision

Target date changed by Godfrey, Chris from 30 September 2024 to 01 April 2025 - Gateway Determination received with deadline for completion advised as 1 April 2025. Public Hearings scheduled for mid-November 2024.

10 Feb 2025 11:37am Godfrey, Chris

Please see resolution 070125. This is now completed

10 Feb 2025 12:02pm Leyonhjelm, Lindy - Completion

Completed by Leyonhjelm, Lindy on behalf of Godfrey, Chris (action officer) on 10 February 2025 at 12:02:26 PM - completed

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Citizenship Ceremony Dress Code Policy - Rescind	190125	RESOLUTION 190125 Moved: Cr Gen Campbell Seconded: Cr Neil Gorey That the Citizenship Ceremony Dress Code Policy be rescinded. CARRIED	Gordon, Sandra	G A or R
13 Feb 2025 9:30am Gordon, Sandra - Completion Completed by Gordon, Sandra (action officer) on 13 February 2025 at 9:30:01 AM - Published to website/Policy Register updated					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Disclosures of Interest for the newly elected Councillors	180125	RESOLUTION 180125 Moved: Cr Gary Pappin Seconded: Cr Gen Campbell That Council notes the Disclosure of Interest Returns by the newly elected Councillors have been tabled. CARRIED	Gordon, Sandra	G A or R
13 Feb 2025 9:30am Gordon, Sandra - Completion Completed by Gordon, Sandra (action officer) on 13 February 2025 at 9:30:53 AM - Disclosure of Interest Register updated					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
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Action Sheets Report		Division: Committee: Officer:	Date From: Date To: Printed: 17 February 2025 4:03 PM
Council 10/12/2024	Appointment of Chairperson/s of the Audit, Risk and Improvement Committee for the Council Term	111224	Gordon, Sandra G A or R RESOLUTION 111224 Moved: Cr Neil Gorey Seconded: Cr Dennis Gleeson That Murray River Council (Council) resolve to appoint: A. the Chairperson/s of the Audit, Risk and Improvement Committee (ARIC) as follows: 1. David Kortum for the period November 2024 to October 2026 and 2. Jarrah O'Shea for the period November 2026 to October 2028; and B. Committee Members of the ARIC as follows: 1. Jarrah O'Shea for the period November 2024 to October 2026 and 2. David Kortum for the period November 2026 to October 2028. CARRIED 03 Jan 2025 9:12am Gordon, Sandra - Completion Completed by Gordon, Sandra (action officer) on 03 January 2025 at 9:12:42 AM - Completed

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	DRAFT Graffiti Policy - Review	150125	RESOLUTION 150125 Moved: Cr Bianca Hurn Seconded: Cr Geoff Wise That 1. The DRAFT Graffiti Policy V#2 be adopted and the Policy Register updated; and 2. The previous version of this Policy be rescinded. CARRIED 13 Feb 2025 9:29am Gordon, Sandra - Completion Completed by Gordon, Sandra (action officer) on 13 February 2025 at 9:29:38 AM - Published to website/Policy Register updated	Gordon, Sandra	G A or R

<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>		<div> <div>Date From:</div> <div>Date To:</div> </div>
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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	DRAFT Withdrawal of Development & Other Applications (Refund of Fees) Policy - Review	160125	RESOLUTION 160125 Moved: Cr Geoff Wise Seconded: Cr Bianca Hurn That <ol style="list-style-type: none"> 1. The DRAFT Withdrawal of Development & Other Applications (Refund of Fees) Policy V#2 be adopted and the Policy Register updated; and 2. The previous version of this Policy be rescinded. CARRIED	Gordon, Sandra	G A or R
13 Feb 2025 9:29am Gordon, Sandra - Completion Completed by Gordon, Sandra (action officer) on 13 February 2025 at 9:29:44 AM - Published to website/Policy Register updated					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	2023-2024 Code of Conduct Statistics Report	131224	RESOLUTION 131224 Moved: Cr Gen Campbell Seconded: Cr Neil Gorey That the 2023-2024 Code of Conduct Statistics Report be received and the information noted by Council. CARRIED	Gordon, Sandra	G A or R
03 Jan 2025 9:12am Gordon, Sandra - Completion Completed by Gordon, Sandra (action officer) on 03 January 2025 at 9:12:54 AM - Completed					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	DRAFT Plaques & Memorials Policy - Review	170125	RESOLUTION 170125 Moved: Cr Bianca Hurn Seconded: Cr Gary Pappin That <ol style="list-style-type: none"> 1. The DRAFT Plaques & Memorials Policy V#2 be adopted and the Policy Register updated; and 2. The previous version of this Policy be rescinded. CARRIED	Gordon, Sandra	G A or R

<div>Division:</div> <div>Committee:</div> <div>Officer:</div>	<div>Date From:</div> <div>Date To:</div>
Action Sheets Report	Printed: 17 February 2025 4:03 PM

13 Feb 2025 9:29am Gordon, Sandra - Completion

Completed by Gordon, Sandra (action officer) on 13 February 2025 at 9:29:51 AM - Published to website/Policy Register updated

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Mayoral Minute - Chief Executive Officer Recruitment Panel recommendation to appoint recruitment agency	461124	<p>RESOLUTION 461124</p> <p>Moved: Cr Kylie Berryman</p> <p>Seconded: Cr Neil Gorey</p> <p>The panel members recommend that,</p> <ol style="list-style-type: none"> 1. Council appoints recommended recruitment services for the position of Chief Executive Officer at a cost quoted in the body of this report, plus GST for complete recruitment, including psychometric testing and 2. Authorise the Mayor to negotiate costs, to a maximum of \$7000 + GST, for advertising and travel. <p><u>In Favour:</u> Crs John Harvie, Neil Gorey, Joy Allan, Kylie Berryman, Gen Campbell, Dennis Gleeson, Bianca Hurn, Gary Pappin and Geoff Wise</p> <p><u>Against:</u> Nil</p> <p style="text-align: right;">CARRIED 9/0 CARRIED</p>	Harvie, John	G A or R
<p>06 Jan 2025 12:21pm Leyonhjelm, Lindy Recruitment agency has been appointed and process is underway</p> <p>06 Jan 2025 12:23pm Leyonhjelm, Lindy - Completion Completed by Leyonhjelm, Lindy on behalf of Harvie, John (action officer) on 06 January 2025 at 12:23:30 PM - Recruitment agency is appointed and recruitment is underway</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Moama Preschool - Request for reduction in rent	250125	<p>RESOLUTION 250125</p> <p>Moved: Cr Kylie Berryman</p> <p>Seconded: Cr Bianca Hurn</p> <p>That Council:</p> <ol style="list-style-type: none"> 1. agrees to proceed with the necessary steps to provide financial assistance to Moama and District 	Hayward, Beck	G A or R

<div>Division: Committee: Officer:</div>		<div>Date From: Date To:</div>	
Action Sheets Report		Printed: 17 February 2025 4:03 PM	
<div><div>Preschool ('the Preschool'), including public display and consultation.</div><div><div>2.</div><div>in accordance with Section 356 of the Local Government Act 1993, Council will provide 28 days' public notice of a proposal to pass a resolution to grant financial assistance to the Preschool.</div></div><div><div>3.</div><div>subject to the completion of the public notice period and consideration of any submissions received, Council resolves to reimburse the Preschool for its operational maintenance costs for the year 2024, up to a maximum of \$14,925.05 including GST. This decision is made in good faith and does not alter or cancel any other terms of the lease or contribution agreement between the parties.</div></div><div><div>4.</div><div>delegate authority to the Acting CEO to enter into a deed of variation to the existing lease to remove the \$5,000 crown land rental component incurred by the Moama Preschool.</div></div></div> <div>CARRIED</div>			
<div>12 Feb 2025 9:48am Hayward, Beck - Completion</div> <div>Completed by Hayward, Beck (action officer) on 12 February 2025 at 9:48:46 AM - 1. The Preschool have been notified of Council's resolution. 2. The proposal to provide financial assistance has been placed on public display. 3. The process to vary the lease is underway.</div>			

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Southern Riverina Regional Drought Resilience Plan - Project Update	260125	<p>RESOLUTION 260125</p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Dennis Gleeson</p> <p>That Council note the progress of the Southern Riverina Regional Drought Resilience Plan project.</p> <p style="text-align: right;">CARRIED</p>	Hayward, Beck	G A or R
<p>12 Feb 2025 9:49am Hayward, Beck - Completion Completed by Hayward, Beck (action officer) on 12 February 2025 at 9:49:36 AM - Staff continue to work with the steering committee to progress the next phase of the project.</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
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Council 28/01/2025	Employment Lands Strategy - Final Adoption	240125	RESOLUTION 240125 Moved: Cr Kylie Berryman Seconded: Cr Neil Gorey That Council adopt the Murray River Council Employment Lands Strategy. CARRIED	Hayward, Beck	G A or R
12 Feb 2025 9:34am Hayward, Beck - Completion Completed by Hayward, Beck (action officer) on 12 February 2025 at 9:34:10 AM - The ELS will be uploaded onto Council's website and a copy of the adopted report shared with stakeholders.					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	One Basin CRC Membership	270125	RESOLUTION 270125 Moved: Cr Geoff Wise Seconded: Cr Gary Pappin That Council resolve to: <ol style="list-style-type: none"> 1. Provide 12 months' notice to withdraw from the One Basin Cooperative Research Centre (CRC) project, in accordance with the terms of the ten-year agreement. 2. Redirect the \$10,000 annual membership fee currently allocated to the One Basin CRC to the Western Murray Land Improvement Group (WMLIG) to support their continued involvement and activities within the One Basin CRC. 3. Adjust the Economic Development budget to reflect the reallocation of the \$10,000 annual membership fee to WMLIG. 4. Monitor and evaluate WMLIG's projects regularly to ensure they align with Council's objectives and deliver the expected benefits to the community. 5. Leverage WMLIG's active involvement in the One Basin CRC to maintain a level of regional influence in the research activities. CARRIED	Hayward, Beck	G A or R
12 Feb 2025 9:24am Hayward, Beck - Completion					

<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>	<div> <div>Date From:</div> <div>Date To:</div> </div>
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Completed by Hayward, Beck (action officer) on 12 February 2025 at 9:24:11 AM - One Basin CRC and Western Murray Land Improvement Group have been notified of this decision.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Award of Contract MRC 2438 - Council Structural (Bridge) Assessments		<p>RECOMMENDATION</p> <p>That the Officer's report on Award of Contract MRC 2438 - Council Structural (Bridge) Assessments as at 28 January 2025 be received and the information noted by the Council.</p> <p>Report has been withdrawn</p>	Hore, John	G A or R
<p>10 Feb 2025 12:23pm Hore, John - Completion Completed by Hore, John (action officer) on 10 February 2025 at 12:23:50 PM - Withdrawn, tender value less than \$250k</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Confirmation of Minutes - Ordinary Meeting held on 10 December 2024	020125	<p>RESOLUTION 020125</p> <p>Moved: Cr Geoff Wise Seconded: Cr Gen Campbell That the minutes of the Ordinary Meeting of Murray River Council held on 10 December 2024 be confirmed as a true and correct record.</p> <p>CARRIED</p>	Leyonhjelm, Lindy	G A or R
<p>10 Feb 2025 9:22am Leyonhjelm, Lindy - Completion Completed by Leyonhjelm, Lindy (action officer) on 10 February 2025 at 9:22:26 AM - Confirmed at Council meeting 28 Jan and resolved as true and correct</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	Sundry Delegates Report	171224	<p>RESOLUTION 171224</p> <p>Moved: Cr Dennis Gleeson Seconded: Cr Kylie Berryman That the Sundry Delegates Report of the Mayor and Councillors for the period 1 November 2024 through to 30 November 2024 be received and the information noted by</p>	Leyonhjelm, Lindy	G A or R

<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>	<div> <div>Date From:</div> <div>Date To:</div> </div>
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the Council; and reasonable out of pocket expenses be met by Council.

CARRIED

06 Jan 2025 12:25pm Leyonhjelm, Lindy - Completion

Completed by Leyonhjelm, Lindy (action officer) on 06 January 2025 at 12:25:03 PM - resolved at council

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	Correspondence Report	161224	<p>RESOLUTION 161224</p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Kylie Berryman</p> <p>That the Correspondence Report be received and the information noted by the Council.</p> <p>CARRIED</p>	Leyonhjelm, Lindy	G A or R
<p>06 Jan 2025 12:24pm Leyonhjelm, Lindy - Completion</p> <p>Completed by Leyonhjelm, Lindy (action officer) on 06 January 2025 at 12:24:03 PM - resolved at council</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	2024 School Presentation Functions	171124	<p>RESOLUTION 171124</p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Neil Gorey</p> <p>That Councillors determine their attendance at each of the annual presentation functions of the district schools who have requested Councillor attendance (and in some cases to present the Council sponsored award), as detailed in the report.</p> <p>CARRIED</p>	Leyonhjelm, Lindy	G A or R
<p>06 Jan 2025 12:25pm Leyonhjelm, Lindy</p> <p>Delegates of Council allocated to each presentation and schools were advised of who was attending their presentations</p> <p>06 Jan 2025 12:26pm Leyonhjelm, Lindy - Completion</p> <p>Completed by Leyonhjelm, Lindy (action officer) on 06 January 2025 at 12:26:00 PM - resolved at council</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
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<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>	<div> <div>Date From:</div> <div>Date To:</div> </div>
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Council 28/01/2025	Submissions to ALGA National General Assembly 24 - 27 June 2025	090125	<p>RESOLUTION 090125</p> <p>Moved: Cr Gary Pappin Seconded: Cr Gen Campbell That Council consider motions for submission to the National General Assembly (NGA) of the Australian Local Government Association (ALGA) conference being held in Canberra from 24 – 27 June 2025.</p> <p>CARRIED</p>	Leyonhjelm, Lindy	G A or R
<p>10 Feb 2025 9:22am Leyonhjelm, Lindy Submissions from Councillors to be brought to 25 Feb Council meeting for resolution to be included as motions for the ALGA NGA papers</p> <p>10 Feb 2025 9:24am Leyonhjelm, Lindy - Completion Completed by Leyonhjelm, Lindy (action officer) on 10 February 2025 at 9:24:30 AM - Submissions from Councillors to be brought to Council as separate reports</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Confirmation of Minutes - Ordinary Meeting held on 22 October 2024 & Extra Ordinary Meeting held 12 November 2024	121124	<p>RESOLUTION 121124</p> <p>Moved: Cr Dennis Gleeson Seconded: Cr Neil Gorey That the minutes of the Ordinary Meeting of Murray River Council held on 22 October 2024 & Extra Ordinary Meeting held on 12 November 2024 be confirmed as a true and correct record.</p> <p>CARRIED</p>	Leyonhjelm, Lindy	G A or R
<p>06 Jan 2025 12:24pm Leyonhjelm, Lindy - Completion Completed by Leyonhjelm, Lindy (action officer) on 06 January 2025 at 12:24:38 PM - resolved at council</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Resolutions of the Council - Resolution Tracker & InfoCouncil Action Reports	140125	<p>RESOLUTION 140125</p> <p>Moved: Cr Neil Gorey Seconded: Cr Kylie Berryman That the Council resolve to receive and note the status of previous resolutions of Council (in open and closed Council)</p>	Leyonhjelm, Lindy	G A or R

<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>	<div> <div>Date From:</div> <div>Date To:</div> </div>
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contained in the Monthly Operation Report including the Resolution Tracker Reports.

CARRIED

10 Feb 2025 9:30am Leyonhjelm, Lindy - Completion

Completed by Leyonhjelm, Lindy (action officer) on 10 February 2025 at 9:30:03 AM - Resolved at Council

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	Confirmation of Minutes - Ordinary Meeting held on 26 November 2024	041224	<p>RESOLUTION 041224</p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Dennis Gleeson</p> <p>That the minutes of the Ordinary Meeting of Murray River Council held on 26 November 2024 be confirmed as a true and correct record.</p> <p>CARRIED</p>	Leyonhjelm, Lindy	G A or R
<p>06 Jan 2025 12:24pm Leyonhjelm, Lindy - Completion</p> <p>Completed by Leyonhjelm, Lindy (action officer) on 06 January 2025 at 12:24:21 PM - resolved at council</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Correspondence Report	401124	<p>RESOLUTION 401124</p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Kylie Berryman</p> <p>That the Correspondence Report be received and the information noted by the Council.</p> <p>CARRIED</p>	Leyonhjelm, Lindy	G A or R
<p>06 Jan 2025 12:23pm Leyonhjelm, Lindy - Completion</p> <p>Completed by Leyonhjelm, Lindy (action officer) on 06 January 2025 at 12:23:53 PM - resolved at council</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Correspondence Report	290125	<p>RESOLUTION 290125</p> <p>Moved: Cr Gen Campbell</p> <p>Seconded: Cr Dennis Gleeson</p>	Leyonhjelm, Lindy	G A or R

<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>	<div> <div>Date From:</div> <div>Date To:</div> </div>
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That the Correspondence Report be received and the information noted by the Council.

CARRIED

10 Feb 2025 9:22am Leyonhjelm, Lindy - Completion

Completed by Leyonhjelm, Lindy (action officer) on 10 February 2025 at 9:22:03 AM - completed

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Sundry Delegates Report	300125	<p>RESOLUTION 300125</p> <p>Moved: Cr Bianca Hurn</p> <p>Seconded: Cr Kylie Berryman</p> <p>That the Sundry Delegates Report of the Mayor and Councillors for the period 1 December 2024 through to 31 December 2024 be received and the information noted by the Council; and reasonable out of pocket expenses be met by Council.</p> <p>CARRIED</p>	Leyonhjelm, Lindy	G A or R
<p>10 Feb 2025 9:19am Leyonhjelm, Lindy</p> <p>Cr Wise did not have his name on the list of events and meetings Councillors attended. He will be included, however there will be no attendances listed. Cr Gorey did not attend the Moama Preschool meetings, that has now been removed for his list of attended events & meetings.</p> <p>10 Feb 2025 9:21am Leyonhjelm, Lindy - Completion</p> <p>Completed by Leyonhjelm, Lindy (action officer) on 10 February 2025 at 9:21:52 AM - Completed</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	Resolutions of the Council - Resolution Tracker & InfoCouncil Action Reports	081224	<p>RESOLUTION 081224</p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Geoff Wise</p> <p>That the Council resolve to receive and note the status of previous resolutions of Council (in open and closed Council) contained in the Monthly Operation Report including the Resolution Tracker Reports.</p> <p>CARRIED</p>	Leyonhjelm, Lindy	G A or R
<p>06 Jan 2025 12:24pm Leyonhjelm, Lindy - Completion</p> <p>Completed by Leyonhjelm, Lindy (action officer) on 06 January 2025 at 12:24:13 PM - resolved at council</p>					

<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>	<div> <div>Date From:</div> <div>Date To:</div> </div>
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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Sundry Delegates Report	411124	<p>RESOLUTION 411124</p> <p>Moved: Cr Dennis Gleeson Seconded: Cr Joy Allan That the Sundry Delegates Report of the Mayor and Councillors for the period 8 October 2024 through to 31 October 2024 be received and the information noted by the Council; and reasonable out of pocket expenses be met by Council.</p> <p>CARRIED</p> <p>06 Jan 2025 12:24pm Leyonhjelm, Lindy - Completion Completed by Leyonhjelm, Lindy (action officer) on 06 January 2025 at 12:24:30 PM - resolved at council</p>	Leyonhjelm, Lindy	G A or R

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Resolutions of the Council - Resolution Tracker & InfoCouncil Action Reports	191124	<p>RESOLUTION 191124</p> <p>Moved: Cr Kylie Berryman Seconded: Cr Geoff Wise That the Council resolve to receive and note the status of previous resolutions of Council (in open and closed Council) contained in the Monthly Operation Report including the Resolution Tracker Reports.</p> <p>CARRIED</p> <p>06 Jan 2025 12:24pm Leyonhjelm, Lindy - Completion Completed by Leyonhjelm, Lindy (action officer) on 06 January 2025 at 12:24:47 PM - resolved at council</p>	Leyonhjelm, Lindy	G A or R

Meeting	Subject	Resolution Number	Resolution	Officer	Status
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<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>		<div> <div>Date From:</div> <div>Date To:</div> </div>
<div>Action Sheets Report</div>		<div>Printed: 17 February 2025 4:03 PM</div>
<div>Council 26/03/2024</div>	<div> <div>MURRAY LOCAL ENVIRONMENTAL PLAN 2011 - PLANNING PROPOSAL TO CHANGE ZONING FROM RU1 PRIMARY PRODUCTION TO R2 LOW DENSITY RESIDENTIAL AND E1 LOCAL CENTRE FOR LOTS 1-2 IN DP1283567, LOT 1 IN DP1231552 AND LOT 1-3 IN DP854487 LOCATED AT 420-508 PERRICOOTA ROAD, MOAMA NSW 2731.</div> <div>180324</div> </div>	<div> <div>McFarlane, Jessica</div> <div>G A or R</div> </div>
<div> <div>RESOLUTION 180324</div> <div>Moved: Cr Neil Gorey</div> <div>Seconded: Cr Geoff Wise</div> <div>That:</div> <ol style="list-style-type: none"> Council re-endorse the Planning Proposal prepared by Habitat Planning Pty to amend the Murray Local Environmental Plan 2011 (LEP) to vary the zoning of the site on Lot 1 in DP1283567 and Lots 1–3 in DP854487 from RU1 Primary Production Zone to R2 Low Density Residential Zone. Lot 1 in DP1283567 from RU1 Primary Production Zone to E1 Local Centre Zone. Subsequently, reductions in minimum lot sizes proposed for Lots 1 in DP1283567 and Lots 1–3 in DP854487, from a minimum lot size of 100 hectares to a minimum lot size of 2,000m². Further, the minimum lot size for the E1 Local Centre Zone is proposed to be abolished. The Planning Proposal be sent to NSW Department of Planning and Environment (DPE) for final endorsement. Council staff complete all actions, as outlined in the Gateway Determination and send the Planning Proposal to the NSW Parliamentary Counsel's Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan (LEP). Council notes that this recommendation assumes that no valid objections are received prior to the public exhibition closing date of 3 April 2024. If valid objections are received via the public exhibition process, the outcomes of this recommendation are null, and void and a further report will come back to council for consideration. <div> <div>In Favour:</div> <div>Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Kron Nicholas, Thomas Weyrich and Geoff Wise</div> </div> </div>		

<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>	<div> <div>Date From:</div> <div>Date To:</div> </div>
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<div> <div>Against:</div> <div>Nil</div> </div>	<div> <div>CARRIED 7/0</div> <div>CARRIED</div> </div>
<div> <div>19 Aug 2024 10:10am McFarlane, Jessica</div> <div>Mapping is now being completed for this process to finalise and amend the LEP</div> <div>13 Feb 2025 4:27pm McFarlane, Jessica - Completion</div> <div>Completed by McFarlane, Jessica (action officer) on 13 February 2025 at 4:27:10 PM - This process completed</div> </div>	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 22/10/2024	DA 10.2024.49.1 - 38 Suite 3 Storey Motel - Request to amend Section 7.12 Levy Development Contribution Requirements to a two-part payment arrangement.	341024	RESOLUTION 341024 Moved: Cr Geoff Wise Seconded: Cr Joy Allan 1. That Council notes the officers report. 2. That Council agrees to a payment arrangement via two instalments that follows the staging of the development with the total amount of Section 7.12 Levy fees being \$163,399.08 as calculated under the Development Contributions Plan 2011 prior to the Occupation Certificate being issued and that the Council advise the applicant to seek a modification to the consent to reflect the decision of Council and to formally implement the proposed amendments. 3. That the modification to the consent be approved under delegated authority. In Favour: Crs Joy Allan, Dennis Gleeson, Neil Gorey, John Harvie, Gary Pappin and Geoff Wise. Against: Nil <div>CARRIED</div>	McFarlane, Jessica	G A or R
<div> <div>13 Feb 2025 4:24pm McFarlane, Jessica - Completion</div> <div>Completed by McFarlane, Jessica (action officer) on 13 February 2025 at 4:24:57 PM - Motion put into action.</div> </div>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
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Action Sheets Report		Division: Committee: Officer:	Date From: Date To: Printed: 17 February 2025 4:03 PM
Council 12/12/2023	MURRAY LOCAL ENVIRONMENTAL PLAN 2011 - PLANNING PROPOSAL TO CHANGE ZONING FROM RU1 PRIMARY PRODUCTION TO R2 LOW DENSITY RESIDENTIAL AND E1 LOCAL CENTRE FOR LOTS 1-2 IN DP1283567, LOT 1 IN DP1231552 AND LOT 1-3 IN DP854487 LOCATED AT 420-508 PERRICOOTA ROAD, MOAMA NSW 2731.	131223	McFarlane, Jessica G A or R RESOLUTION 131223 Moved: Cr Geoff Wise Seconded: Cr Dennis Gleeson That: 1. Council endorse the Planning Proposal prepared by Habitat Planning Pty to amend the Murray Local Environmental Plan 2011 (LEP) to vary the zoning of the site on Lot 1 in DP1283567 and Lots 1–3 in DP854487 from RU1 Primary Production Zone to R2 Low Density Residential Zone. Lot 1 in DP1283567 from RU1 Primary Production Zone to E1 Local Centre Zone. Subsequently, reductions in minimum lot sizes proposed for Lots 1 in DP1283567 and Lots 1–3 in DP854487, from a minimum lot size of 100 hectares to a minimum lot size of 2,000m ² . Further, the minimum lot size for the E1 Local Centre Zone is proposed to be abolished. 2. The Planning Proposal be sent to NSW Department of Planning and Environment (DPE) for a 'Gateway Determination' in accordance with Section 3.34 of the Environmental Planning and Assessment Act 1979. 3. Council staff complete all actions, as outlined in the Gateway Determination and send the Planning Proposal to the NSW Parliamentary Counsel's Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan (LEP). 4. Council notes if valid objections are received via the public exhibition process, a further report will come back to council for consideration. <u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Dennis Gleeson, Thomas Weyrich and Geoff Wise

<div>Division:</div> <div>Committee:</div> <div>Officer:</div>	<div>Date From:</div> <div>Date To:</div>
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Against: Nil

CARRIED 7/0
CARRIED

11 Mar 2024 11:30am McFarlane, Jessica

Planning Proposal forwarded to DPE for concurrence.

06 Jun 2024 3:54pm McFarlane, Jessica

on-going

19 Aug 2024 10:10am McFarlane, Jessica

Mapping is now being amended by Council for finalisation in the process

13 Feb 2025 4:23pm McFarlane, Jessica - Completion

Completed by McFarlane, Jessica (action officer) on 13 February 2025 at 4:23:48 PM - Rezone mapping complete, process complete

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 18/06/2024	MURRAY LOCAL ENVIRONMENTAL PLAN 2011 - PLANNING PROPOSAL TO CHANGE ZONING FROM RU1 PRIMARY PRODUCTION TO R2 LOW DENSITY RESIDENTIAL AND E1 LOCAL CENTRE FOR LOTS 1-2 IN DP1283567, LOT 1 IN DP1231552 AND LOT 1-3 IN DP854487 LOCATED AT 420-508 PERRICOOTA ROAD, MOAMA NSW 2731.	020624	<p>RESOLUTION 020624</p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Thomas Weyrich</p> <p>That:</p> <ol style="list-style-type: none"> Council re-endorse the Planning Proposal prepared by Habitat Planning Pty to amend the Murray Local Environmental Plan 2011 (LEP) to vary the zoning of the site on Lot 1 in DP1283567 and Lots 1–3 in DP854487 from RU1 Primary Production Zone to R2 Low Density Residential Zone. Lot 1 in DP1283567 from RU1 Primary Production Zone to E1 Local Centre Zone. Subsequently, reductions in minimum lot sizes proposed for Lots 1 in DP1283567 and Lots 1–3 in DP854487, from a minimum lot size of 100 hectares to a minimum lot size of 2,000m². Further, the minimum lot size for the E1 Local Centre Zone is proposed to be abolished. The Planning Proposal be sent to NSW Department of Planning, Housing and Infrastructure (DPHI) for final endorsement. Council staff complete all actions, as outlined in the Gateway Determination and send the Planning 	McFarlane, Jessica	G A or R

<p>Action Sheets Report</p>	<p>Division: Committee: Officer:</p>	<p>Date From: Date To: Printed: 17 February 2025 4:03 PM</p>
<p>Proposal to the NSW Parliamentary Counsel's Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan (LEP).</p> <p>4. No objections were received as part of the re-exhibition period ending 14th June 2024.</p> <p><u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Ann Crowe, Thomas Weyrich and Geoff Wise</p> <p><u>Against:</u> Nil</p> <p style="text-align: right;">CARRIED 5/0 CARRIED</p> <p>19 Aug 2024 10:12am McFarlane, Jessica Habitat Planning making some amendments to the PP prior to public exhibition</p> <p>13 Feb 2025 4:24pm McFarlane, Jessica - Completion Completed by McFarlane, Jessica (action officer) on 13 February 2025 at 4:24:35 PM - This stage of the process complete</p>		

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/02/2023	Planning Proposal - PP-2021-5594 - Post Consultation Report - Planning Proposal for amendment of Murray Local Environmental Plan 2011 to reduce the minimum lot size from 3000m2 to 1000m2 at Lot 17 DP258661, 17 Maiden Smith Drive, Moama	120223	<p>MOTION</p> <p>Moved: Cr Geoff Wise Seconded: Cr Ann Crowe</p> <p>That Council resolve to:</p> <ol style="list-style-type: none"> 1. Consider this report and submissions for information, and 2. proceed with the Planning Proposal as submitted to reduce the minimum lot size provisions of Lot 17 DP 258661 from 3000 square metres to 1000 square metres in accordance with the current Planning Proposal, and 3. Due to the comments received from NSW Department of Planning and Environment (DPE), develop a Precinct Plan for the Maiden Smith Drive area and include it into 	McFarlane, Jessica	G A or R

<div style="display: flex; justify-content: space-between;"><div style="width: 45%;"><p>Division: Committee: Officer:</p></div><div style="width: 45%; text-align: right;"><p>Date From: Date To:</p></div></div> <p>Action Sheets Report</p>	<p>Date From: Date To:</p> <p>Printed: 17 February 2025 4:03 PM</p>
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Council's Development Control Plan prior to the determination of any subsequent Development Applications affecting the subject land.

SEE AMENDED RESOLUTION WITH ADDITIONAL ITEM

RESOLUTION 120223

Moved: Cr Frank Crawley
Seconded: Cr Neil Gorey

That Council resolve to:

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

Amendment - Additional item for resolution:

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

CARRIED

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

Against: Crs Nikki Cohen and Thomas Weyrich

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CARRIED 7/2**16 Mar 2023 11:08am Gunter, Maddison**

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

04 Apr 2023 8:02am Gunter, Maddison

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

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

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

14 Jun 2023 8:49am Leyonhjelm, Lindy

this is now with DPE for assessment.

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

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

12 Sep 2023 4:01pm Donald, Jan

No further update.

06 Jun 2024 3:53pm McFarlane, Jessica

EGM upcoming for Council resolution

19 Aug 2024 10:10am McFarlane, Jessica

Process Completed

13 Feb 2025 4:21pm McFarlane, Jessica - Completion

Completed by McFarlane, Jessica (action officer) on 13 February 2025 at 4:21:22 PM - Completed Process

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 15/11/2023	Mandate for Planning matters	041123	<p>RESOLUTION 041123</p> <p>Moved: Cr Thomas Weyrich</p> <p>Seconded: Cr Nikki Cohen</p> <p>That Council approve the CEO and his delegate to investigate the following planning matters.</p> <ol style="list-style-type: none"> Investigate and prepare a New Developer Contribution Plan for Murray River Council established under 7.12 of the <i>Environmental Planning and Assessment Act 1979</i> for Council adoption. and. Investigate and provide Council with options to activate and address land banking issues that are occurring within Murray River Council area. <p>CARRIED</p>	McFarlane, Jessica	G A or R

<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>	<div> <div>Date From:</div> <div>Date To:</div> </div>
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In Favour: Crs Frank Crawley, Nikki Cohen, Ann Crowe,
Dennis Gleeson, Kron Nicholas, Thomas
Weyrich and Geoff Wise

Against: Nil

CARRIED 7/0

20 Aug 2024 1:29pm Croft, Rod - Target Date Revision

Target date changed by Croft, Rod from 29 November 2023 to 20 December 2024 - New DCP has been drafted, however awaiting new CSP.

06 Jan 2025 12:20pm Leyonhjelm, Lindy - Reallocation

Action reassigned to McFarlane, Jessica by Leyonhjelm, Lindy - Hi Jess, I thought it best to send this through to you as it is a planning matter. Please see if you can action and close this or update as needed.

13 Feb 2025 4:22pm McFarlane, Jessica - Completion

Completed by McFarlane, Jessica (action officer) on 13 February 2025 at 4:22:40 PM - On-going matters are identified for action

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 12/12/2023	Amendment to fees and charges	111223	<p>RESOLUTION 111223</p> <p>Moved: Cr Neil Gorey Seconded: Cr Ann Crowe</p> <ol style="list-style-type: none"> 1. That Council agree to an amendment to the Council 2022/23 fees and charges in relation to Caravan Parks, Camping Grounds & Manufactured Home Estates – Initial Application Fee for Approval to Operate (ATO)". 2. That Council, as per Section 610F of the <i>Local Government Act 1993</i>, place the amended fee on public exhibition for a period of 28 days. <p>CARRIED</p>	McFarlane, Jessica	G A or R
<p>13 Feb 2025 4:22pm McFarlane, Jessica - Completion</p> <p>Completed by McFarlane, Jessica (action officer) on 13 February 2025 at 4:22:51 PM - Charges carried and amended</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Notice of Motion - To de-amalgamate Murray River Council and re-establish the former two Councils		<p>MOTION</p> <p>Moved: Cr Gary Pappin Seconded: Cr Geoff Wise</p> <p>That Council initiate the process to de-amalgamate the</p>	Pappin, Gary	G A or R

Action Sheets Report	Division: Committee: Officer:	Date From: Date To: Printed: 17 February 2025 4:03 PM
	<p>Murray River Council under Section 218CC of the Local Government Act and re-establish the former Wakool Shire Council and Murray Shire Council.</p> <p>To inform this decision, Council will:</p> <ol style="list-style-type: none"> 1. Prepare an in-house business case outlining the financial, operational, and broader implications of de-amalgamation. 2. Consider conducting a poll of all voters in the area with the question: <i>"Do you support the de-amalgamation of Murray River Council to re-establish Wakool Shire Council and Murray Shire Council?"</i> <p><u>In Favour:</u> Crs Kylie Berryman, Gen Campbell and Gary Pappin</p> <p><u>Against:</u> Crs John Harvie, Neil Gorey, Joy Allan, Dennis Gleeson, Bianca Hurn and Geoff Wise LOST 3/6</p> <p>10 Feb 2025 9:37am Leyonhjelm, Lindy - Completion Completed by Leyonhjelm, Lindy on behalf of Pappin, Gary (action officer) on 10 February 2025 at 9:37:27 AM - Motion was lost at Council</p>	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Recommended Award of Tender - MRC2425 Moama Soundshell Playground Construction Stages 2 & 3	451124	RESOLUTION 451124 Moved: Cr Kylie Berryman Seconded: Cr Geoff Wise <ol style="list-style-type: none"> 1. Considers the Tender Evaluation Report attached as Attachment 1 as evidence that a robust tender process has been undertaken. 2. Accepts the tender from the A.V. Builders Pty Ltd for Contract MRC-2425 – Moama Soundshell Playground Construction for the lump sum of \$369,097.57 (including GST). 	Sherman, Matthew	G A or R

Action Sheets Report	Division: Committee: Officer:	Date From: Date To: Printed: 17 February 2025 4:03 PM
	<ol style="list-style-type: none"> 3. Authorises the Acting Chief Executive Officer sign any documents which may be necessary to give effect to the contract. 4. Authorises the Acting Chief Executive Officer to approve a Purchase Order in the amount of \$369,097.57 (including GST). 5. Authorises Matthew Sherman, Project Manager, to act as Contract Superintendent and exercise all functions of Superintendent including the approval of variations which, when viewed on a cumulative basis, are within the overall project budget. <p>In Favour: Crs John Harvie, Neil Gorey, Joy Allan, Kylie Berryman, Dennis Gleeson, Gary Pappin and Geoff Wise</p> <p>Against: Nil</p> <p style="text-align: right;">CARRIED 7/0 CARRIED</p> <p>28 Jan 2025 12:31pm Sherman, Matthew - Completion Completed by Sherman, Matthew (action officer) on 28 January 2025 at 12:31:44 PM - Action Completed.</p>	

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Meninya Street - Decision on Echuca Street Intersection	281124	RESOLUTION 281124 Moved: Cr Kylie Berryman Seconded: Cr Gen Campbell That Council holds a workshop to have the new Council be updated on the Meninya St Project and hold over the decision until after that occurs. That the Acting CEO obtains information from the Office of Local Government NSW on the ability for all Councillors to vote on the decisions in relation to Meninya St project due to the significance of the project to the community. <p style="text-align: right;">CARRIED</p>	Sherman, Matthew	G A or R
28 Jan 2025 12:31pm Sherman, Matthew - Completion					

<div>Division:</div> <div>Committee:</div> <div>Officer:</div>	<div>Date From:</div> <div>Date To:</div>
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Completed by Sherman, Matthew (action officer) on 28 January 2025 at 12:31:09 PM - Action Completed.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Meninya Street Precinct Project - November Progress Update	271124	RESOLUTION 271124 Moved: Cr Neil Gorey Seconded: Cr Joy Allan That Council: <ol style="list-style-type: none"> Notes the Meninya Street Precinct Project Council adopted motions to date on the Project (attachment 1). Note the Meninya Street Precinct Project – November Progress Update <p style="text-align: right;">CARRIED</p>	Sherman, Matthew	G A or R
28 Jan 2025 12:30pm Sherman, Matthew - Completion Completed by Sherman, Matthew (action officer) on 28 January 2025 at 12:30:34 PM - No action required. Items noted by Council.					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	Meninya Street - Decision on Echuca Street Intersection	141224	RESOLUTION 141224 Moved: Cr Kylie Berryman Seconded: Cr Gary Pappin To have Councillors be included in a full workshop that includes a full walk through of Meninya Street prior to considering item 9.3.1 Meninya Street – decision on Echuca Street Intersection. <p style="text-align: right;">CARRIED</p>	Sherman, Matthew	G A or R
28 Jan 2025 12:35pm Sherman, Matthew - Completion Completed by Sherman, Matthew (action officer) on 28 January 2025 at 12:35:02 PM - Action Completed. A streetscape walkthrough was completed in December 2024. A 3-hour workshop was completed in January 2025.					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	Meninya Street - Decision on Echuca Street Intersection	141224	MOTION	Sherman, Matthew	G A or R

<div>Division:</div> <div>Committee:</div> <div>Officer:</div>	<div>Date From:</div> <div>Date To:</div>
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Moved: Cr Kylie Berryman

Seconded: Cr Bianca Hurn

That Council:

1. Receive the information contained in this report regarding the Meninya Street Precinct Project; and
2. endorse one of the following options for the Meninya Street Precinct Project for Echuca Street Intersection:

Option A) Council adopt functional layout plan option 1 to prioritise parking provision

Option B) Council adopt functional layout plan option 2 to priorities turning movements

28 Jan 2025 12:34pm Sherman, Matthew - Completion

Completed by Sherman, Matthew (action officer) on 28 January 2025 at 12:34:18 PM - Action Completed. Decision was deferred by Council. To assist Councilors in making a decision the following was delivered. Pre-briefing providing background on the project and considerations to date. Streetscape walkthrough to identify existing issues and to discuss the proposed notice in detail. 3 hour workshop with Councilors and Businesses to discuss the Meninya Street Precinct Project.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Response to Notice of Motion - Meninya Street Moma Decision on Parking	220125	<p>RESOLUTION 220125</p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Kylie Berryman</p> <p>That Council note and receive the Officer's response to the "Notice of Motion – Meninya Street Moama Decision on Parking".</p> <p>That Councilors, acknowledge the advice provided in relation to car parking on Meninya Street, specifically the increased safety risks of angled car parking as stated in AS2890.5.</p> <p>That Councilors acknowledge and accept the risks associated with the inclusion or retainment of angled car parking in Meninya Street.</p> <p style="text-align: right;">CARRIED</p>	Sherman, Matthew	G A or R
10 Feb 2025 9:25am Sherman, Matthew					

<div>Division:</div> <div>Committee:</div> <div>Officer:</div>	<div>Date From:</div> <div>Date To:</div>
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Report was noted by Council. Notice of motion that this report was related to was moved by Council which related to retaining Angled Parking on Meninya Street. A Variation Request has been submitted to revise streetscape designs to include 45 degree angled parking in three existing areas. A Functional Layout Design will be supplied for review prior to finalising Detailed Designs.

10 Feb 2025 9:29am Sherman, Matthew - Completion

Completed by Sherman, Matthew (action officer) on 10 February 2025 at 9:29:21 AM - Action marked as complete. Refer to Action comment.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	Recommended Classification of 8 Blair Street, Moama as Operational Land	151224	<p>RESOLUTION 151224</p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Kylie Berryman</p> <p>That:</p> <ol style="list-style-type: none"> Council resolves under Section 34 of the Local Government Act 1993 ("The Act") to classify lots identified as Lot 1 DP 216296 and Lot 2 DP 137250 (8 Blair Street, Moama) as Operational Land in accordance with Section 31 of the Act. Council resolves to register on title and apply a Restriction on Use that applies to all of the land for Car Parking Purposes. <p>CARRIED</p>	Sherman, Matthew	G A or R
<p>28 Jan 2025 12:35pm Sherman, Matthew - Completion</p> <p>Completed by Sherman, Matthew (action officer) on 28 January 2025 at 12:35:42 PM - Action Completed. 28 Days public consultation was completed with no feedback received. Land successfully reclassified.</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/08/2024	DRAFT Quality Policy POL-315 V#1	110824	<p>RESOLUTION 110824</p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Neil Gorey</p> <p>That Council endorses the DRAFT Quality Policy V#1 to be issued for public exhibition.</p> <p>CARRIED</p>	Thompson, Ricki	G A or R
<p>06 Feb 2025 2:14pm Donald, Jan</p> <p>The Quality Management Policy (POL-315) went out for public review in September 2024 and was finalised and published on 3 December 2024.</p> <p>06 Feb 2025 2:16pm Donald, Jan - Completion</p> <p>Completed by Donald, Jan on behalf of Thompson, Ricki (action officer) on 06 February 2025 at 2:16:13 PM - Action completed.</p>					

Division: Committee: Officer:		Date From: Date To:
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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	PROPOSED ROAD NAMES, MURRINDAAL PARK STAGED SUBDIVISION, LOT 1 DP 1283567, LOTS 1-3 DP 854487, 420 – 508 PERRICOOTA ROAD, MOAMA NSW 2731	101224	RESOLUTION 101224 Moved: Cr Gary Pappin Seconded: Cr Gen Campbell That Council ask a member of staff to approach the Developer and to supply a list of suitable Native Australian plant and animal names as proposed road names. CARRIED	Ward, Rebecca	G A or R
10 Feb 2025 10:13am Ward, Rebecca NSW Names Board guidelines have been emailed to Stephen in regards to road naming and preferred road names - 11/12/2024 10 Feb 2025 10:15am Ward, Rebecca - Completion Completed by Ward, Rebecca (action officer) on 10 February 2025 at 10:15:49 AM - Note Attached					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	PROPOSED ROAD NAMES, MURRINDAAL PARK STAGED SUBDIVISION, LOT 1 DP 1283567, LOTS 1-3 DP 854487, 420 – 508 PERRICOOTA ROAD, MOAMA NSW 2731	101224	RECOMMENDATION Murray River Council (Council) resolve to adopt the road names; Watsonia Way and Thalia Avenue within the staged subdivision of Lot 1 DP 1283567, Lots 1-3 DP 854487, 420-508 Perricoota Road, Moama NSW 2731, as spatially depicted in Attachment 2 to this report.	Ward, Rebecca	G A or R
10 Feb 2025 10:09am Ward, Rebecca NSW Geographical Names Board guidelines have been emailed to Stephen in regards to pre approval and preferred names - 11/12/2024. 10 Feb 2025 10:15am Ward, Rebecca - Completion Completed by Ward, Rebecca (action officer) on 10 February 2025 at 10:15:39 AM - Note Attached					

<div> <div>Division:</div> <div>Committee:</div> <div>Officer:</div> </div>		<div> <div>Date From:</div> <div>Date To:</div> </div>
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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Review of Developer Contributions for DA 10.2024.154.1 - 72 Meninya Street Moama	230125	<p>RESOLUTION 230125</p> <p>Moved: Cr Gen Campbell</p> <p>Seconded: Cr Geoff Wise</p> <p>Move Item # 4 stated in the body of the report to waive the total Contribution fees being \$40,909.14 as calculated under Council adopted Policy resulting in no fees payable to Council.</p> <p>That Councils adopted policy be reviewed as a matter of urgency and in particular the contribution fees relating to extensions of existing buildings.</p> <p style="text-align: right;">CARRIED</p> <p><u>In Favour:</u> Crs John Harvie, Neil Gorey, Joy Allan, Kylie Berryman, Gen Campbell, Dennis Gleeson, Bianca Hurn, Gary Pappin and Geoff Wise</p> <p><u>Against:</u> Nil</p> <p style="text-align: right;">CARRIED 9/0</p>	Beaumont, Peter	G A or R
<p>12 Feb 2025 10:00am Beaumont, Peter</p> <p>Applicant has been advised of Council's resolution to waive the fees. , The review of Council's policy is currently underway.</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Moama WTP Land Purchase	380125	<p>RESOLUTION 380125</p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Kylie Berryman</p> <p>That Council resolve to amend the previous purchase price of resolution 431024 to the value listed in the report and delegate authority to the Acting CEO or her delegate to negotiate.</p> <p style="text-align: right;">CARRIED</p>	Bond, Jack	G A or R

Meeting	Subject	Resolution Number	Resolution	Officer	Status
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Action Sheets Report		Printed: 17 February 2025 3:42 PM	
Council 26/11/2024	Dissolve Section 355 Committee - Barham Recreation Reserve Management Committee.	<div>371124</div>	<div>Buckley, Karen</div> <div>G A or R</div>
<div>RESOLUTION 371124</div> <div>Moved: Cr Neil Gorey</div> <div>Seconded: Cr Gary Pappin</div> <div>That Council</div> <div>1. Dissolve the Barham Recreation Reserve Committee of Management pursuant to Section 355 of the Local Government Act 1993.</div> <div>2. Hold any balance of funds in a reserve to be used at the Barham Recreation Reserve.</div> <div>CARRIED</div>			
<div>04 Dec 2024 11:16am Buckley, Karen - Target Date Revision</div> <div>Target date changed by Buckley, Karen from 10 December 2024 to 17 January 2025 - Letter of advice sent to committee, awaiting confirmation of bank account closure.</div>			

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Dissolve Section 355 Committee - Moama Recreation Reserve Management Committee.	381124	RESOLUTION 381124 Moved: Cr Neil Gorey Seconded: Cr Geoff Wise That Council <ol style="list-style-type: none"> Dissolve the Moama Recreation Reserve Committee of Management pursuant to Section 355 of the Local Government Act 1993. <ol style="list-style-type: none"> Hold any balance of funds in a reserve to be used at the Moama Recreation Reserve. Endorse the current Moama Recreation Reserve Committee as an Advisory Committee of Council. <p style="text-align: right;">CARRIED</p>	Buckley, Karen	G A or R
04 Dec 2024 9:06am Buckley, Karen - Target Date Revision Target date changed by Buckley, Karen from 10 December 2024 to 17 January 2025 - Letter of advice sent to Committee, awaiting confirmation of closure of bank account.					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
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Council 28/01/2025	Notice of Motion - that resolution 050624 is revisited at the 28 January 2025 council meeting for debate with the view to rescind	320125	Campbell, Gen G A or R RESOLUTION 320125 Moved: Cr Gen Campbell Seconded: Cr Gary Pappin That Council revisit the resolution 050624 "That Murray River Council (MRC) resolve to instruct the Chief Executive Officer (CEO) to commence administrative arrangements from February 2025 to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a Special Rates Variation" for the purposes of debate and a view to rescind. That staff are to take no further action in relation to pursuing a Special Rate Variation. CARRIED <u>In Favour:</u> Crs John Harvie, Joy Allan, Kylie Berryman, Gen Campbell, Bianca Hurn, Gary Pappin and Geoff Wise <u>Against:</u> Crs Neil Gorey and Dennis Gleeson CARRIED 7/2

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/02/2024	Murray Local Environmental Plan 2011- Planning Proposal PP-2023-2003 - Beer Road & Perricoota Road Moama to change zoning from RU1 Primary Production to R1 General Residential Zone for Lots 2 & 3 DP1213161 and Lot 15 DP1273625 and vary the minimum Lot from 120 Hectares to 500m2 minimum Lot size	130224	RESOLUTION 130224 Moved: Cr Geoff Wise Seconded: Cr Kron Nicholas That: 1. Council endorse the Planning Proposal prepared by Habitat Planning Pty to amend the Murray Local Environmental Plan 2011 (LEP) to vary the zoning of the site on Lots 2 and 3 in DP1213161 and 15 in DP1273625 from RU1 Primary Production Zone to R1 General Residential Zone and to vary the minimum lot sizes for subject allotments from 120 hectares to a minimum lot size of 500m ² . 2. The Planning proposal be sent to NSW Department of Planning and Environment (DPE) for 'Gateway	Cartlidge, Ashleigh	G A or R

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<p>Determination' in accordance with Section 3.34 of the <i>Environmental Planning and Assessment Act 1979</i>.</p> <p>3. Council staff complete all actions outlined in the Gateway Determination and send the planning proposal to the NSW Parliamentary Counsels Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan 2011 (LEP)</p> <p>4. Council notes if valid objections are received via the public exhibition process, a further report will come back to council for consideration.</p> <p><u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Dennis Gleeson, Kron Nicholas, Thomas Weyrich and Geoff Wise</p> <p><u>Against:</u> Nil</p> <p style="text-align: right;">CARRIED 6/0 CARRIED</p> <p>06 May 2024 3:18pm Leyonhjelm, Lindy - Reallocation Action reassigned to Cartlidge, Ashleigh by Leyonhjelm, Lindy - Kellie Richmond has left the organisation</p>		

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/03/2024	Recommendation for the sale of Former Moama Preschool site, Regent Street, Moama.	360324	<p>RESOLUTION 360324</p> <p>Moved: Cr Nikki Cohen</p> <p>Seconded: Cr Geoff Wise</p> <p>That Murray River Council (Council) resolve to authorise the Chief Executive Officer (CEO) to undertake the necessary activities, including the entering into and signing of the required contractual arrangements to sell the land identified as Lot 11 DP 236459 and Lot 12 DP 236459 (the land parcel) through an open market approach of either Expression of Interest or Competitive Direct Sale, as suggested in the attached Valuation Report.</p> <p style="text-align: right;">CARRIED</p>	Godfrey, Chris	G A or R
09 Apr 2024 4:39pm Godfrey, Chris - Target Date Revision					

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

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

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

05 Nov 2024 4:08pm Godfrey, Chris - Target Date Revision

Target date changed by Godfrey, Chris from 31 October 2024 to 28 February 2025 - No significant interest from the market. Council report to be submitted to decide on future actions, including possibility of moving to auction through agent.

10 Feb 2025 11:36am Godfrey, Chris - Target Date Revision

Target date changed by Godfrey, Chris from 28 February 2025 to 30 May 2025 - Auction date now confirmed for 8 March, 2025. If sale results from auction process, settlement likely to be May/June.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 10/12/2024	Recommendation for the sale of Part 21 Morago Street, Moulamein	181224	<p>RESOLUTION 181224</p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Neil Gorey</p> <p><u>Cr Wise moved Alternate Resolution 2 – A, B, C (1 & 2)</u></p> <p><u>Alternate Resolution 1</u></p> <p>That Murray River Council (Council) resolve to:</p> <p>A undertake the sale of the land currently identified as Lot 1 DP 525866 (Northern Section only) and the residential building situated on that part of the land (the Property), through an open market approach of Competitive Direct Sale, such sale to be at a price no less than the higher of the two valuations (excluding GST) obtained for the said Property, and</p> <p>B authorise the Acting Chief Executive Officer (CEO) to undertake the necessary activities, including the appointment of a suitable independent real estate agent to undertake the sale and entering into & signing of the required contractual and other documents as necessary to give effect to the said sale.</p> <p><u>Alternate Resolution 2</u></p> <p>That Murray River Council (Council) resolve to:</p> <p>A undertake the sale of the land currently identified as Lot 1 DP 525866 (Northern Section only) and the residential building situated on that part of the land (the Property),</p>	Godfrey, Chris	G A or R

<p>Action Sheets Report</p>	<p>Division: Committee: Officer:</p>	<p>Date From: Date To: Printed: 17 February 2025 3:42 PM</p>
	<p>using an Alternative Method of Disposal as identified in Council Policy No. POL-602 V#1 (the Policy), to achieve a specific policy objective of Council, namely, to promote the availability of adequate affordable retirement housing within Council's footprint, and</p> <p>B in keeping with the requirements of the Policy, direct the Chief Executive Officer (CEO) to appoint an independent probity officer to review the process and provide a report for final consideration by Council, and</p> <p>C based on the request made by Edward River Gardens, invite Edward River Gardens to make an offer for the Property, and</p> <p>1) if the final offer is at or above the valuation as identified in the valuation (excluding GST) conducted by Preston Rowe Paterson, authorise the Acting Chief Executive Officer (CEO) to proceed to undertake the public display as required by the Policy for a period of 21 days, and on completion of the public display period, submit a report to council containing the feedback (if any) obtained through the public display, for a final determination by Council on the sale of the Property as a non-competitive direct sale to ERG, or</p> <p>2) if ERG is not willing to meet the valuation as identified by PRP, authorise the Acting CEO to undertake the sale of the Property through an open market approach of Competitive Direct Sale, such sale to be at a price no less than the higher of the two valuations (excluding GST) obtained for the said Property, and undertake the necessary activities, including the appointment of a suitable independent real estate agent to undertake the sale and entering into & signing of the required contractual and other documents as necessary to give effect to the said sale.</p> <p><u>In Favour:</u> Crs John Harvie, Neil Gorey, Joy Allan, Kylie Berryman, Gen Campbell, Dennis Gleeson, Bianca Hurn, Gary Pappin and Geoff Wise</p> <p><u>Against:</u> Nil</p>	

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CARRIED 9/0
CARRIED

09 Jan 2025 10:47am Godfrey, Chris - Target Date Revision

Target date changed by Godfrey, Chris from 24 December 2024 to 31 March 2025 - Probity advisor being sourced now. Probity Plan will be created and required steps will need to be followed. IF ERG are successful purchaser, settlement period can be short.

10 Feb 2025 11:40am Godfrey, Chris

ERG have submitted an offer, which satisfies the Resolution requirements and the Public Notice was put on display for 21 days from 29/01/2025, as per Policy. At completion of 21 Days notice, Council Report will be submitted for final decision.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Update - Planning Proposal PP-2024-1477 Reclassification of 22 sites in Barham and Moama from 'Community' to 'Operational' land - drainage reserves.	070125	<p>RESOLUTION 070125</p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Geoff Wise</p> <p>That Council:</p> <ul style="list-style-type: none"> a) notes the submission to the Public Hearing and the submission to the Public Exhibition and the commentary provided by the Independent Chair of the Public Hearing in response; b) proceeds with the Planning Proposal to reclassify 21 sites from 'Community' to 'Operational' land, excluding one site (Lot 33 DP 1259774) from the original Planning Proposal; and c) resolves that the lots to be reclassified as Operational Land in this Planning Proposal must not be sold at any future stage unless their purpose or use is first amended. <p style="text-align: right;">CARRIED</p> <p><u>In Favour:</u> Crs John Harvie, Neil Gorey, Joy Allan, Kylie Berryman, Dennis Gleeson, Bianca Hurn and Geoff Wise</p> <p><u>Against:</u> Crs Gen Campbell and Gary Pappin</p> <p style="text-align: right;">CARRIED 7/2</p>	Godfrey, Chris	G A or R
<p>10 Feb 2025 12:00pm Leyonhjelm, Lindy</p> <p>Submission of Planning Proposal for 21 Lots, as resolved by Council in January, to be completed by MRC Planning Department in February.</p>					

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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Notice of Motion - That Murray River Council make a submission into the "Inquiry into modern day slavery risks faced by temporary migrant workers in rural and regional New South Wales"	421124	<p>RESOLUTION 421124</p> <p>Moved: Cr Neil Gorey</p> <p>Seconded: Cr Joy Allan</p> <p>That Murray River Council submits a submission into the "Inquiry into modern day slavery risks faced by temporary migrant workers in rural and regional New South Wales".</p> <p>That the Mayor and staff contribute to the report and it is shared with both Cross Border Commissioners and that Federal and State members on both sides of the river receiving a copy of the submission.</p> <p>CARRIED</p>	Gorey, Neil	G A or R

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Mayoral Minute - Campaign for Local Government to receive increased funding to a minimum of 1% of Commonwealth Taxation Revenue	060125	<p>RESOLUTION 060125</p> <p>Moved: Cr John Harvie</p> <p>That Council authorise the Mayor and CEO to collaborate with regional councils to advocate for increased local government funding, including a minimum allocation of 1% of Commonwealth taxation revenue.</p> <p>CARRIED</p>	Harvie, John	G A or R

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Mayoral Minute - Request for Emergency Agistment	050125	<p>RESOLUTION 050125</p> <p>Moved: Cr Dennis Gleeson</p> <p>Seconded: Cr Geoff Wise</p> <p>That Council delegate authority to the Acting Chief Executive Officer to negotiate and sign any documents which might be necessary to give effect to a short term licence agreement</p>	Harvie, John	G A or R

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with Elders Echuca for the vacant land at Mathoura Line Road, Moama (Lot 3, DP813704) , for a maximum period of six (6) months (unless ended earlier at Council's option) and for the sole purpose of providing temporary agistment for livestock from fire affected properties in the Grampians region of Victoria, at a cost of \$1 and on such other terms as the Acting Chief Executive Officer considers appropriate. Council takes up with Elders that they do not make any profit from the agistment cattle on the property. Elders make note that Council do not have a PIC number and Elders would have to make allowances for that case.

CARRIED

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/11/2024	Temporary levee installation - Tindarra Resort	261124	<p>RESOLUTION 261124</p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Kylie Berryman</p> <p>That Council give approval to update the Moama Levee Owner's Manual to include the temporary construction of an earthen levee at Tindarra Resort to remove flood impact on lower land in Lignum Road area.</p> <p>That upon inclusion into the Moama Levee Owner's Manual, Council no longer considers the affected land as 'flood prone land' for Planning purposes.</p> <p>CARRIED</p>	Hughes, Daniel	G A or R
<p>28 Jan 2025 12:06pm Donald, Jan - Reallocation</p> <p>Action reassigned to Hughes, Daniel by Donald, Jan - Jack Bond has ceased employment with MRC.</p> <p>11 Feb 2025 1:53pm Hughes, Daniel</p> <p>Inclusion in the levee owners manual is in progress and has included discussion with DCCEEW.</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Recommendation to Endorse Project Option - Barham River Estate Levee	370125	RESOLUTION 370125	Hughes, Daniel	G A or R

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<div> <div>Moved: Cr Gen Campbell</div> <div>Seconded: Cr Joy Allan</div> <div>FORESHADOWED MOTION</div> <div>That Council defer the motion until the next Council meeting (25 February 2025) to engage with Legal Counsel for further options to recoup costs.</div> <div>CARRIED</div> </div> <div> <div>11 Feb 2025 1:56pm Hughes, Daniel</div> <div>Past correspondence currently being reviewed to enable a legal opinion to be obtained. To be presented to Council when available but may not be ready for February 2025 meeting.</div> </div>

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Recommendation to Endorse Project Option - Barham River Estate Levee	370125	MOTION Moved: Cr Kylie Berryman Seconded: Cr Geoff Wise That Council: 1. Receive the information contained in this report regarding the Barham River Estate Levee Upgrade Project; and 2. Endorse Option B to complete the project in a staged approach, with Stage 1 to be completed within the existing approved budget. 3. Approves submission of a grant funding application to seek funding for the remaining works with a 6:1 funding ratio, noting that this will require additional Council funding of \$225,000 in a future financial year. MOTION WAS LOST	Hughes, Daniel	G A or R
<div> <div>11 Feb 2025 1:55pm Hughes, Daniel</div> <div>No further action until legal advice is obtained and presented to Council.</div> </div>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 22/10/2024	Murray Downs Boat Ramp - Request for Additional Funding	331024	RESOLUTION 331024 Moved: Cr Neil Gorey Seconded: Cr Geoff Wise	Hughes, Daniel	G A or R

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<p>That Murray River Council resolve to approve additional capital works funding, in keeping with the recommendation contained in the Conclusion section of the report, to construct a formal access road, hardstand area, and drainage for the Murray Downs Boat Ramp.</p> <p><u>In Favour:</u> Crs Joy Allan, Dennis Gleeson, Neil Gorey, John Harvie and Geoff Wise</p> <p><u>Against:</u> Crs Kylie Berryman, Gen Campbell and Gary Pappin</p> <p style="text-align: right;">CARRIED 5/3 CARRIED</p> <p>11 Feb 2025 1:50pm Hughes, Daniel Works starting on site in February 2025 and expected to be complete in May 2025.</p>		

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/01/2022	Mathoura Residential Development	150122	<p>RESOLUTION 150122</p> <p>Moved: Cr Thomas Weyrich Seconded: Cr Nikki Cohen</p> <p>That Council</p> <p style="padding-left: 40px;">A) Approve a budget variation of \$130,000 to progress the survey, planning and detailed engineering design to complete detailed construction costs and budget the construction of the residential development in the 2022/23 financial year.</p> <p style="text-align: center;">OR</p> <p style="padding-left: 40px;">B) That Council note that to progress the development is \$130,000 and that it be considered in the determination of the 2022/2023 Operational Budget.</p>	Hughes, Daniel	G A or R

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<p>Amendment to (A) budget variation of \$130,000 in the 2021/2022 financial year.</p> <p>Option A was moved by Cr Thomas Weyrich and seconded by Cr Nikki Cohen.</p> <p style="text-align: right;">CARRIED</p> <p><u>In Favour:</u> Crs Chris Bilkey, Nikki Cohen, Neil Gorey, Thomas Weyrich and Kron Nicholas</p> <p><u>Against:</u> Crs Ann Crowe and Frank Crawley</p> <p style="text-align: right;">CARRIED 5/2</p> <p>08 Feb 2022 1:08pm Donald, Jan Works have commenced on the engineering design following on from meeting with the consultants.</p> <p>12 Jul 2022 4:16pm Bond, Jack DA has been applied for</p> <p>30 Nov 2022 10:22am Donald, Jan Design and planning still underway. More information available in 2023.</p> <p>04 Apr 2023 8:49am Donald, Jan Design and planning nearing completion. Actively seeking funding opportunities to support the development.</p> <p>09 May 2023 3:56pm Donald, Jan No further update at this time.</p> <p>08 Jun 2023 9:03am Bond, Jack Motion passed at May meeting to progress to detailed costing stage.</p> <p>12 Jul 2023 1:09pm Bond, Jack Detailed design underway</p> <p>12 Sep 2023 1:24pm Bond, Jack Future report to Council for feasibility.</p> <p>17 Nov 2023 12:39pm Bond, Jack No further update at this time.</p> <p>24 Nov 2023 10:54am Bond, Jack Valuation will be sort for current land status.</p> <p>08 Mar 2024 8:10am Bond, Jack Due to drainage constraints. Project to be varied in layout. Further report to Council coming once more design work is completed.</p> <p>07 Jun 2024 3:22pm Bond, Jack Varied design progressing well</p> <p>05 Nov 2024 4:52pm Bond, Jack Future presentation to new Councillors being prepared.</p> <p>28 Jan 2025 12:05pm Donald, Jan - Reallocation Action reassigned to Hughes, Daniel by Donald, Jan - Jack Bond has ceased employment with MRC.</p> <p>11 Feb 2025 1:50pm Hughes, Daniel Presentation to be made to a future Council briefing.</p>		

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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Attendance to the Australian Local Government Association National General Assembly 24 - 27 June 2025	100125	RESOLUTION 100125 Moved: Cr Dennis Gleeson Seconded: Cr Gary Pappin That Council 1. Put forward names of delegates to attend the Australian Local Government Association National General Assembly being held in Canberra 24 – 27 June 2025. 2. Agree that the Mayor and CEO are two (2) of the nominated delegates attending the NGA and agree on the number of delegates attending, take into consideration the cost of travel, accommodation and attendance to the assembly. CARRIED	Leyonhjelm, Lindy	G A or R
10 Feb 2025 9:24am Leyonhjelm, Lindy There has been some adjustments to which Councillors are attending due to the high cost of sending 8 Councillors. The Mayor, Deputy Mayor and 2 other Councillors are no longer attending due to costs. It has since been highlighted that there is a restriction to attendance to conferences as there is a certain amount budgeted for attending conferences. Taking into account the attendance by 4 Councillors to the LGNSW conference in Nov 2024, having all 8 Councillors attending the NGA ALGA would have created an overspend in the budget. , Registrations have just opened and early bird finishes on May. Once the new Exec Coord commences, they will arrange for registration, accommodation and flights if necessary. 10 Feb 2025 9:29am Leyonhjelm, Lindy - Target Date Revision Target date changed by Leyonhjelm, Lindy from 11 February 2025 to 11 March 2025 - Exec Assistant leaving Council, new person coming in as Exec Coord will take over and arrange for registration, accommodation and travel.					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/03/2024	Planning Proposal to change zoning from R5 Large Lot to RU5 village and vary the minimum lot size from 4,000m2 to 450m2 at Lot 611 DP 611 in DP 806704, 6 Clifton Street Mathoura NSW 2710	190324	RESOLUTION 190324 Moved: Cr Thomas Weyrich Seconded: Cr Geoff Wise That: 1. Council re-endorse the Planning Proposal prepared by Habitat Planning Pty to change zoning from R5 large lot to RU5 Village and vary the minimum lots size from 4000m2 to 450m2 for Lot 611 in	McFarlane, Jessica	G A or R

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DP806704 located at 6 Clifton Street, Mathoura NSW 2710.

2. The Planning Proposal be sent to NSW Department of Planning and Environment (DPE) for final endorsement.

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

4. **Council notes that this recommendation assumes that no valid objections are received prior to the public exhibition closing date of 3 April 2024. If valid objections are received via the public exhibition process, the outcomes of this recommendation are null and void and a further report will come back to council for consideration.**

In Favour:

Against:

Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Kron Nicholas, Thomas Weyrich and Geoff Wise

Nil

CARRIED 7/0

CARRIED

06 Jun 2024 3:56pm McFarlane, Jessica

Final mapping stages under completion for rezoning.

19 Aug 2024 10:11am McFarlane, Jessica

This PP is now with Habitat PLanning for further amendments

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Council 23/04/2024	Notice of Motion - Council gives an update on the delivery of the Moulamein Main Street Redevelopment Project, including the timelines involved and community engagement.	270424	McFarlane, Jessica G A or R RESOLUTION 270424 Moved: Cr Neil Gorey Seconded: Cr Geoff Wise That Murray River Council gives an update on the delivery of the Moulamein Main Street Redevelopment Project, including the timelines involved and community engagement. Following the meeting, a media release to be issued, updating the community on this project. CARRIED
25 Jul 2024 12:01pm Leyonhjelm, Lindy - Reallocation Mitch McKenzie & Leeyana Thokala now working on a Moulamein Masterplan in collaboration with Eco Dev. A brief of the scoping report is in draft format for community engagement for the scope of the project. 19 Aug 2024 10:11am McFarlane, Jessica John Guilfoyle is working with Consultants to establish some quotes and scope of works for Moulamein & Mathoura			

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/01/2022	Liston Caravan Park	290122	RESOLUTION 290122 Moved: Cr Nikki Cohen Seconded: Cr Neil Gorey That Council resolve to: <ol style="list-style-type: none"> 1. Give notice of termination of a site agreement to each tenant of Liston Caravan Park in accordance with the provisions of the Residential Tenancies (Caravan Parks and Manufactured Home Estates) Amendment Act 1994. 2. Request a further report that identifies councils' options in relation to the future of the Liston Caravan Park Mathoura, including: <ol style="list-style-type: none"> a) Cost to upgrade the park to a compliant standard. b) Management and operating models. c) Cost to decommission the site and develop the Caravan Park area into a passive recreation park. 	McFarlane, Jessica	G A or R

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CARRIED**08 Feb 2022 7:47am Harvie, John**

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

07 Mar 2022 3:23pm Harvie, John

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

04 Apr 2022 4:30pm Harvie, John

Further report to council in April.

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

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

12 Jul 2022 8:07am Ryan, Sarah

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

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

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

14 Jul 2022 2:43pm Bond, Jack

G Bulmer progressing with closure and preparation of options

04 Oct 2022 4:25pm Bulmer, Glenn

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

29 Nov 2022 4:24pm Bulmer, Glenn

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

10 Jan 2023 12:20pm Bulmer, Glenn

Awaiting completion of the Options Report by Scope Project Consulting

14 Feb 2023 11:10am Bulmer, Glenn

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

04 Apr 2023 8:21am Bulmer, Glenn

Staff currently reviewing the Options Paper submitted by Scope Consulting.

09 May 2023 11:33am Bulmer, Glenn

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

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

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

07 Jun 2023 9:49am Bulmer, Glenn

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

11 Jul 2023 8:44am Bulmer, Glenn

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

11 Sep 2023 2:22pm Bulmer, Glenn

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

14 Nov 2023 9:06am Bulmer, Glenn

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

24 Sep 2024 3:31pm Bulmer, Glenn - Reallocation

Action reassigned to Bond, Jack by Bulmer, Glenn - Reassigned to Jack Bond as requested.

05 Nov 2024 4:53pm Bond, Jack

Future presentation to new Councillors being prepared.

28 Jan 2025 12:06pm Donald, Jan - Reallocation

Action reassigned to McFarlane, Jessica by Donald, Jan - Jack Bond has ceased employment with MRC.

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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 22/10/2024	Murray Local Environmental Plan 2011- Planning Proposal PP-2023-2003 - Beer Road & Perricoota Road Moama to change zoning from RU1 Primary Production to R1 General Residential Zone for Lots 2 & 3 DP1213161 and Lot 15 DP1273625 and vary the minimum Lot from 120 Hectares to 500m2 minimum Lot size		<p>RECOMMENDATION</p> <p>That:</p> <ol style="list-style-type: none"> 1. Council endorse the Planning Proposal prepared by Habitat Planning Pty to amend the Murray Local Environmental Plan 2011 (LEP) to vary the zoning of the site on Lots 2 and 3 in DP1213161 and 15 in DP1273625 from RU1 Primary Production Zone to R1 General Residential Zone and to vary the minimum lot sizes for subject allotments from 120 hectares to a minimum lot size of 500m². 2. The Planning proposal be sent to NSW Department of Planning and Environment (DPE) for final endorsement in accordance with the <i>Environmental Planning and Assessment Act 1979</i>. 3. Council staff complete all actions outlined in the Gateway Determination and send the planning proposal to the NSW Parliamentary Counsels Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan 2011 (LEP). <p>ITEM 9.4.1 IS SUPERSEDED BY A SUPPLEMENTARY REPORT ITEM 9.4.3 WHICH WAS BOUGHT FORWARD HERE.</p>	McFarlane, Jessica	G A or R

Meeting	Subject	Resolution Number	Resolution	Officer	Status
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Action Sheets Report		Division: Committee: Officer:	Date From: Date To: Printed: 17 February 2025 3:42 PM
Council 22/10/2024	UPDATE TO Murray Local Environmental Plan 2011- Planning Proposal PP-2023-2003 - Beer Road & Perricoota Road Moama to change zoning from RU1 Primary Production to R1 General Residential Zone for Lots 2 & 3 DP1213161 and Lot 15 DP1273625 and vary the minimum Lot from 120 Hectares to 500m2 minimum Lot size	351024	McFarlane, Jessica G A or R RESOLUTION 351024 Moved: Cr Geoff Wise Seconded: Cr Kylie Berryman That: <ol style="list-style-type: none"> 1. Council notes the submission made by Transport for New South Wales on 14th October 2024 (received by Council 14 days after the submission closing date). 2. Council allows the submission to be considered, managed and responded to under delegation of the CEO. 3. Council endorse the Planning Proposal prepared by Habitat Planning Pty to amend the Murray Local Environmental Plan 2011 (LEP) to vary the zoning of the site on Lots 2 and 3 in DP1213161 and 15 in DP1273625 from RU1 Primary Production Zone to R1 General Residential Zone and to vary the minimum lot sizes for subject allotments from 120 hectares to a minimum lot size of 500m². 4. The Planning proposal be sent to NSW Department of Planning and Environment (DPE) for final endorsement in accordance with the <i>Environmental Planning and Assessment Act 1979</i>. 5. Council staff complete all actions outlined in the Gateway Determination under delegation and send the planning proposal to the NSW Parliamentary Counsels Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan 2011 (LEP) <p><i>At 3:52 pm, Cr Kylie Berryman left the meeting prior to the final vote being taken.</i></p> <p><u>In Favour:</u> Crs Joy Allan, Dennis Gleeson, Neil Gorey, John Harvie, Gary Pappin and Geoff Wise</p> <p><u>Against:</u> Cr Gen Campbell</p>

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Action Sheets Report

CARRIED 6/1

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/06/2024	MURRAY LOCAL ENVIRONMENTAL PLAN 2011 - PLANNING PROPOSAL TO AMEND THE LAND USE TABLE FOR ZONE RU1 PRIMARY PRODUCTION TO ENABLE CARAVAN PARK LAND USE (TO FACILITATE THE DEVELOPMENT OF A MANUFACTURED HOME ESTATE) TO BE PERMITTED WITH CONSENT ON PART LOT 49 IN DP751159 AND TO REMOVE THE MINIMUM LOT SIZE REQUIREMENTS OF 120 HECTARES FOR THE SITE. PLANNING PROPOSAL PP-2023-2719	150624	<p>RESOLUTION 150624</p> <p>Moved: Cr Ann Crowe Seconded: Cr Neil Gorey That</p> <ol style="list-style-type: none"> 1. The Council to endorse the Planning Proposal prepared by Stimson Urban & Regional Planning to amend the <i>Murray Local Environmental Plan 2011</i> (LEP) to override the Land Use Table for the RU1 Primary Production zone to enable the land use definition of 'Caravan Park' on Lot 49 in DP751159 and to vary the minimum lot size provisions subject to the following: A Plan of subdivision is provided to detail the minimum lot size proposed to facilitate the proposed development and how the infrastructure associated with the MHE is to be wholly contained within the proposed lot before the gateway determination has been finalised. 2. The Planning Proposal is to be sent to the NSW Department of Planning, Housing and Infrastructure (DPHI) for a 'Gateway Determination' in accordance with Section 3.34 of the <i>Environmental Planning and Assessment Act 1979</i> following the consideration of the additional material. 3. Council's staff to complete actions, as outlined in the Gateway Determination and send the Planning Proposal to the NSW Parliamentary Counsel's Office (PCO) requesting the Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan (LEP) subject to items 1 and 2. <p>CARRIED</p>	McFarlane, Jessica	G A or R

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<div> <div>In Favour:</div> <div>Against:</div> </div>	<div> <div>Crs Frank Crawley, Neil Gorey, Ann Crowe, Dennis Gleeson, Kron Nicholas, Thomas Weyrich and Geoff Wise</div> <div>Nil</div> </div>	<div> <div>CARRIED 7/0</div> </div>
<div> <div>19 Aug 2024 10:13am McFarlane, Jessica</div> <div>With Consultant to amend PP.</div> </div>		

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

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 23/07/2024	Planning Proposal PP-2023-1523 Post Consultation Report	160724	RESOLUTION 160724 Moved: Cr Geoff Wise Seconded: Cr Neil Gorey That: 1. The Council officers report be received and noted.	O'Brien, Christopher	G A or R

<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Division:</p> <p>Committee:</p> <p>Officer:</p> </div> <div style="width: 45%; text-align: right;"> <p>Date From:</p> <p>Date To:</p> </div> </div> <p>Action Sheets Report</p>	<p>Printed: 17 February 2025 3:42 PM</p>
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2. The Applicant update the submitted Planning Proposal to address NSW Rural Fire Service and NSW Department of Climate Change, Energy, the Environment and Water (regarding biodiversity) referral comments.
3. Council re-endorse the Planning Proposal to change zoning from R5 Large Lot Residential to RU5 Village and vary the Minimum Lot Size Provisions from 4000m2 to 450m2 for Lot 611 DP 806704 located at 6 Clifton Street, Mathoura NSW 2710.
4. Once amended, the Planning Proposal be sent to NSW Department of Planning, Housing and Infrastructure (DPHI) for final endorsement.
5. Council staff complete all actions, as outlined in the Gateway Determination and send the Planning Proposal to the NSW Parliamentary Counsel's Office (PCO) requesting Parliamentary Counsel's Opinion and drafting of a new/amended Murray Local Environmental Plan (LEP).

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

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

Against: Nil

CARRIED 7/0
CARRIED

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Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Notice of Rescission - Resolution 091024 from 8 October Extra Ordinary meeting of Council be rescinded and a new motion carried	310125	<p>RESOLUTION 310125</p> <p>Moved: Cr Gary Pappin</p> <p>Seconded: Cr Kylie Berryman</p> <p>That</p> <ol style="list-style-type: none"> The resolution 091024 titled Setting the Dates, Times and Places for the Ordinary Council meetings including November 2024 through to September 2025 that was passed at the meeting of 8 October 2024 be rescinded. That the new motion be; <ol style="list-style-type: none"> That Council meetings be held at 1pm on the fourth (4th) Tuesday of each month commencing at 1pm at the Moama Administration Office, Council Chambers. The pre-briefing should commence as needed at 9:30am or 10am. That Councillor workshops be held at Moulamein, Barham, Wakool & Mathoura on one occasion annually up until September 2025 and an invitation be extended to community members to meet with Councillors at a suitable time on those days. <p style="text-align: right;">CARRIED</p>	Pappin, Gary	G A or R
<p>10 Feb 2025 9:37am Leyonhjelm, Lindy</p> <p>Workshops to be arranged at Wakool, Barham, Moulamein & Mathoura up to and including Sept 2025</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 22/08/2023	Mayoral Minute - Victorian Government Gas Ban	030823	<p>RESOLUTION 030823</p> <p>Moved: Cr Frank Crawley</p> <p>That:</p> <ol style="list-style-type: none"> Council notes the information outlined in this report in relation to the Victorian Government moving to ban gas connections in homes and government building as of 1 January 2024. 	Ryan, Sarah	G A or R

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2. Council authorises the CEO and/or his delegate to seek clarity and reassurance for the relevant Victorian Minister on the continued gas supply to Murray River Council townships from Victoria.

CARRIED

12 Sep 2023 8:58am Croft, Rod

Letter will be written within the coming weeks and sent to relevant minister.

06 Jan 2025 12:21pm Leyonhjelm, Lindy - Reallocation

Action reassigned to Ryan, Sarah by Leyonhjelm, Lindy - Hi Sarah, I do not know what the status of this action currently is. I have forwarded it on to you, however not sure if it should go to someone else. Please confirm.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/02/2020	Murray Downs Land - Compulsory Acquisition	220220	<p>RESOLUTION 220220</p> <p>Moved: Cr Neil Gorey Seconded: Cr Geoff Wise</p> <p>That the Council:</p> <ol style="list-style-type: none"> 1. Agree to proceed with the compulsory acquisition of the 20Ha site located on the Swan Hill to Moulamein Road at Murray Downs for the purpose of future development of a business/industrial park or other appropriate use. 2. Agree to offer the Local Aboriginal Land Council two lots, totalling not more than 5000sqm, free of charge within the completed development for the purposes of conducting retail or wholesale trade or manufacturing. 3. Upon finalisation of the acquisition of the land, the land be classified as "Operational" land in accordance with Section 31 (2) of the NSW Local Government Act 1993. 4. Delegate authority to the Mayor and General Manager to sign and apply the Common Seal of Council to all documentation relating to the purchase of the land. <p>CARRIED</p>	Ryan, Sarah	G A or R

Action Sheets Report	Division: Committee: Officer:	Date From: Date To: Printed: 17 February 2025 3:42 PM
<p>17 Mar 2020 12:19pm Keogh, Kerri No comment received on this matter as at 17/03/20.</p> <p>31 Mar 2020 2:45pm Harvie, John The Murray Downs Local Aboriginal Land Council (LALC) has been notified of councils decision. The LALC has commenced action to have the 20Ha lot exempted from the blanket claim on all NSW Travelling Stock Routes.</p> <p>21 Apr 2020 9:28am Keogh, Kerri No further comment/update received on the matter as at 21/04/20.</p> <p>18 May 2020 2:37pm Keogh, Kerri No further comment/update on this matter as at 18/05/20.</p> <p>27 May 2020 7:38am Harvie, John Wamba Wamba nation are finalising an exemption from statewide TSR land claim for the 20Ha parcel of land. Once received compulsory acquisition process will commence.</p> <p>18 Jun 2020 9:43am Lewandowski, Rosemarie No further update at this time.</p> <p>16 Jul 2020 9:51am Harvie, John Still waiting on exemption from blanket TSR claim by NSW Aboriginal Land Council.</p> <p>07 Aug 2020 7:22am Harvie, John As above.</p> <p>14 Oct 2020 9:50am Harvie, John As above.</p> <p>23 Dec 2020 8:25am Harvie, John NSW Aboriginal Land Council taking steps to provide a 'No Objection' consent to enable the process to move forward.</p> <p>12 Feb 2021 9:25am Harvie, John As above</p> <p>05 Mar 2021 12:02pm Harvie, John Negotiations are continuing</p> <p>07 Apr 2021 9:07am Harvie, John Meeting with CEO Wamba Wamba wc 19/04/21</p> <p>10 Jun 2021 4:07pm Harvie, John Negotiations are still continuing slowly.</p> <p>15 Jul 2021 7:52am Harvie, John As above.</p> <p>14 Sep 2021 2:48pm Harvie, John As above</p> <p>12 Oct 2021 9:23am Harvie, John NSW Aboriginal Land Council and the Murray Downs Local Aboriginal Land Council have agreed to provide a 'No Objection' letter supporting a development application by council to develop a businesspark in Murray Downs.</p> <p>02 Nov 2021 9:07am Harvie, John Advice received from Kell Moore in relation to the procedure for compulsory acquisition.</p> <p>08 Dec 2021 8:34am Harvie, John DA being prepared.</p> <p>12 Jan 2022 10:50am Harvie, John As above</p> <p>11 May 2022 11:18am Leyonhjelm, Lindy - Reallocation Action reassigned to Ryan, Sarah by Leyonhjelm, Lindy - Change of personnel</p> <p>12 Jul 2022 4:47pm Leyonhjelm, Lindy - Reallocation Action reassigned to Harvie, John by Leyonhjelm, Lindy - JH to completed</p>		

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13 Jul 2022 7:39am Harvie, John

Work in Progress

13 Sep 2022 8:16am Harvie, John

This matter will now be actioned by the Director of Community and Economic Development and the manager of Contracts and Leases.

05 Oct 2022 1:30pm Harvie, John

A meeting with the Acting CEO of Wamba Wamba was held on 05/10/2022

09 Nov 2022 10:41am Leyonhjelm, Lindy - Reallocation

Action reassigned to Ryan, Sarah by Leyonhjelm, Lindy - Acting Director Community & Economic Development to continue with actions required

10 Nov 2022 7:00am Ryan, Sarah

SR - JH/SR met with Local Aboriginal Land Council. A subsequent meeting with NSW Aboriginal Land Council was postponed late October due to flood event. Meeting to be rescheduled in November.

16 Mar 2023 9:05am Ryan, Sarah

SR - met with Local Aboriginal Land and NSW Aboriginal Land Council. It was proposed that the Local Aboriginal Land Council claim the land and progress the industrial development with support from MRC due a recent find of remains on an adjacent block of land.

04 May 2023 10:21am Ryan, Sarah - Target Date Revision

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

12 Sep 2023 8:51am Ryan, Sarah

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

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

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

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/05/2024	Shared Services	150524	RESOLUTION 150524 Moved: Cr Thomas Weyrich Seconded: Cr Nikki Cohen That council notes and condones the endeavours of the Administration to commence investigating shared services. CARRIED	Ryan, Sarah	G A or R
09 Jul 2024 2:04pm Leyonhjelm, Lindy - Target Date Revision Target date changed by Leyonhjelm, Lindy from 11 June 2024 to 01 October 2024 - Discussion with neighbouring councils to commence after LG NSW elections 12 Nov 2024 2:16pm Leyonhjelm, Lindy - Reallocation Action reassigned to Ryan, Sarah by Leyonhjelm, Lindy - Acting CEO 08 Jan 2025 3:56pm Ryan, Sarah - Target Date Revision Target date changed by Ryan, Sarah from 01 October 2024 to 30 August 2025 - New CEO at MRC and ERC					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 25/06/2024	Mayoral Minute - Administrative arrangements to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a Special Rates Variation	050624	RESOLUTION 050624 Moved: Cr Frank Crawley	Ryan, Sarah	G A or R

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That Murray River Council (MRC) resolve to instruct the Chief Executive Officer (CEO) to commence administrative arrangements from February 2025 to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a Special Rates Variation

CARRIED

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

Against: Nil

CARRIED 7/0

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

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

02 Oct 2024 3:10pm Leyonhjelm, Lindy - Reallocation

Action reassigned to Dodds, Terry by Leyonhjelm, Lindy - Cr Crawley is no longer on Council

12 Nov 2024 2:16pm Leyonhjelm, Lindy - Reallocation

Action reassigned to Ryan, Sarah by Leyonhjelm, Lindy - Acting CEO

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 26/03/2024	Barham Micro Abattoir - Completion of Contract	240324	<p>RESOLUTION 240324</p> <p>Moved: Cr Ann Crowe Seconded: Cr Geoff Wise That Council:</p> <ol style="list-style-type: none"> 1. Rescind Item 5 of <i>Resolution 230120</i> (23 January 2020): The Barham Micro-Abattoir project be fully funded from grant funding and lease fees; and that no ratepayer funds be committed to the project; 2. Approve the expenditure of Council's operational funds (\$100,000) to engage a suitably qualified contractor to complete the rectification works as recommended by NSW Department of Primary Industries; and 3. Delegate authority to the CEO to seek to recover the costs of the rectification works pursuant to the Design Services Contract for Barham Micro Abattoir. <p><u>In Favour:</u> Crs Frank Crawley, Neil Gorey, Nikki Cohen, Ann Crowe, Kron Nicholas and Geoff Wise</p>	Ryan, Sarah	G A or R

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Against: Cr Thomas Weyrich

**CARRIED 6/1
CARRIED**

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

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

10 Apr 2024 3:11pm Ryan, Sarah

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

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

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

15 Aug 2024 2:19pm Ryan, Sarah

SR - Rectification works complete, awaiting NSW DPI Audit

15 Aug 2024 2:20pm Ryan, Sarah - Target Date Revision

Target date changed by Ryan, Sarah from 31 July 2024 to 30 September 2024 - Awaiting NSW DPI Audit

24 Sep 2024 11:52am Ryan, Sarah

SR - rectification works completed July 2024. Murray Plains Meat Cooperative gained audit approval from NSW DPI for poultry processing, meaning the facility is licensed and ready to operate. Media release circulated Thursday 12 September. Council seeking to recover the costs of the rectification works pursuant to the Design Services Contract for Barham Micro Abattoir.

24 Sep 2024 11:56am Ryan, Sarah - Target Date Revision

Target date changed by Ryan, Sarah from 30 September 2024 to 31 December 2024 - SR- Kell Moore engaged to seek recompense from the contractor.

08 Jan 2025 3:55pm Ryan, Sarah - Target Date Revision

Target date changed by Ryan, Sarah from 31 December 2024 to 30 March 2025 - Legal team seeking recompense

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Joint Advocacy for South West Renewable Energy Zone (SW Rez)	130125	RESOLUTION 130125 Moved: Cr Dennis Gleeson Seconded: Cr Neil Gorey That Council authorise the Mayor and CEO to write to councils within the South West Renewable Energy Zone (SW REZ), seeking support for a joint advocacy initiative to promote regulatory flexibility in boundary definitions, ensuring equitable outcomes for communities impacted by renewable energy development.	Ryan, Sarah	G A or R
			CARRIED		

Meeting	Subject	Resolution Number	Resolution	Officer	Status
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Council 28/01/2025	Response to Notice of Motion - That Resolution 050624 is revisited at the 28 January Council Meeting for debate with the view to rescind	120125	Ryan, Sarah G A or R RESOLUTION 120125 Moved: Cr Neil Gorey Seconded: Cr Kylie Berryman That the Officer's report on Response to Notice of Motion - That Resolution 050624 is revisited at the 28 January Council Meeting for debate with the view to rescind be received and the information noted by the Council. CARRIED

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 27/11/2018	Barham Water Supply Fluoridation	331118	RESOLUTION 331118 Moved: Cr Thomas Weyrich Seconded: Cr Alan Mathers That Council: <ol style="list-style-type: none"> 1. Notes the request from the Local Health Medical Trust to consider fluoridation of water in Barham. 2. Undertakes community consultation regarding fluoridation of the water supply in Barham. 3. Following community consultation refer the results to NSW Health seeking approval for water supply at Barham to be fluoridated. <u>In Favour:</u> Crs Chris Bilkey, Nikki Cohen, Alan Mathers and Thomas Weyrich <u>Against:</u> Crs Gen Campbell, Neil Gorey, Ann Crowe and Geoff Wise The Mayor used his casting vote to pass the resolution. CARRIED	Smith, Phillip	G A or R

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<p>16 May 2019 12:11pm France, Malcolm Meeting to be had with Josh Tickle and James Allwood of NSW Health on the 23rd of May 2019 to plan a community consultation strategy</p> <p>20 Aug 2019 2:30pm France, Malcolm Received email from DPI Health on 16th August 2019 suggestions for consultation</p> <p>15 Oct 2019 11:40am France, Malcolm I have been waiting on information from the NSW Health Dept but have had no response. I have now contacted our communications officer to work out what is the best approach by MRC to implement a communications plan with the community</p> <p>19 Nov 2019 12:23pm Keogh, Kerri No further comment received on the matter as at 19/11/19.</p> <p>10 Dec 2019 11:54am Keogh, Kerri No further comment received on this matter as at 10/12/19.</p> <p>14 Jan 2020 1:30pm Keogh, Kerri - Reallocation Action reassigned to Barber, Scott by: Keogh, Kerri for the reason: Direct report to Manager.</p> <p>17 Mar 2020 11:45am Keogh, Kerri No further comment received on this matter as at 17/03/20.</p> <p>01 Apr 2020 4:06pm Barber, Scott Management has decided to hold off on Barham fluoridation until the Smart Meter Project is complete. Review in January 2021.</p> <p>01 Apr 2020 4:10pm Barber, Scott - Target Date Revision Revised Target Date changed by: Barber, Scott From: 11 Dec 2018 To: 11 Jan 2021</p> <p>23 Oct 2020 11:27am Barber, Scott - Target Date Revision Revised Target Date changed by: Barber, Scott From: 11 Jan 2021 To: 01 Oct 2021, Reason: Review post NSW Health requirements for COVID, including checkpoints, building access, sewage sampling and other.</p> <p>23 Oct 2020 11:29am Barber, Scott - Target Date Revision Revised Target Date changed by: Barber, Scott From: 1 Oct 2021 To: 01 Oct 2021, Reason: MRC priorities include completion of LGA Smart Meter Project, Integrated Water Cycle Management Strategy with Public Works Advisory, DPIE and NSW Health.</p> <p>12 Oct 2021 1:51pm Leyonhjelm, Lindy - Reallocation Action reassigned to Bond, Jack by Leyonhjelm, Lindy - Sent to director Infrastructure Jack Bond</p> <p>22 Nov 2021 3:06pm Donald, Jan Revised date December 2022. Due to Smart Meter Project being completed early 2022 and NSW Health able to provide assistance (post COVID).</p> <p>14 Jul 2022 2:37pm Bond, Jack Progressing with December 2022. Working on booster pump station for the town to complete both projects at the same time</p> <p>30 Nov 2022 10:21am Donald, Jan Booster pump station underway. Fluoridation design completed. Work recommencing in 2023.</p> <p>04 Apr 2023 8:51am Donald, Jan Works are underway to boost town water pressure in the first instance. Project is on track for completion late 2023 pending community consultation.</p> <p>09 May 2023 3:56pm Donald, Jan No further update at this time.</p> <p>08 Jun 2023 9:04am Bond, Jack No further update at this time</p> <p>12 Jul 2023 1:09pm Bond, Jack No further update at this time</p> <p>07 Aug 2023 8:21pm Bond, Jack Construction of Booster Pump commencing. Staff completing required training by DPI in coming months.</p> <p>12 Sep 2023 1:22pm Bond, Jack Staff have attended required training. Booster pump is in construction to be finalised before peak summer periods. Quotes for fluoride equipment being sort now.</p> <p>17 Nov 2023 12:38pm Bond, Jack No further update at this time.</p>		

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10 Jan 2024 8:56am Bond, Jack

No further update at this time.

08 Mar 2024 8:09am Bond, Jack

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

11 Jun 2024 2:27pm Bond, Jack

No further update

05 Nov 2024 4:54pm Bond, Jack

No further comment.

28 Jan 2025 12:04pm Donald, Jan - Reallocation

Action reassigned to Smith, Phillip by Donald, Jan - Jack Bond ceased employment with MRC.

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Award of Tender for supply of spray sealing and associated services	360125	<p>RESOLUTION 360125</p> <p>Moved: Cr Kylie Berryman</p> <p>Seconded: Cr Geoff Wise</p> <p>That Council:</p> <ol style="list-style-type: none"> Accepts the tender submitted by Rich River Asphalt Pty Ltd for the provision of road sealing works and asphalt surfacing at various locations across Murray River Council at a total cost of \$2,313,657.28 (inc. GST) for the 2024/25 program. Authorises the Acting CEO to execute the contract and any associated documentation. Authorises the Acting CEO to approve a PO for the Contract value. Delagate authority to the Acting CEO to approve variations to the contract provided such variations are within the allocated project budget <p style="text-align: right;">CARRIED</p>	Thompson, Ricki	G A or R
<p>10 Feb 2025 11:29am Thompson, Ricki</p> <p>Contract prepared for execution.</p>					

Meeting	Subject	Resolution Number	Resolution	Officer	Status
Council 28/01/2025	Notice of Motion - Meninya Street Moama decision on parking	330125	<p>RESOLUTION 330125</p> <p>Moved: Cr Geoff Wise</p> <p>Seconded: Cr Kylie Berryman</p>	Wise, Geoff	G A or R

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<div>That Council:<ol style="list-style-type: none">1. Retain the current angle parking at the three existing sites on Meninya Street to preserve their integrity.2. Direct Council staff to obtain an updated streetscape plan that incorporates and retains all existing angle parking spaces.<div>CARRIED</div></div>			

murray river council

Monthly Operational Report – January 2025

Civic Office

PART A: Section Accountabilities and Team Roles

CEO	Chief People Officer	Manager Community Engagement	Chief Legal Council
<p>Acts as the primary link between Councillors and the organisation and is responsible for aiding Councillors in developing policy and strategy. Provides leadership to staff in achieving Council objectives. Oversees the financial management of the Council. Communicates and promotes Council's policies to the community it serves.</p> <p>Business Processes: Maintain the Business Integration and Reporting System and manage production stemming from the 4 Year Delivery Plan, and 1 Year Operational Plan requirements and other subsets.</p> <p>Organisation Culture: Lead a positive change in organisational culture.</p> <p>Financial Sustainability: Provide advice to council regards financial sustainability that aligns with the IP&R Framework.</p> <p>Economic Development: Strategize with Council on how to bring industries of the future, and subsequently improve the demographic spread, to our communities.</p> <p>Lifestyle Improvements: Maintain or improve the overall amenity of our towns, villages, and facilities (within budgetary constraints).</p> <p>Governance: Manage the overall governance of council as per the LG Act; business systems, policies, audits, and external parties.</p> <p>Project Management: Oversee project management disciplines and provide advice to council on risk.</p> <p>Accountability Framework: Continually develop and monitor the framework, its integration, and reporting.</p> <p>Financial Sustainability: develop both operational and strategic policies and provide advice to the council regards the avenues to improve our pre-set financial performance ratios (OLG).</p> <p>Network: Maintain currency of MRC's network with other organisations; NSW Country Mayors Association, Riverina & Murray Joint Organisation, Campaspe and Murray River Councils Cross Border Committee, Local Government NSW, Cross Border Commissioner, Office of Local Government.</p>	<p>The overall focus of Human Resources is not a thing we do in the business. It is the thing that runs our business.</p> <p>HR - High Level focus areas</p> <ul style="list-style-type: none">Recruitment and selection of all staff.Retention of valuable employees.Training, development, and education to promote individual success and increase the contribution to MRC of all employees.Succession PlanningA safe and healthful working environment.Inspiration and encouragement for a high level of employee engagement through recognition, effective communication, and constant feedback.Resources for administering compensation, benefits, policies, and procedures.All aspects of performance managementHR data and metrics	<p>The team will become a one-stop-shop for all things related to the engagement and education of our community. They will also focus on communicating with the community.</p> <p>Provide an internal Community engagement service to all portfolios of Council (assist in the development and implementation of engagement plans)</p> <p>Development and delivery of community education programs across all portfolios, to schools and community groups</p> <p>Ongoing development and management of Council's Your Say platform (Community Engagement platform)</p>	<p>Provide procurement and property/leasing and tendering related services to the organisation.</p> <p>Ensure compliance with legislative requirements.</p> <p>Develop a high-level framework & monitor policy and procedures including advice, training, templates and support services for both Procurement & Property.</p> <p>Coordinate public tendering to meet legislative requirements and manage Contract Register (GIPA).</p> <p>Provide oversight for Internal procurement probity and audit.</p> <p>Manage supplier relationships.</p> <p>Coordinate purchases and sales of property and facilitate commercial application of property, where appropriate.</p> <p>Develop and manage the Lease Register.</p> <p>Provide oversight for commercial leases and associated issues.</p> <p>Advise on management of crown land.</p> <p>Manage the annual capital and operational budgets.</p>

murray river council

Monthly Operational Report – January 2025

Civic Office

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

PART B:

4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery

Green

Amber

Red

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

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

	Deliver	(DP 2.5.4) Define internal and external services and responsibilities of what Councils is and is not responsible for.	B: CEO O: MCE	✓	✓		Completed 2012/2022: see CSP (with amendments).	●
Theme 4 – Goal 2 – Foster and develop strategy to recognise and celebrate our rich heritage and indigenous culture (in partnership with community)								
4.5 – Indigenous Recognition								
Collaborative agreements with local indigenous nations developed (S CEO)	Deliver, Partner	(DP 4.5.3) Develop and implement a Council Reconciliation Plan that increases indigenous recognition through Council practices	B: CEO P: MP O: HRC	✓	✓	✓	(Refer to June 2022 MOR for 2021/2022 updates on employment strategy and delivery). Phase 2 yet to commence. Council has been engaging with Mr. Rowan Jayasuriya, COO Chief Operating Officer & Acting CEO of the Yorta Yorta Nation Aboriginal Corporation during January to discuss partnering; Meninya Street. Face-to-face meetings are planned at time of writing (2-2-24). Once it is understood what the aspirations of Yorta Yorta are, and a potential alignment with the Meninya Street Precinct Plan a report will be presented to the council. <i>(Rowan has since resigned. Communications to recommence.)</i>	●
Theme 6 – Goal 3 – Advocate for improved public transport.								
6.6 – Public Transport that connects towns								
Develop a Public Transport Strategy and advocate for implementation. (S DCED)	Deliver, Partner, Advocate	(DP 6.6.1) Develop a Public Transport Strategy for our communities to become interconnected.	B: DCED P: O:		✓	✓		
Theme 7 – Goal 2 – Explore technologies to forecast possible future opportunities.								
7.4 – Improve Housing Affordability								
Advocate for changes to BCA and Australian Standards to Permit 3D printed dwellings. (S CEO)	Deliver, Partner	(DP 7.4.1) Advocacy program undertaken to change BCA and Australian Standards to allow for 3D printing of houses.	B: CEO O: CEO	✓		✓	<i>(Completed. Refer to June 2022 MOR for 2021/2022).</i>	
Theme 7 – Goal 2 – Explore technologies to forecast possible future opportunities								
7.5 – Enable Smart Agriculture								
Advocate for improved connectivity (bandwidth & speed) to facilitate smart agriculture. (S CEO)	Advocate	(DP 7.5.1) Advocacy plan is developed and delivered.	B: CEO O: DCD	✓	✓	✓	Council has brought to the attention of telecommunication providers the difficulty certain areas in Moama and Mathoura users are having, including advocating our needs to NSW Premier. Further meetings with representatives from NBN's Regional Connectivity Program and Telstra, occurred on 11 July, to advocate to improve Moulamein, Wakool, Moama, and Mathoura digital connectivity. New grant application (via Telstra) progressing. Telstra and the NBN have been successful in receiving grants for telecommunication improves across the council area in multiple locations. Both entities presented to the council on the 9 th of April.	●
Theme 7 – Goal 4 – Monitor and assess emerging global technology trends								
7.12 – Be prepared to leverage emerging technologies for Economic & Community Development								
Air Taxis (S CEO)	Advocate	(DP 7.12.1) Monitor the likely development of air taxis as an emerging mode of transportation.	B: CEO O: DCED	✓	✓	✓	The Wisk company is bringing its self-flying, electric air taxis to the 2032 Olympic and Paralympic Games in Brisbane, signing a Memorandum of Understanding with the Council of Mayors Southeast Queensland ("Council of Mayors"). The two organisations will work together to introduce a safe, sustainable, and scalable autonomous air taxi service to Southeast Queensland. China certified air taxis in Sept '23 as safe. Other companies are developing their own eVTOLs, with Germany's Volocopter aiming to have a working product available at the 2024 Paris Olympics, but EHang (Chinese company) is positioned to start commercial operations first. Huazhi Hu, chairman and CEO of EHang, said the certificate issued by the Chinese airline authority shows the vehicle is qualified for passenger flight and marks "a significant chapter in civil aviation history". On 17 Oct, '23 it was reported that Dr Tony Webber, CEO of Airline Intelligence and Research, said he believes Australia will have businesses operating vertical flight transport within two years.	●
Autonomous Vehicles (S CEO)	Partner, Advocate	(DP 7.12.2) Ensure funding is available as and when required for new infrastructure to facilitate Autonomous Vehicles (AV).	B: CEO O: MF			✓		

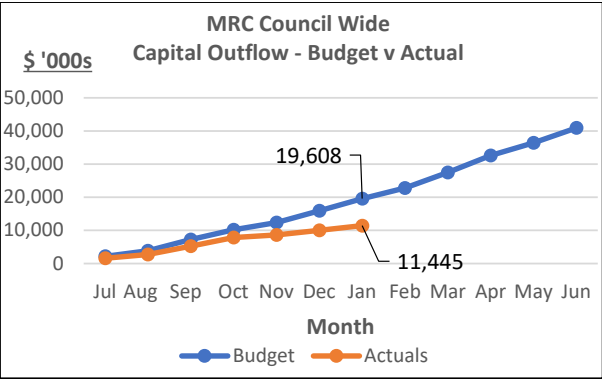
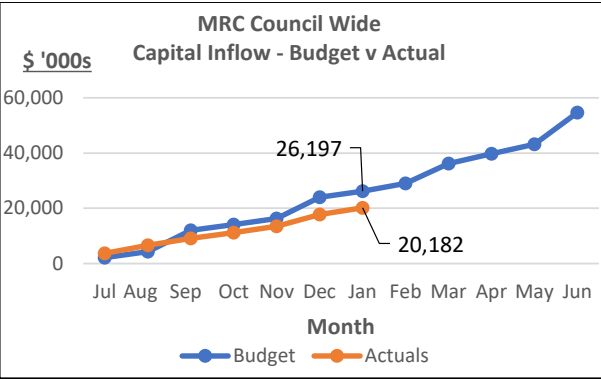
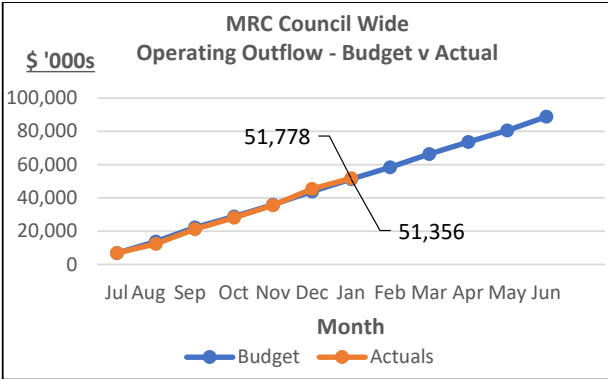
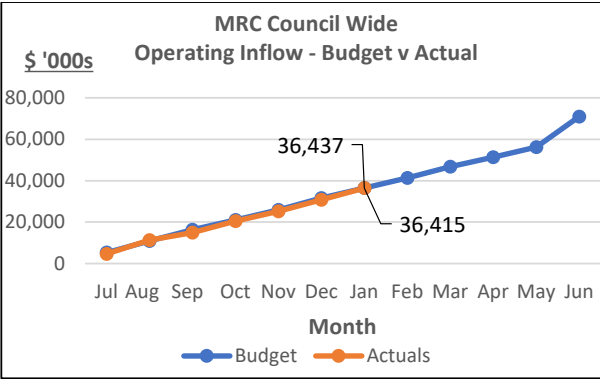
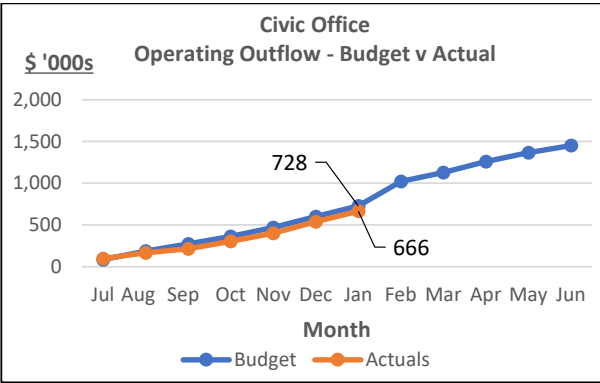
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Monthly Operational Report – January 2025

Civic Office

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



PART D: Project Status

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

PART E: Business as Usual

murray river council

Monthly Operational Report – January 2025

Civic Office

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>

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

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Monthly Operational Report – January 2025

Community Engagement and Communication

PART A: Section Accountabilities and Team Roles

Manager Community Engagement	Communications Coordinator																																																																
<p>The team will become a one-stop-shop for all things related to the engagement and education of our community. They will also focus on communicating with the community.</p> <p>Provide an internal Community engagement service to all portfolios of Council (assist in the development and implementation of engagement plans)</p> <p>Development and delivery of community education programs across all portfolios, to schools and community groups</p> <p>Ongoing development and management of Council’s Your Say platform (Community Engagement platform)</p> <p>Schools & community education program delivery – What waste goes where (kinder program)</p> <p>Development and assistance with implementation of Community Engagement Plans (FOGO kerbside collection rollout)</p> <p>Assist with development of Community Strategic Plan.</p>	<p>The coordinator is responsible for communicating with our community.</p> <p>Provide an avenue for all media enquiries (internal and external)</p> <p>Communication support to all portfolios including collateral development (graphic design), and engagement/information campaign development (social media/media releases/surveys etc)</p> <p>Development of speeches as required</p> <p>Development and management of Councils Website</p> <p>Media releases</p> <p>Website development</p> <p>Social media posts</p>																																																																
Accountabilities <table><tr><th>SBPO</th><th>Accountability</th></tr><tr><td>B</td><td>Community Strategic Plan</td></tr><tr><td>B</td><td>External Communications Development & Management</td></tr><tr><td>B</td><td>Internal Communication</td></tr><tr><td>B</td><td>Council Branding & Corporate Image</td></tr><tr><td>B</td><td>Community Engagement</td></tr><tr><td>B</td><td>Website and Intranet</td></tr><tr><td>B</td><td>Social Media</td></tr><tr><td>B</td><td>Community Education</td></tr><tr><td>P</td><td>Stakeholder Engagement for Strategic Planning</td></tr><tr><td>P</td><td>Social Media Development</td></tr><tr><td>P</td><td>Community Engagement</td></tr><tr><td>P</td><td>Community Education</td></tr><tr><td>O</td><td>Your Say Website</td></tr><tr><td>O</td><td>Community Strategic Plan</td></tr><tr><td>O</td><td>MRC Community Stakeholder Engagement</td></tr><tr><td>O</td><td>Community Education</td></tr></table>	SBPO	Accountability	B	Community Strategic Plan	B	External Communications Development & Management	B	Internal Communication	B	Council Branding & Corporate Image	B	Community Engagement	B	Website and Intranet	B	Social Media	B	Community Education	P	Stakeholder Engagement for Strategic Planning	P	Social Media Development	P	Community Engagement	P	Community Education	O	Your Say Website	O	Community Strategic Plan	O	MRC Community Stakeholder Engagement	O	Community Education	Accountabilities <table><tr><th>SBPO</th><th>Accountability</th></tr><tr><td>P</td><td>External Communications</td></tr><tr><td>P</td><td>Website Development</td></tr><tr><td>P</td><td>Election Communications</td></tr><tr><td>P</td><td>Branding and Corporate Image</td></tr><tr><td>P</td><td>Internal Communications</td></tr><tr><td>O</td><td>Corporate Advertising</td></tr><tr><td>O</td><td>Council Branding and Corporate Image</td></tr><tr><td>O</td><td>Internal Communication</td></tr><tr><td>O</td><td>External Written Communication</td></tr><tr><td>O</td><td>Community Newsletter</td></tr><tr><td>O</td><td>Council Publications internal printing services</td></tr><tr><td>O</td><td>MRC Social Media</td></tr><tr><td>O</td><td>MRC Media Management</td></tr><tr><td>O</td><td>MRC Website</td></tr></table>	SBPO	Accountability	P	External Communications	P	Website Development	P	Election Communications	P	Branding and Corporate Image	P	Internal Communications	O	Corporate Advertising	O	Council Branding and Corporate Image	O	Internal Communication	O	External Written Communication	O	Community Newsletter	O	Council Publications internal printing services	O	MRC Social Media	O	MRC Media Management	O	MRC Website
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murray river council

Monthly Operational Report – January 2025

Community Engagement and Communication

PART B:

4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery

0%

100%

Green

Amber

Red

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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	<div><div></div><div></div><div></div></div>
				1	2	3	4		
Theme 1 – Goal 4 - Increased awareness and education for environmental sustainability									
1.8 – Develop an education program focusing on Council Services									
Development of schools, early childhood and community education program focusing on sustainability, weeds & invasive species, water, sewer, waste and illegal activities. (S CEO)	Deliver, Partner	(DP 1.8.1) Develop an education program focusing on Council service <ul style="list-style-type: none">SustainabilityRare and Endangered species	B: MCE P: MCE O: MCE		✓	✓	✓		
	Deliver, Partner	(DP 1.8.2) Develop an education program focusing on Council service <ul style="list-style-type: none">Water efficiency, Water Security and impacts on source water	B: MCE P: MWS O: MCE	✓	✓	✓	✓	Aug – ongoing issues with program used to issue water leak notices. Oct – issues ongoing Nov – 28 letters sent Dec - Moama Preschool request for early 2025 session water efficiency <i>Jan – 30 leak letter sent</i>	<div></div>
	Deliver	(DP 1.8.3) Develop an education program focusing on Council service <ul style="list-style-type: none">Sewer systems	B: MCE P: MWS O: MCE				✓		
	Deliver	(DP 1.8.4) Develop an education program focusing on Council service <ul style="list-style-type: none">FOGO, Waste and Recycling	B: MCE P: MWC O: MCE	✓	✓	✓	✓	July - What Waste Goes Where presented to Goodstart Moama Preschool program – well recieved. Aug – Mathoura Public School enquiry for Waste Education Session – passed onto Petaurus Group to follow up as per HalvesWaste Contract. Dec – InterReach Family Day Care Moama – What Waste Goes Where? Session was well received. Moama Preschool request for early 2025 session.	<div></div>
	Deliver	(DP 1.8.5) Develop an education program focusing on Council service <ul style="list-style-type: none">Illegal activities	B: MCE P: MWC O: MCE	✓	✓	✓	✓	Oct - Fire Hazard reduction program has begun Nov – ongoing advice provided to community Dec - Moama Preschool request for early 2025 – Glitter Bugs	<div></div>
	Deliver, Partner	(DP 1.8.6) Develop an education program focusing on Council service <ul style="list-style-type: none">Weeds and biosecurity	B: MCE P: PGOSB O: MCE	✓	✓	✓	✓		
	Deliver	(DP 1.8.7) Develop an education program focusing on Council service <ul style="list-style-type: none">Geospatial	B: MCE P: MSA O: MCE				✓		
Theme 2 – Goal 3 – Provide clear, concise and consistent information that is easily accessible to our customers									
2.6 – Improve externally provided information and communication.									
Further develop and enhance public communication materials. (S CEO)	Deliver	(DP 2.6.1) Update and improve external community information pathways including <ul style="list-style-type: none">Website and online webformsYour Say PortalUse community noticeboardsMobile libraryIncrease online and offline event frequency to communicate and drive outcomesSnap Send Solve	B: MCE P: CC O: MCE	✓	✓	✓	✓	Mobile Library is off the road until further notice.	

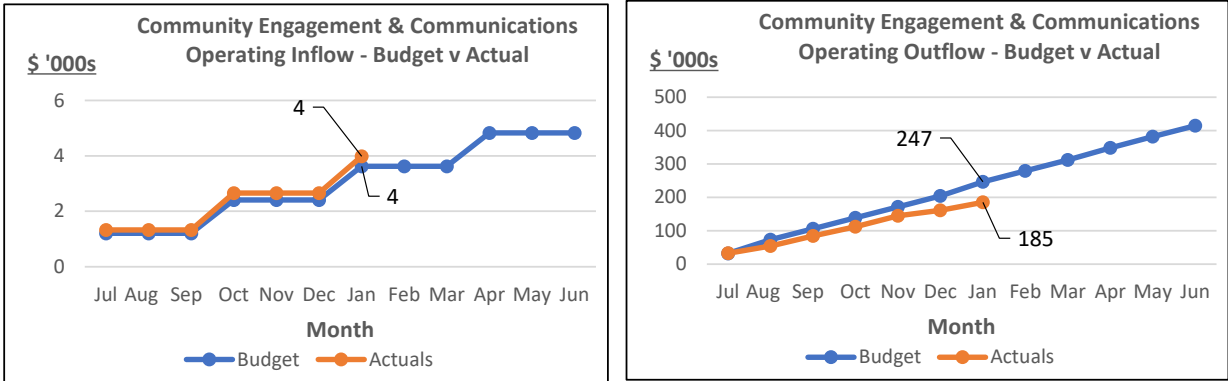
murray river council

Monthly Operational Report – January 2025

Community Engagement and Communication

		– Continue digitisation of externally available services							
	Deliver	(DP 2.6.2) Ensure accessibility guidelines are adhered to for all publications where possible (incorporated into Council’s Community Engagement Framework)	B: MCE P: CC O: MCE	✓	✓	✓	✓		
	Deliver	(DP 2.6.5) Upgrades to the MRC website to include <ul style="list-style-type: none">Web-based payment optionsInteractive mapping of foot and cycle pathsCommunity directoryMove to more paperless documentation (online signing/ portal)	B: MCE P: CC O: CC		✓	✓	✓		
Theme 2 – Goal 4 – Achieve community driven results through collaboration and engagement (community and stakeholder).									
2.8 – Community and Council collaboration									
Increased interaction with Communities. (S CEO)	Deliver	(DP 2.8.1.) Review and update Councils Community Engagement Framework. <ul style="list-style-type: none">Plan to increase face to face engagement with communitiesProvide updates on CSP and Delivery Program implementationCouncil meetings being held in various locations across the regionMeet the Council events (staff and councillors).	B: MCE P: MCE O: MCE	✓	✓	✓	✓		
Theme 2 – Goal 4 – Achieve community driven results through collaboration and engagement (community and stakeholder).									
2.9 – Community Engagement Framework									
Further development and implementation of Councils Community Engagement Framework. (S CEO)	Deliver	(DP 2.9.1) Review and update the existing Community Engagement Framework ensuring the framework is embedded into Council’s operations	B: MCE P: MCE O: MCE	✓	✓	✓	✓	Dec – Community Engagement Strategy reviewed and provided to Council for endorsement.	
Theme 2 – Goal 4 – Achieve community driven results through collaboration and engagement (community and stakeholder).									
2.10 – Community Engagement Toolkit									
Further development and implementation of Councils Community Engagement Toolkit. (S CEO)	Deliver	(DP 2.10.1) Develop overarching engagement toolkit and implement engagement tools into Council processes	B: MCE P: MCE O: MCE	✓	✓	✓	✓	Ongoing discussions within Business Units to look at options for engagement and ensuring ease of implementation.	

PART C: Financial Outcomes



PART D: Project Status

Working Towards a Sustainable MRC

Over the past two years we have been investing large amounts of time and effort into creating a more sustainable MRC. Our initial focus was based on furthering the outcomes of the Revenue Task Force and Land and Buildings Asset Rationalisation Projects. Many of the projects are now underway so our focus is changing to continue to look at our services, our assets and avenues to increase income over the longer term. This project has encompassed many elements of our day to day business and will continue to develop over the coming months and years.

Project timeline (Comms and Engage)

April – July 2023 – assist with the development of the Sustainable MRC cartoon video. External service provider to complete the video and voice over. MRC to provide baseline information for script and ideas for imagery. Development of the project page on Your Say Murray River.

27 July 2023 – introduction of the Working Towards a Sustainable MRC project to All Staff (at the All-Staff training day). A3 flyer provided to all staff outlining the story and key information points.

August 2023 – ongoing information sharing with All Staff, input sought from All Staff for development of Frequently Asked Questions (FAQ's), development of FAQ's (to be publicised Sept 2023). Creation of business cards for All Staff to provide to community members to assist with education of the project (to be distributed September 2023).

September 2023 - ongoing information sharing with All Staff, face-to-face education sessions held across the business (Moulamein, Barham, Moama) to upskill staff about the Sustainable MRC project, what the history is, what the next steps are, understanding of confidentiality and timeliness of information to be released to the public.

October 2023 - ongoing information sharing with All Staff, face-to-face education sessions held across the business (Moama, Mathoura,) to upskill staff about the Sustainable MRC project, what the history is, what the next steps are, understanding of confidentiality and timeliness of information to be released to the public.

November 2023 – no communication materials developed as SRV project was the focus. Project will resume in early 2024. Working with internal Business Units to identify further projects which will directly link and integrate with Sust MRC project.

December 2023 – internal project managers meeting held to ensure alignment of several ongoing major projects including S355 committees, Parks and Open Space Strategy, Building Strategy, Asset Management Strategy.

January 2024 – internal discussions held with MRC Executive Team to ensure alignment of project outcomes and timeframes.

February 2024 – further investigation on alignment of projects across the business.

March 2024 – Parks and Open Spaces Service Delivery Plan draft developed, teams are trialling before incorporation into the Parks and Open Space Strategy. Ongoing development of the Building Strategy, development of Planning Proposal for reclassification of Land Status has begun.

April 2024 – ongoing development of Parks and Open Space Strategy, Building Strategy and Planning Proposals for reclassification of Land

May 2024 – release of draft Parks and Open Space Strategy and Buildings Strategy for public consultation. Planning Proposals for land reclassification was approved at the Council meeting to progress the process with DPHI. This process will include an independent Public Hearing process in coming months.

June 2024 – Community petitioned Council to revoke the surplus land planning proposal. This was upheld and removed at the June Council meeting. Leading to the initialisation of the SRV process.

August 2024- updated Your Say project page with fresh info on what we had done to date under the 'Sustainable MRC' project, and any potential future actions. Now awaiting further direction on the overall project, including timelines.

October 2024 – Public notification period relating to the land reclassification Planning Proposal for Drainage Basins. Public Hearing's will occur during November.

November 2024 – Public Hearing relating to the Land reclassification - Drainage Basins, was undertaken and the independent report was provided and placed on display within the timeline requirements. A report will be provided to Council in early 2025.

January 2025 – *Drainage Basin reclassification was carried allowing for the land to be classified. RESOLUTION 070125 - UPDATE - PLANNING PROPOSAL PP-2024-1477 RECLASSIFICATION OF 22 SITES IN BARHAM AND MOAMA FROM 'COMMUNITY' TO 'OPERATIONAL' LAND - DRAINAGE RESERVES.*

MRC Financial Sustainability Project (SRV)

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

Project timeline (Comms and Engage)

September 2023 – The project timeline was accelerated. Initial communication methods and process were determined, a Focus Group EOI was developed and will be actioned during October 2023.

October 2023 – Development of the background information for Focus Groups (group is being developed to determine language to be used and information to be shared not to determine if an SRV is required) and base information for YourSay.

November 2023 – First round of Focus Groups held in Barham, Moama and Tooleybuc (background information provided – no information provided on options for SRV – future meeting content). Good turnout of group members at Moama and Barham, no members present at Tooleybuc. Behind the scenes development of SRV YourSay Page, letters, flyers, general communication materials, online calculator. Began development of information for Second Round Focus Group sessions. Meeting with Federation Council to understand their SRV journey and provide communication and engagement insights to be aware of.

15 November 2023 – 5.2.1 Application for a Special Rates Variation motion for resolution top commence community consultation at Extraordinary Council meeting - Motion was lost, Foreshadowed Motion Lost. No further action on this project at this time. Cancellation of future Focus Group sessions. No issue of Your Say Page or any other communication material.

December 2023 – tidy up and record keeping for engagement done to date – information available for future release if required.

June 2024 – Mayoral Minute - ADMINISTRATIVE ARRANGEMENTS TO APPLY TO THE INDEPENDENT PRICING AND REGULATORY TRIBUNAL (IPART) FOR A SPECIAL RATES VARIATION. RESOLUTION 050624 - Moved: Cr Frank Crawley. That Murray River Council (MRC) resolve to instruct the Chief Executive Officer (CEO) to commence administrative arrangements from February 2025 to apply to the Independent Pricing and Regulatory Tribunal (IPART) for a Special Rates Variation In Favour: CARRIED Crs Frank Crawley, Neil Gorey, Ann Crowe, Dennis Gleeson, Kron Nicholas, Thomas Weyrich and Geoff Wise Against: Nil

August 2024 – Project has been slowly regaining momentum with a new project manager appointed from CT Management. Information gathering has begun.

September 2024 - Documentation has been requested to be produced to assist in the development of further background information and financial preparations.

October 2024 – Teams have been working behind the scenes to provide background information.

November – December 2024 – teams have been continuing to provide background information.

January 2025 – *NOTICE OF MOTION - THAT RESOLUTION 050624 IS REVISITED AT THE 28 JANUARY 2025 COUNCIL MEETING FOR DEBATE WITH THE VIEW TO RESCIND - RESOLUTION 320125 - Decision was carried at the January 2025 Council meeting to cease all investigations into an SRV. All current and future works have now ceased from a communications perspective.*

murray river council

Monthly Operational Report – January 2025

Community Engagement and Communication

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

- What application is for
- Things to consider before you start (i.e you need your public liability or Lot/DP etc)
- A quick guide on how to step through the application online

October: Still waiting on applications to be finalised in TechOne with relevant officers before finalising the content and building the pages on the web.
Nov/December: Commenced creation of application pages in back-end of website.
January: Web pages for each application and links to new customer portal all in draft stage ready for go live in March (?). Pages have been set up with instructions prior to commencing the applications via the portal to aid the experience of the user. ‘Planning and Building’ section of the site will still undergo review after the applications go live. All other areas have been reviewed and updated by business units as needed.

PART E: Business as Usual

Campaigns run during the month	Comments	
Campaigns (currently updated with NOV data)	<ul style="list-style-type: none">• Roadworks – North Barham Road / Cobwell Street, Bridge works - Barham Road, Cobb Highway,• Bridge Lifts - Swan Hill,• Customer Service – Changes to face-to-face hours coming 6 Jan 2025, MVBC temporary closure• Water Services – Interruptions to filtered water supply, - Nil<ul style="list-style-type: none">- Interruptions to raw water supply – Shaw Street and surrounds, Moama- Filtered Water Mains Flushing continuing – Moama- Filtered Water Mains Flushing now complete – Moama and Mathoura- Raw Water Mains Flushing beginning – Moama and Mathoura- Reduced Raw / Return to Normal Water Pressure - Nil• Positions Vacant – Compliance Officer, Finance Officer, Team Leader Parks & Biosecurity, Apprentice Parks Attendant, Executive Services Coordinator, Executive Services Officer, Interim Director Infrastructure, Interim Director Planning and Environment, Plant Operator – Moulamein,• Community Grants now open• Draft CSP – have your say• Council meeting summary	<ul style="list-style-type: none">• Compliance – Keep Your Dog on a Leash – It’s the Law, Illegal parking, Keep Pets under control,• 2025 Aust Day Awards breakfast locations• 2025 Aust Day Awards winners announced, COMMUNITY GROUP OF THE YEAR AWARD, ARTS AND CULTURE AWARD, CITIZEN OF THE YEAR, YOUNG SPORTSPERSON OF THE YEAR, SPORTSPERSON OF THE YEAR, COMMUNITY EVENT OF THE YEAR AWARD• Waste – Moama Return and Earn Depot, Battery disposal, battery boxes for community members, Sites closed for New Years Day• Environmental Health – Mozzie awareness,• Reshares – Fire permits Suspended (NSW RFS – Mid Murray Zone), Health heat advice (Murrumbidgee Local Health District), Barefoot Bowls (Next Gen Connect), Moama Water Tower artwork has been unveiled (Visit River Country)• Register Now for the Trainee & Apprenticeships Workshop• Invitation – MRC International Women’s Day
<ul style="list-style-type: none">• Collateral and promotional material• Design work	<ul style="list-style-type: none">• nil	
Proactive Media Outreach (media releases / interviews / advertisements / social media posts)	<ul style="list-style-type: none">• 57 social media posts• 2 fortnightly press features• 9 media releases	
MRC website	Covering period: 1-31 January, 2025 Users: 5,868 Average engagement time of users: 1min Total overall page views: 22,288 Top 10 ranked page views for the months:	

murray river council

Monthly Operational Report – January 2025

Community Engagement and Communication

	<div><div><div><div><div></div><div>Page title and screen class</div><div></div></div><div></div></div><div><div><div></div><div>Total</div><div></div></div><div><div><div></div><div>1</div><div>Home Murray River Council</div><div></div></div><div><div><div></div><div>2</div><div>Current vacancies Murray River Council</div><div></div></div><div><div><div></div><div>3</div><div>Search results Murray River Council</div><div></div></div><div><div><div></div><div>4</div><div>Careers Murray River Council</div><div></div></div><div><div><div></div><div>5</div><div>Transfer stations and landfill sites Murray River Council</div><div></div></div><div><div><div></div><div>6</div><div>Find my bin day Murray River Council</div><div></div></div><div><div><div></div><div>7</div><div>Agendas and minutes Murray River Council</div><div></div></div><div><div><div></div><div>8</div><div>Changes to customer service hours at Murray River Council Murray River Council</div><div></div></div><div><div><div></div><div>9</div><div>Contact Us Murray River Council</div><div></div></div><div><div><div></div><div>10</div><div>Council Murray River Council</div><div></div></div></div></div><div><div><div>↓ Views</div><div>22,288</div><div>100% of total</div></div><div><div>Active users</div><div>5,868</div><div>100% of total</div></div><div><div>Views per active user</div><div>3.80</div><div>Avg 0%</div></div></div></div></div></div></div></div></div></div></div></div></div></div>	
Projects active on Your Say Platform	<div><p>Visits to the portal will vary month to month depending on the number of projects which are live and the communities’ level of interest in the topic/s. On months with small project numbers, smaller projects or projects that have been online for an extensive period of time, it is expected that visits to the portal will be down.</p><p>Projects live during November were</p><ul style="list-style-type: none">• River Country Art Trail <i>(project and photo updates)</i>• Planning proposal – Land Reclassification – Drainage Basins <i>(project update)</i>• Working towards a Sustainable MRC <i>(no updates)</i>• Meninya Street Upgrade <i>(no updates)</i>• Employment Lands Strategy <i>(no updates)</i>• NBN Digital Plan <i>(project complete and moved to past projects)</i>• 2025 Australia Day <i>(winners announced, page removed after Aust Day)</i>• Community Strategic Plan (CSP) <i>(Consultation closed)</i>• <i>Annual report Cover Art Competition (new page developed)</i></div> <div><div><div><div><div><div></div><div>Your Say Murray River Page Views v Projects live</div></div><div><div><div></div><div>4000</div><div>3500</div><div>3000</div><div>2500</div><div>2000</div><div>1500</div><div>1000</div><div>500</div><div>0</div></div><div><div>July</div><div>August</div><div>September</div><div>October</div><div>November</div><div>December</div><div>January</div><div>February</div><div>March</div><div>April</div><div>May</div><div>June</div></div><div><div><div></div><div>3355</div></div><div><div></div><div>2694</div></div><div><div></div><div>2307</div></div><div><div></div><div>983</div></div><div><div></div><div>619</div></div><div><div></div><div>577</div></div><div><div></div><div>1325</div></div></div><div><div>Total Visits</div><div>Projects Live</div></div></div></div></div></div></div>	

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>

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

The Community Strategic Plan public consultation has closed with 16 submissions received. The responses will be assessed as part of the CSP and Delivery Program (4-Year Plan) development.

murray river council

Monthly Operational Report – January 2025

Legal and Procurement

PART A: Section Accountabilities and Team Roles

Chief Legal Counsel	Manager Commercial, Plant and Property																																																																																																																																																									
<p>Provide legal advice to the organisation, including procurement and property advice, leasing and contract document review and preparation and contract management and general compliance advice.</p> <p>Ensure compliance with legislative requirements in Property and Procurement. Develop a high-level framework & monitor policy and procedures including advice, training, templates and support services for both Procurement & Property. Coordinate public tendering to meet legislative requirements and manage Contract Register (GIPA). Maintain Council’s procurement document template suite.</p> <p>Provide oversight for Internal procurement probity and audit. Manage supplier relationships. Provide advice/negotiate commercial leases and associated issues on behalf of Council where appropriate. Manage the annual capital and operational budgets for Property and Procurement.</p> <p>Oversee the functions of the Manager Commercial, Plant and Property, including fleet acquisition, disposal and management, fleet and property project budget management and property acquisition and disposal, as well as maintenance of Council’s lease and licence register and preparation and negotiation of lease and licence agreements to which Council is a party.</p>	<p>The ongoing management of and/or advisory service for mechanical, electrical, pneumatic, or hydraulic machinery or apparatus. Large and small earthmoving plant, heavy vehicles - trucks and cranes, pumps, electric, hydraulic, and pneumatic machinery, fixed plant (sewer, water, and waste management), minor plant and equipment, and pressure vessels.</p> <p>Provide a delivery and maintenance service for council’s light vehicles.</p> <p>Manage Council’s Lease and Licence Register. Provide advice/negotiate commercial leases and associated issues on behalf of Council where appropriate. Manage lease and licence documentation for new agreements. Manage lease functions including renewals, reviews and contract issues. Manage Crown land lease and licence queries and ongoing lease and licence management. Manage land acquisition and disposal transactions in line with policy and legislative requirements.</p>																																																																																																																																																									
<div>Accountabilities<table><tr><th>Number</th><th>SBPO</th><th>Accountability</th></tr><tr><td></td><td>B</td><td>Strategic Procurement Planning, Policy and Framework</td></tr><tr><td></td><td>B</td><td>Management of Crown Land</td></tr><tr><td></td><td>B</td><td>Contract Management Framework</td></tr><tr><td></td><td>B</td><td>Lease and Licence Management system</td></tr><tr><td></td><td>B</td><td>Land Sales and Acquisition Management</td></tr><tr><td></td><td>B</td><td>Provision of Legal Advice - Internal</td></tr><tr><td></td><td>B</td><td>Procurement of Legal Advice - External</td></tr><tr><td></td><td>B</td><td>Vendor Management System</td></tr><tr><td></td><td>B</td><td>Reporting on Organisational Spend Analytics/Compliance</td></tr><tr><td></td><td>P</td><td>Income Strategy from Commercial Leases</td></tr><tr><td></td><td>P</td><td>Individual Leasing Projects</td></tr><tr><td></td><td>P</td><td>Management of Crown Land parcels (leases and licences)</td></tr><tr><td></td><td>P</td><td>Individual Tender Management</td></tr><tr><td></td><td>P</td><td>Update Procurement Policy and Procedures</td></tr><tr><td></td><td>P</td><td>Provide Staff Repository for Procurement templates and guides</td></tr><tr><td></td><td>P</td><td>Implement Vendor Management and Contract software systems</td></tr><tr><td></td><td>O</td><td>Purchasing Advice (guided buying, probity and contract advice)</td></tr><tr><td></td><td>O</td><td>Staff Procurement Training – Onboarding and refresher</td></tr><tr><td></td><td>O</td><td>Leasing Services – lease and licence requests and queries</td></tr><tr><td></td><td>O</td><td>Property Framework</td></tr><tr><td></td><td>O</td><td>Property Compliance</td></tr><tr><td></td><td>O</td><td>Crown Land Management (compliance - 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PART B: 4 Year Delivery Program and 1 Year Operational Plan

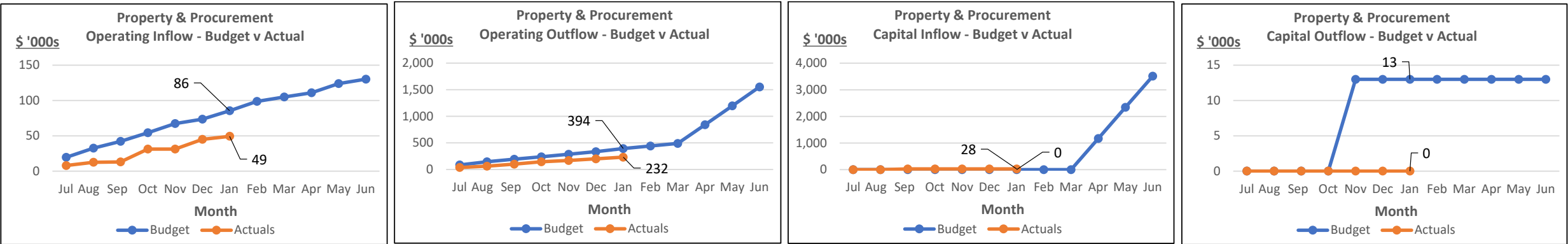
murray river council

Monthly Operational Report – January 2025

Legal and Procurement

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

PART C: Financial Outcomes



The financial outcomes to be realised with the implementation of VendorPanel include (indirectly) less wasted expenditure in staff time administering procurement activities and direct cost savings and reduced wasted expenditure through ensuring that more competitive sourcing activities are undertaken.

The Leasing module will assist in ensuring MRC receives the optimal return to which it is entitled under its leases and licences.

In QBR 1, there were some significant discrepancies between budgeted and actual figures as follows:

- Unfavourable capital revenue variance of 98% (\$1,143,262). This revenue item was included to allow for anticipated proceeds of sale from a number of properties Council had listed on the open market at the time. Since that time, the rationalisation project led by Chris Godfrey has been deprioritised. As such, a sale of the relevant properties may be unlikely and the capital budget requires amendment accordingly.
- Unfavourable operating revenue variance of 86% (\$196,153.42) due to lease revenue in the original budget being significantly higher than in reality. This is due to lease revenues for caravan parks, the abbatoir and pre-school being doubled up in both the property management area and the departments to which they relate. This has been rectified in QBR1 and should not cause a variance going forward.
- Favourable operating expense variance of 60% (\$217,885.04), mostly made up of nil cost of assets sold (for the reasons given in dot point one above), as well as lower legal, marketing and consultant spend than anticipated.

PART D: Project Status

Vendor software platform for market approach activities (sourcing of suppliers) is being configured for MRC use. Intended roll-out date is prior to the Christmas closure period. Key/high volume users (purchasing staff) will be trained first, with other users to follow.

Leasing module (Compliance) in Ci Anywhere is configured and is currently being tested for use by other MRC business units (Development Services, Compliance – Rangers, EHO etc). Training and official system roll out has been delayed as a result of supplier resourcing issues and other factors, with the estimated go live date now rescheduled to March 2025.

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

Procurement Lead position closed for applications on 1 November 2024, with interviews taking place in the week beginning 11 November 2024. This position was created in response to an identified need to address and prevent procurement compliance issues and move to a more strategic procurement approach across the organisation to drive greater value for money in future purchasing and reduce unnecessary spend. The role will be integral to the Procurement Policy and Procedure review process, as well as the VendorPanel system and contract module implementation stages, to allow Council to establish a centre-led, rather than decentralised procurement function, which increases visibility over the organisation’s activities, standardises process across the business and minimises risk.

PART E: Business as Usual

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

murray river council

Monthly Operational Report – January 2025

Legal and Procurement

Lease register is still a work in progress. Green Cloud Consulting are working on incorporating it into the Compliance module of Tech One – in the interim, process is all manual (Excel spreadsheet), meaning it is inefficient, may be duplicated and prone to human error.

Internal Legal request system is working well, providing an ability to track the status of current matters. Staff adoption of the process has been excellent.

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>	
Risk Management				
Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>
14.08.2024	No effective system for managing rent review and renewal dates on leases and licences – not recovering full rental we are due. Lease register not kept updated.	No centralised system for managing these – spreadsheets kept by finance and property.	Reconciliation of finance and property info, payments to be brought up to date. Once the TechOne compliance module is rolled out, it is hoped key dates and payments will be better managed and the communication gap will be closed.	<div><div></div><div></div><div></div></div>
08.01.2025	Properties occupied with our knowledge, without sufficient documentation in place. Risk of incident occurring and MRC bearing liability	Resourcing limitations – volume of lease and licence requests to work through. No register – relying on staff notification on becoming aware of each one.	Documentation will be put in place for any properties of which we become aware are occupied without an agreement. Some agreements have been completed, with others still to be put in place. Quarries are a risk – Chris is working through these and will close out those no longer in use and formalise agreements with those in operation, where an agreement does not exist.	<div><div></div><div></div><div></div></div>
11.11.2024	No contract management system – lack of sufficient spend and variation management, visibility over contract status for whole organisation and no single source of truth. Inefficiencies in documentation/data handling. No ability to properly report to ELT. GIPA register difficult to manage appropriately as result.	We do not have a good idea of all current contracts we have or the activities relevant to those contracts. Contracts are not properly closed out and contract owners lose sight of key dates etc.	Contract Management system and framework to be implemented per internal audit recommendations. The CiA contracts module was partially configured some time ago. This requires review and potentially some additional config before it is rolled out. The Procurement Lead position will be charged with taking this project on subject to capacity.	<div><div></div><div></div><div></div></div>
08.01.2025	Cumulative spend across a number of business units for certain services/suppliers. Panel arrangements needed to ensure transparency and compliance with procurement policy, and allow for some certainty as to rates.	Nil.	Review of relevant services has been undertaken. Public tenders to be carried out in early 2025 for key services requiring longer term contract arrangements. The Procurement Lead role will assist relevant business units in formulating documents for tender and a number of these are in progress.	<div><div></div><div></div><div></div></div>
08.01.2025	Procurement Policy to be reviewed – needs to incorporate modern slavery requirements so we meet our legislative obligations.	Nil.	Procurement policy review is in progress. Proposed policy to be put to Council in early 2025.	<div><div></div><div></div><div></div></div>
08.01.2025	Compliance issues – lack of compliance with procurement policy requirements. Invoices given prior to purchase order, threshold quotation requirements not met, no evidence of the process recorded in Ci Anywhere.	VendorPanel is currently being configured. The system is one we currently use and are in the process of upgrading to increase compliance and streamline the process for sourcing suppliers. The dashboard will also provide a snapshot for Procurement of all purchasing activities (RFQ/RFT) across the organisation for a full audit trail.	Weekly stand-up meetings with the supplier, currently working through system configuration. Will need to run key user training sessions and supplier sessions but are otherwise on track to implement in Q3.	<div><div></div><div></div><div></div></div>
08.01.2025	Lack of understanding of probity requirements and best practice in local government procurement – particularly where staff are new to the LG environment. Leads to inadvertent non-compliance.	Policy and procedure are available however training is required to ensure staff understand roles and responsibilities.	Initial training and refresher training material to be developed and implemented. Suggest refresher training every 2 years. A very brief refresher session was held during the all-staff training day, which will be built upon with future training content. A contract management session was held with those managing contracts (particularly in the construction area), which was well received. Further online training options will be investigated as an interim, immediate solution before content is developed for ongoing training.	<div><div></div><div></div><div></div></div>

murray river council

Monthly Operational Report – January 2025

Legal and Procurement

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

Procurement compliance remains a very high risk, as does Council’s ineffective current contract management system. Historically, this can be attributed to a lack of systems which support and demand the procurement policy requirements being met, lack of purchasing staff understanding of the requirements and lack of disciplinary action where staff fail to comply with policy requirements. The relevant risk mitigation measures are being taken, however as the issue is deeply systemic and developed over a long period of time, it is anticipated that it could take a significant period of time to properly manage the required change and alter Council’s purchasing culture. A contract management system will be implemented to centralise Council’s contract documents and data and assist contract owners to better manage contracts under their area of accountability. The implementation of VendorPanel will be reviewed intermittently once it is rolled out to the organisation, to assess its success in improving compliance and efficiency.

murray river council

Monthly Operational Report – January 2025

Commercial, Plant and Property

PART A: Section Accountabilities and Team Roles

Manager Plant, Fleet and Stores	Fleet and Workshop Manager	Procurement Officer Stores																																																																																										
<p>The ongoing management of and/or advisory service for mechanical, electrical, pneumatic, or hydraulic machinery or apparatus. Large and small earthmoving plant, heavy vehicles - trucks and cranes, pumps, electric, hydraulic, and pneumatic machinery, fixed plant (sewer, water, and waste management), minor plant and equipment, and pressure vessels. Directly manage council's store functions, as an internal service to the organisation. Provide a delivery and maintenance service for council's light vehicles.</p>	<p>Internal delivery service: maintenance of large and small earthmoving plant, heavy vehicles - trucks and cranes, pumps, electric, hydraulic, and pneumatic machinery, fixed plant (sewer, water, and waste management), minor plant and equipment, and pressure vessels.</p>	<p>Provide internal (operational) services, ordering and receipt of stores, goods and services, storage and allocation of stores, liaison with external suppliers.</p>																																																																																										
<p>Accountabilities</p> <table><tr><th>Number</th><th>SBPO</th><th>Accountability</th></tr><tr><td></td><td>B</td><td>Purchasing Outdoor Supplies</td></tr><tr><td></td><td>B</td><td>Plant, Fleet & Equipment Administration</td></tr><tr><td></td><td>B</td><td>Light Motor Vehicles (White)</td></tr><tr><td></td><td>B</td><td>Toll & Fleet</td></tr><tr><td></td><td>B</td><td>Testing of Pressure Vessels</td></tr><tr><td></td><td>B</td><td>RFS Asset Management</td></tr><tr><td></td><td>B</td><td>Plant, Vehicle & Equipment (Yellow) Management</td></tr><tr><td></td><td>P</td><td>Light Motor Vehicle (White)</td></tr><tr><td></td><td>P</td><td>Plant, Vehicle & Equipment (Yellow)</td></tr><tr><td></td><td>P</td><td>Plant, Fleet & Equipment Administration</td></tr><tr><td></td><td>P</td><td>Toll & Fleet Arrangements</td></tr><tr><td></td><td>P</td><td>Testing of Pressure Vessels</td></tr><tr><td></td><td>P</td><td>Depot Management Projects</td></tr><tr><td></td><td>O</td><td>Purchasing Delivery Service</td></tr><tr><td></td><td>O</td><td>Purchase of Waste Plant, Fleet & Equipment</td></tr><tr><td></td><td>O</td><td>Plant, Fleet & Equipment Stakeholder Consultation & Engagement</td></tr><tr><td></td><td>O</td><td>Chair Plant and Heavy Fleet Liaison Committee</td></tr><tr><td></td><td>O</td><td>Purchase of Outdoor Plant Vehicle & Equipment (Yellow)</td></tr><tr><td></td><td>O</td><td>Management and Maintenance of Light Motor Vehicles (White)</td></tr><tr><td></td><td>O</td><td>Toll & Fleet Arrangements</td></tr><tr><td></td><td>O</td><td>Depot Maintenance</td></tr><tr><td></td><td>O</td><td>Purchase of Light Motor Vehicles (White)</td></tr><tr><td></td><td>O</td><td>Management of Pool Vehicles</td></tr><tr><td></td><td>O</td><td>Plant, Fleet & Equipment Administration</td></tr></table>	Number	SBPO	Accountability		B	Purchasing Outdoor Supplies		B	Plant, Fleet & Equipment Administration		B	Light Motor Vehicles (White)		B	Toll & Fleet		B	Testing of Pressure Vessels		B	RFS Asset Management		B	Plant, Vehicle & Equipment (Yellow) Management		P	Light Motor Vehicle (White)		P	Plant, Vehicle & Equipment (Yellow)		P	Plant, Fleet & Equipment Administration		P	Toll & Fleet Arrangements		P	Testing of Pressure Vessels		P	Depot Management Projects		O	Purchasing Delivery Service		O	Purchase of Waste Plant, Fleet & Equipment		O	Plant, Fleet & Equipment Stakeholder Consultation & Engagement		O	Chair Plant and Heavy Fleet Liaison Committee		O	Purchase of Outdoor Plant Vehicle & Equipment (Yellow)		O	Management and Maintenance of Light Motor Vehicles (White)		O	Toll & Fleet Arrangements		O	Depot Maintenance		O	Purchase of Light Motor Vehicles (White)		O	Management of Pool Vehicles		O	Plant, Fleet & Equipment Administration	<p>Accountabilities</p> <table><tr><th>Number</th><th>SBPO</th><th>Accountability</th></tr><tr><td></td><td>O</td><td>RFS Vehicle Maintenance</td></tr><tr><td></td><td>O</td><td>Maintenance of Plant, Fleet and Equipment</td></tr></table>	Number	SBPO	Accountability		O	RFS Vehicle Maintenance		O	Maintenance of Plant, Fleet and Equipment	<p>Accountabilities</p> <table><tr><th>Number</th><th>SBPO</th><th>Accountability</th></tr><tr><td></td><td>O</td><td>Stores and Procurement Services</td></tr></table>	Number	SBPO	Accountability		O	Stores and Procurement Services
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murray river council

Monthly Operational Report – January 2025

Commercial, Plant and Property

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

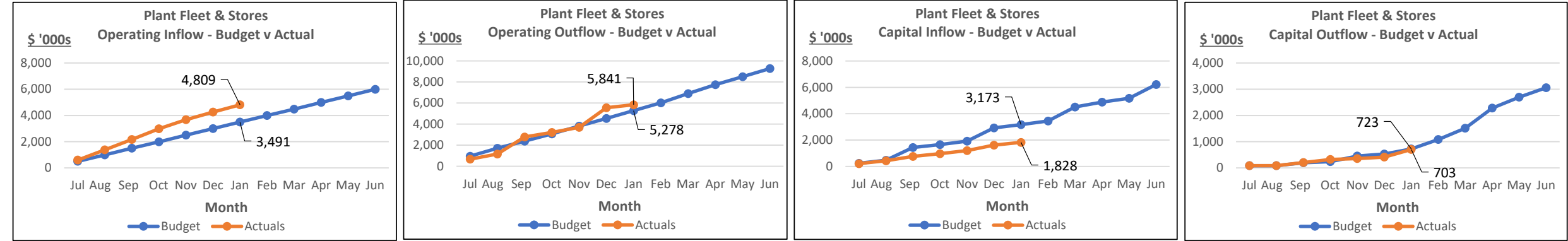
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	<div><div></div><div></div><div></div></div>
				1	2	3	4		
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.									
3.13 – Upgrade, enhance and maintain Parks and Open Spaces that connect Communities and are accessible.									
Investigate and review current standards of existing parks and identify upgrades required including accessibility and amenity blocks where appropriate. Consider new areas of Parks & Open Spaces where they link to high use areas, such as residential subdivisions. (S DPE)	Deliver	(DP 3.13.15) Assess open spaces and vacant land to identify assets excess to requirement for servicing the local Community needs and develop a program of works for their disposal.	Strategic Property/ Commercial Plant and Property	✓	✓	✓		Several open space assets in identified as excess to requirements and Council Report prepared and carried in May 2024 to begin process to reclassify and dispose/repurpose. Recission Motion for reclassification of all identified assets carried in June 2024 Council Meeting.	<div><div></div><div></div><div></div></div>
Theme 7 – Goal 3 – To encourage, educate and enable environmentally sustainable approaches to energy management.									
7.10 – Gradual retirement of vehicles with Internal Combustion Engines (ICE).									
Ensure Council’s vehicle fleet is fit-for-purpose. (S DI)	Deliver	(DP 7.10.1) Business cases prepared for new Council’s vehicle purchases to ensure they are fit-for-purpose and meet the transition out of vehicles with ICE.	B: MPF&S P: O:		✓	✓	✓	All vehicle and other fleet assets are assessed as “fit-for-purpose” before purchase contract is commenced.	<div><div></div><div></div><div></div></div>

PART C:Financial Outcomes

January fuel costs slightly lower than forecast. QBR2 costs have been reduced in line with YTD reductions.

Fleet asset charge rates revised in July to better reflect WOL costs. This has resulted in a substantial positive YTD variance against operating revenue. Revised rates expected to result in additional \$1.4M to Asset Replacement Reserve from October to June. This revision will be reflected in the QBR2 process.

The timing of Capital Spend on significant items of plant, and associated trade-in revenue, has been delayed awaiting the results of the Maintenance Grading assessments completed in October. Full year capital replacement now expected to finish lower than budget levels with 1 significant asset purchase (Patching Truck for Moulamein Works team) to carry-over to the next budget year. This will be included in the 2025/26 Capital Replacement Plan.



murray river council

Monthly Operational Report – January 2025

Commercial, Plant and Property

PART D: Project status

Public Hearings completed on 14 November at Barham and 15 November at Moama for reclassification of 22 land parcels from Community to Operational to correct classification for drainage basins. Only one objection submitted during the process and will be considered in making final determination. 1 land parcel has been removed from the process. Council Report submitted in January with resolution obtained to continue with Gateway Determination to reclassify the remaining 21 lots. Final steps in the process to be completed in February by the Planning team.
Completion date for total reclassification process in to be no later than 1 April 2025 as per Gateway Determination.

Council resolved in January Council Meeting to proceed with the sale of the MRC-owned residential property at part 21 Morago Street, Moulamein using an Alternative Method of Disposal as identified in Council Policy No. POL-602 V#1. An independent Probity Officer has been appointed and Edward River Gardens were invited to make an offer for the acquisition of the property. The offer has been received and the public display of information, as required by the Policy, has been undertaken. The completion of the public display period is in March. Subdivision process to be completed prior to sale.



Old Moama Preschool building will be offered for auction on March 8th as part of a Multi Auction through the local Real Estate Agent in an attempt to achieve the highest sale price.

PART E: Business as Usual



New Isuzu D-Max utility vehicle for Barham P&G team received 2 January 2025.

murray river council

Monthly Operational Report – January 2025

Commercial, Plant and Property



New Mitsubishi Triton Utility vehicle for Moama Water and Waste Water team received 17 January 2025.

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

Risk Management

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

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

murray river council

Monthly Operational Report – January 2025

People, WHS and Wellbeing

PART A: Section Accountabilities and Team Roles

Chief People Officer	People and Culture Coordinator	People and Culture Officer	Safety Coordinator & Safety Officer																																																																																																																																																																																																													
<p>The overall focus of People and Culture is not a thing we do in the business, it is the thing that runs our business. People and Culture- High Level focus areas:</p> <ul style="list-style-type: none">Recruitment and selection of all staff.Retention of valuable employees.Training, development, and education to promote individual success and increase the contribution to MRC of all employees.Succession PlanningA safe and healthy working environment.Inspiration and encouragement for a high level of employee engagement through recognition, effective communication, and constant feedback.Resources for administering compensation, benefits, policies, and procedures.All aspects of performance managementHR data and metrics	<p>Providing support to the Manager People in the facilitation of all key HR functions and programs and assume responsibility for Manager People in their absence.</p>	<p>Assisting the People and Culture Coordinator in all aspects of Human Resources.</p>	<p>Maintain Work Health & Safety for employees, manage safety systems, including surveillance of staff, training testing and compliance. Ensure compliance against legislative requirements, Coach and Mentor Strengthen Safety Culture process and systems for MRC Mangers & Supervisors.</p>																																																																																																																																																																																																													
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Monthly Operational Report – January 2025

People, WHS and Wellbeing

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

Operational Plan Delivery

0%

100%

Green

Amber

Red

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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	<div><div></div><div></div><div></div></div>					
				1	2	3	4							
Theme 2 – Goal 2 - Continue to be a trusted and ethical leader that leads by example														
2.5 – Leadership that is trusted, capable and collaborative														
Review and enhance our values and behaviours within Council. (S CEO)	Deliver	(DP 2.5.5) MRC values and behaviours to become an integral part of the staff performance appraisal process.	B: CPO P: CPO O: CPO	✓	✓			Completed as part of our new Performance Review Process in June 2023. Focus on both the what we do (tasks/outputs/performance) and also the how we do it. (values/attitudes and behaviours) Annual performance appraisal reviews underway – to ensure that they are consistent, add value and are streamlined across MRC. Values project also underway to ensure values are up to date and relevant.	<div><div></div></div>					
Theme 4 – Goal 3 – Actively promote and resource educational pathways into (working with) Council (retain and attract new people).														
4.7 – To attract quality staff to service community demands.														
To attract quality staff to service community demands. (S CEO)	Deliver	(DP 4.7.1) Investigate RDA Riverina's 'Country Change' program to attract new residents	B: CPO P: O:	✓	✓			RDA program has changed, and further investigations required. RDA Riverina have received additional funding from Transgrid to expand the Country Change program. RDA Riverina have contracted RDA Murray to bring 5 Murray Region partners on board by the end of 2023. Murray River Council is on the list of possible partners. RDA Murray will be engaging with MRC in the coming month regarding next steps. Concurrently, the Country Change program is undergoing a rebrand.	<div><div></div></div>					
	Deliver	(DP 4.7.2) Actively recruit for specific roles within Council to service community demands and requirements	B: CPO P: O:	✓	✓	✓	✓	Ongoing – recruitment campaign in action. Participated in Community Connection Forum targeting strategies to attract and retain workforce. MRC will participate in the working group, established to benefit the Murray River and Campaspe regions.	<div><div></div></div>					
Theme 4 – Goal 3 – Actively promote and resource educational pathways into (working with) Council (retain and attract new people).														
4.8 – Developing future leaders .														
Develop a learning and development strategy including leadership opportunities – Emerging Leaders Program . (S CEO)	Deliver	(DP 4.8.1) Redevelopment and ongoing review of MRC recruitment and advertising program	B: CPO P: O:	✓	✓	✓	✓	New pull up recruitment banners located at MVBC, Moama Office, MBC, Barham office, Barham Hub	<div><div></div></div>					
	Deliver	(DP 4.8.2) Developing future leaders' program – Emerging leaders certificate (internal program as well as looking at cadet, work, trainee, school, apprenticeships etc)	B: CPO P: O:	✓	✓	✓	✓	<ul style="list-style-type: none">Partnership with MEGT has been completed to manage our Apprenticeship & Traineeships.2024 will see the commencement of 2 x School Based Apprenticeships – 1 x Moulamein and 1x Mathoura.Professional Development – Emerging Leaders Program to commence in May 2024Development of a Learning and Development Framework for all employees.Development of Ascening Manager's ProgramDevelopment of Leadership Framework	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>					

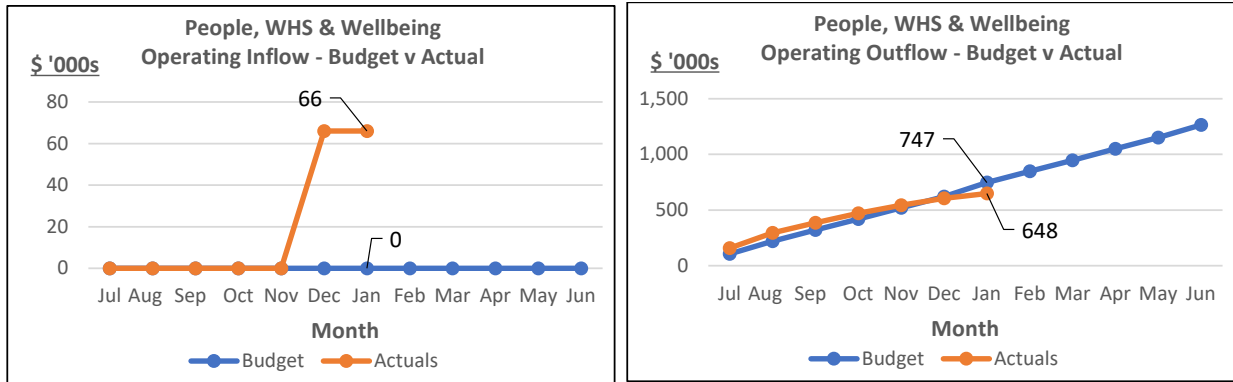
murray river council

Monthly Operational Report – January 2025

People, WHS and Wellbeing

PART C: Financial Outcomes

Operating expense unfavourable variance of 31% (\$110,780). This is largely due to salary expenses and filled HR Vacancies totalling \$180k, which have been adjusted for in QBR1, partially offset by lower training costs (outside of WHS), marketing and legal expenses.



PART D: Project Status

- HR Module – TechOne**
 - Core focus within first half of 2024 – will be assisted by Melissa Fergusson.
 - Ongoing - Discussions held with Director of Corporate Services on the possibility of fast-tracking e-recruitment priority as well as automated staff increases.
 - HR module underway – with intention to go live within this FY.
- Training and Development – ongoing**
 - Ongoing - CPO has launhed Emerging Leaders program – completed in August – it was a great success.
 - Mental Health First Aid training to be rolled out in May / June across MRC
 - New policy and procedure has been drafted and is out for review.
 - Skills analysis for depot staff is underway – this will be ongoing into the seconfd part of the financial year.
 - Learning and Development Strategy to be developed.
 - Annual Training Plan to be developpeed
 - Managing Injures workers trainig for People Leaders was delivered on October 28 by StateCover
- Annual Performance Reviews**
 - Performance Reviews for all staff to be finalised.
 - Annual Performance reviews to be streamlined and to occur at the same time across the Organisation. ELT have endorsed the review and will pilot new process from October to December to ensure alignment with Local Government (State) Award and industry best practices.
 - The test group are currently trailing the revised template with their teams and will be providing feedback.
- Policy & Procedure Review**
 - Chief People Officer commenced review / rewrite of all HR policies and procedures.
 - Positive Workplace Behaviours (Bullying and Harassment) has been completed
 - Sexual Harassment Policy has been completed (this is in line with Positive Duty obligations)
 - Bystander Policy under has been completed.
 - Training and Development procedure under review and development.
 - Grievance Management Policy under review.
 - Psychological Safety Policy and Procedure to be written.
 - Remuneration System Procedure currently being reviewed
- WHS Document/Systems Reviews:**
 - WHS procedure development ongoing

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Monthly Operational Report – January 2025

People, WHS and Wellbeing

- Project Murray 2023:**
- Recruitment of the CFO, CIO, Financial Controller and the PMO are now finalised with appointments made. This is now considered to be closed.
- Employee Rewards and Recognition:**
- Review of current employee and recognition framework this is ongoing.
- People at Work Survey 2024:**
- Conducted the People at Work Survey – assessing the psychological hazards and risks that are relevant to MRC. 58% employee participation rate. Overall results were positive with some areas of concern that require a deeper dive. Focus Group currently being formed to work on recommendations.

PART E: Business as Usual

Staff Updates (including internal changes)

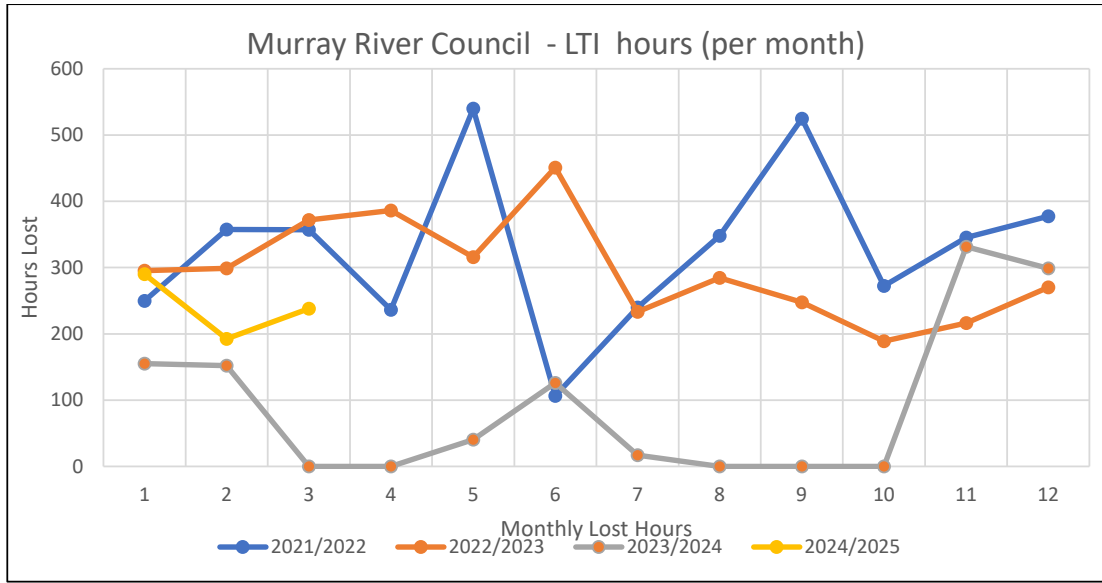
Offboarded: 3
Onboarded: 1

	July 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Offboarded	2	5	2	3								
Onboarded	5	6	6	1								
Turnover	0	1	4	3								
Internal movement	1	0	0	2								

Internal movement was a change of department.

PART F: Service Metric

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



Incidents	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	TOTAL
Injury to Employee	4	5	2	0									11
Injury to 3 rd Party													
Property Damage Council		1		1									2
Property Damage 3 rd Party				1									1
P&E Council	5	6	8	5									24
P&E 3 rd Party													
Hazard Identified		1	66										67
Near Miss/ Other	1	2	1	2									6
TOTAL	10	15	77										102

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Monthly Operational Report – January 2025

People, WHS and Wellbeing

Lost time hours in Sept 2024 – 238hrs – No new LTI’s

2024 WHS Action Plan:

Date Updated	Risk Details	Required	Required Actions	
July 24	Internal WHS procedures	<ul style="list-style-type: none">Managing Psychosocial hazards Procedure	<ul style="list-style-type: none">Draft, Consult & implement Procedure into existing processes – Complete – awaiting approval	<div>●</div>
July 24	High Risk Construction	<ul style="list-style-type: none">Construction process and documentation of all works and projects - Infrastructure	<ul style="list-style-type: none">Develop Construction Safety Procedure – Complete – needs approvalDevelop Chain of Responsibility Procedure and process – Complete	<div>●</div> <div>●</div>
July 24	Planning	<ul style="list-style-type: none">Develop departmental WHS Targets & Objectives	<ul style="list-style-type: none">Departments to create WHS targets and objectives for 24/25 – Complete	<div>●</div>
July 24	Worker risks	<ul style="list-style-type: none">Volunteers risk controls	<ul style="list-style-type: none">WHS Induction for Volunteers - draftedVolunteer induction checklist – draftedSupervision of Volunteers	<div>●</div> <div>●</div> <div>●</div>
July 24	Contractor Management	<ul style="list-style-type: none">Contractor Management Procedure and associated process and operations per department	<ul style="list-style-type: none">Review Contractor/Supplier register – Procurement/Tech One – System PlatformDevelop online Contractor WHS induction – WHS - DraftedDepartmental process for managing contractors – each department	<div>●</div> <div>●</div> <div>●</div>

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

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Monthly Operational Report – January 2025

Corporate Services Directorate

PART A: Director Accountabilities and Key Performance Indicators

Director Corporate Services	Accountabilities		Key Performance Indicator 2024/2025	Evidence/Comments	
<p>Provide required internal services to operational departments to enable the delivery of community services.</p> <p>This bureau service manages Finance & Accounting, Information/Communications Technology & Business Intelligence, Governance & Risk, Procurement & Contract Management, Property & Leases, Facilities Management & Maintenance. The directorate facilitates corporate reporting.</p> <p>As the business-arm of council, Corporate Services supports the operational & financial planning process, and provides analysis of actual operational & capital performance. The directorate also facilitates the longer-term financial planning process.</p>	SBPO	Accountability	In time for the 24/25 financial year manage the SRV process – in line with IPART	Council resolved not to proceed with an SRV.	<div><div></div><div></div><div></div></div> n/a
	S	Intergovernment Relations – CSD	Assist the CEO to harvest synergies with other Councils	Engaging with Edward River Council in integrating Council ERP with DPE Planning Portal. Early engagement also on the Compliance module. No further progress made since June 24. CEO & Mayor met with LG Minister to obtain support for a collaborative effort. Council resolution to this effect adopted. Process to be reset once new CEO is appointed.	<div><div></div><div></div><div></div></div>
	S	Corporate Performance a& Reporting	Deliver the TechOne project as adopted by Council	The project is being delivered in modules. Release 1 (Finance, Procurement, Payroll, Asset Management) is in use. Some data loads for assets remains in progress. Release 2 is Property & Rating, which will be delivered in 3 phases Phase 1: Rating & Receipting, Phase 2: Compliance (development services, ranges etc.) and Phase 3: Customer service. Release 2 Phase 1: This is now operational. Release 2 Phase 2: Compliance module project is progressing. The go live date for this is set for March 1/2, 2025.	<div><div></div><div></div><div></div></div>
	S	Light Motor Vehicle (White) Strategy			
	S	Rural Fire Service			
	S	Purchasing Outdoor Supplies			
	S	Procurement			
	S	Disability Asset Management Plan			
	S	Financial Appraisals			
	S	Internal Audit			
	S	Payroll			
	S	Information & Records Mgt			
	S	Policies & Procedures			
	S	Risk Mgt			
	S	Legislative Compliance			
	S	Commercial Business			
	S	Governance Framework			
	S	Business Improvement			
	S	Leasing			
	S	Contract Management			
	S	Property (Buildings and Facilities) Operations			
	S	Finance Services			
	S	Information Technology			
	B	Intergovernment Relations – CSD	Advocate on behalf of MRC, in concert with RAMJO if required, to influence the NSW Government in relation to corporate services: finance, governance, records, and digitalisation issues and policies.	Continue to engaged with the Governance subcommittee of LG Professionals, NSW chapter. Working with RAMJO on energy initiatives.	<div><div></div><div></div><div></div></div>
	B	Commercial Business	Identify and commence the process of implementing automation for software systems.	Given the focus of implementing the new ERP system, there is very little further capacity within the organisation to undertake additional automation projects. Some initial work is being undertaken to review Robotic Process Automation (RPA). Current automation initiatives are limited to what can be implemented within the TechOne ERP system.	<div><div></div><div></div><div></div></div>
	B	Business Continuity			
	B	Financial Appraisals			
	B	Internal Audit			
	B	Legal Services			
	B	Corporate Performance & Management			

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Monthly Operational Report – January 2025

Corporate Services Directorate

PART A: Section Accountabilities and Team Roles

Chief Information Officer	Manager Governance and Risk	Chief Financial Officer	Manager Strategic Assets
<p>Manage the of the information and communications infrastructure to enable the required connectivity and data exchange requirements.</p> <p>Manage and maintain the design/redesign and documentation of business processes.</p> <p>Review and manage software systems used within Council to ensure they are fit-for-purpose.</p> <p>Undertake custodianship of Council’s data including its security, analysis and use for decision making purposes.</p>	<p>Ensure Council’s legislative and regulatory compliance and reporting requirements are adhered to.</p> <p>Establish a framework for assessing and managing risk and ensure identified risks and mitigation strategies are documented and are actions follow-up.</p> <p>Establish adequate insurance cover for Council activities, in consultation with operational managers.</p> <p>Maintain the suit of required corporate registers and undertake the related reporting requirements.</p> <p>Facilitate the functioning of the Audit & Risk Committee and the internal audit function of Council.</p> <p>Provide support & guidance to the Mayor and Councillors on their statutory obligations as elected officials and where required assist with their reporting requirements.</p> <p>Managing the legal services relationships.</p> <p>Provide advice and assistance on governance related matter to the whole of Council.</p> <p>Manage the annual cand operational budget.</p>	<p>Operate in a financially responsible and sustainable manner (IPR ratios).</p> <p>Review, revise and maintain Council’s Long Term Financial Plan in line with statutory requirements.</p> <p>Provide financial reports to Management and staff to assist in budget control and decision making.</p> <p>Ensure adequate and effective internal controls are in place for all financial management.</p> <p>Maintain a strategic rating structure that is equitable across the region.</p> <p>Manage investments in the long-term interest of the community and within regulatory requirements.</p> <p>Complete annual & quarterly budgeting processes in-line with statutory requirements.</p> <p>Process accounts payable in-line with Councils protocols and suppliers’ terms of trade.</p> <p>Complete and lodge Annual Financial Statements in accordance with Statutory Requirements.</p> <p>Complete all taxation returns and grant acquittals (as a financial service) as required by external bodies.</p> <p>Organise and manage the external audit of Council and address any rectification/improvement action arising therefrom.</p>	<p>An integration role for big picture and long term, mapping out big infrastructure projects into the future to ensure they link up and are sequenced logically.</p> <p>Provide an information and Advisory role to the rest of the organisation on the above.</p> <p>Manager Strategic Assets will also ‘map’ the 10-year financial plan, to not only ‘join the dots’ but make sure there is enough money to pay for it at the time the Projects are planned for.</p> <p>The keeper of all information related to our assets including Developing, Maintaining the Asset Register</p> <p>MRC has 35 Asset types dispersed across the organisation.</p> <p>The Assets team provide an advisory and information role to the Business Managers in the organisation.</p> <p>They provide a one stop shop for all information capture about all our assets including what they are, how many we have, what they are valued, what condition they are in, how long they will last, what we should be spending on them and when.</p> <p>This assist Business Managers to work out what & how to categorise assets so at budget time listing and getting approval for ‘cluster’ business cases becomes easier.</p> <p>Other requirements of the Strategic Assets team include Management of GIS/Mapping, Maintenance Management and Addressing systems and data, Road Naming, Gazettal’s and Closures.</p>

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Monthly Operational Report – January 2025

Corporate Services Directorate

PART B:

4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery

0%

33%

67%

Green

Amber

Red

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

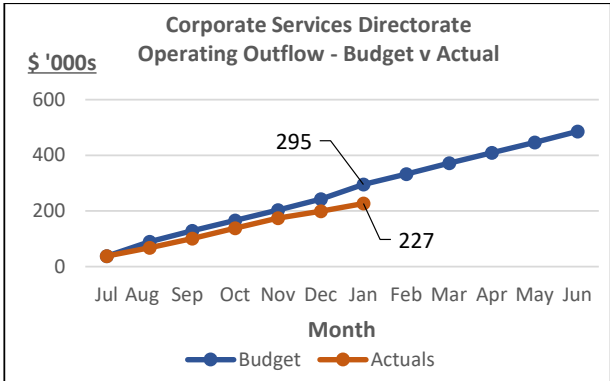
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	<div><div></div><div></div><div></div></div>					
				1	2	3	4							
Theme 1 – Goal 3 - Plan for the impacts of climate change														
1.7 – Environmental Sustainability Strategy														
Develop & begin implementation of an Environmental Sustainability Strategy, containing energy efficiency and the impacts of climate change. (S DCS)	Deliver	(DP 1.7.2) Adopt an internal policy within MRC to address micro energy production – for MRC site usage	B: DCS P: MB&F O:			✓		Site assessments for Solar installations completed. Awaiting response to a grant application to install solar at these sites. A Power Purchase Agreement (PPA) has been entered into for a period of 8 years starting Jan 2025. The power sourced for this agreement will be predominantly renewable energy.	<div><div></div></div>					
Theme 2 – Goal 2 – Continue to be a trusted an ethical leader														
2.5 – Leadership that is trusted, capable and collaborative BAU														
Develop and implement a Corporate Strategy	Deliver	(DP 2.5.6) Scope, develop and deliver a Corporate Strategy.			✓	✓	✓	The revised Community Strategic Plan (CSP) is currently on public display. The 2024 – 2028 Delivery Program (DP) is in the final stages of being developed. A fresh strategic plan based on the revised CSP and DP will need to be compiled once the new CEO has been appointed.	<div><div></div></div>					
Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging.														
4.1 – Signage across Council														
Develop a program to identify, upgrade and renew signs across Council. (S DCS)	Deliver	(DP 4.1.1) Review all signage, develop a plan and begin renewal or replacement of all old Council signage including entranceways signs to all communities & towns, old Wakool signage and old Murray Shire signage	B: DCS, P: MSA, MBF, MPOS, MED O:	✓	✓	✓	✓	Internal signage at Council operational sites have been reviewed by WHS for conformance to requirements. Other signage has been reviewed by the economic development team.	<div><div></div></div>					
Theme 5 – Goal 4 – Partner with industry, community, and government organisations to promote and nurture innovation.														
5.11 – Innovation														
Be engaged in innovation and technology platforms and networks (S DCS)	Deliver, Partner, Advocate	(DP 5.11.2) Work with neighbouring LGAs on implementing a shared services module	B: DCS P: O:	✓	✓	✓		Partnered with RAMJO in the Power Purchase process, resulting in an innovative and cost-effective procurement process and agreement. Partnering with Telstra to review the network architecture.	<div><div></div></div>					

murray river council

Monthly Operational Report – January 2025

Corporate Services Directorate

PART C: Financial Outcomes



PART D: Project Status

#	PROJECT	COMMENTS	
1	Energy Review	Application for solar Installation grant made, awaiting response.	
2	Cyber Security Review	Completed. Action Plan being developed. Investment requirements will be a significant factor.	
3	Sale of Mathoura Line Road Land	No clear prospect at present. Revised Option Strategy to be presented to Council.	
4	Technology One Implementation	P&R - Compliance & regulatory module implementation progressing with a delayed go-live date of March 2025.	

PART E: Business as Usual

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	
	None		

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
10.01.22	Overall Financial Sustainability of Council	Cost side measureds incorporated intoth budget process Revenue side measues to be discussed with Councilors on an annual basis Advocacy on restoration of FAGs to 1% of GST	Work out and present to Councillors a budget for 2025/26	
10.01.22	Implementation of the Technology One system. Potential Time Delays and Cost Overruns. Technical Issues.	Project Management	P&R - Compliance & Regulatory Non-availability of TechOne consultants is causing some delays. Project Lifecycle Management Module has commenced	
13.02.23	Delays in Preparation of Financial Statements, Management Letter comments by Auditors	Chief Financial Officer brought in to address process issues.	Program of work being implemented.	
04.05.23	Cyber Security Risks	Basic defences around firewalls and motoring. Costs of expertise and resources to establish top end defence mechanisms. Human factor.	Review by external consultant completed. Work plan being developed.	

murray river council

Monthly Operational Report – January 2025

Corporate Services Directorate

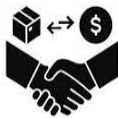
PART G:

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



Finance

- Preparations for 2024/25 audit underway
- Q2 budget review being completed
- Preparation for 2025/26 Budget underway
- Business & Process reviews being implemented



Procurement

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



Governance

- ARIC Chair and one member have been appointed. Recruitment underway for second member.
- Procurement process for the Governance system underway; tender bids received and shortlisted, product demonstrations being planned.



ICT, Systems & Processes



- P&R - Compliance & Regulatory module implementation go-live scheduled for 1 March 2025. Some concerns around Planning Portal integration.
- Project Lifecycle Management module implementation underway
- HR module improvements underway

- A consolidated action plan combining the recommendations from the network and cybersecurity reviews being developed and will be incorporated into forward budgets.



Assets

- Revaluation for 24/25 being underway.
- Update of asset information into TechOne continues.
- Asset Management Plans are being updated.
- Revised capitalisation process being implemented.

- The Financial Sustainability of the Council remains the most significant risk for Council. Restoring the current operating deficit to a break-even position purely through cost saving measures will require significant service level adjustments that may not be palatable to the community.
- Significant work required to improve Cyber Security.
- No firm buyer for Mathoura Line Road land.
- Council Continues its automation Journey through the Implementation of the TechOne System.
- 2024/25 audit planning commenced.
- 2025/26 budget process commenced.
- New aerial photos uploaded into the GIS system.

murray river council

Monthly Operational Report – January 2025

Finance

PART A: Section Accountabilities and Team Roles

Chief Financial Officer	Management Accountant	Financial Controller	Coordinator Financial Operations	Rates Coordinator/Revenue Officer																																																																																																																																																
<p>Operate in a financially responsible and sustainable manner (IPR ratios).</p> <p>Review, revise and maintain Council’s Long Term Financial Plan in line with statutory requirements.</p> <p>Provide financial reports to Management and staff to assist in budget control and decision making.</p> <p>Ensure adequate and effective internal controls are in place for all financial management.</p> <p>Maintain a strategic rating structure that is equitable across the region.</p> <p>Manage investments in the long-term interest of the community and within regulatory requirements.</p> <p>Complete annual & quarterly budgeting processes in-line with statutory requirements.</p> <p>Process accounts payable in-line with Councils protocols and suppliers’ terms of trade.</p> <p>Complete and lodge Annual Financial Statements in accordance with Statutory Requirements.</p> <p>Complete all taxation returns and grant acquittals (as a financial service) as required by external bodies.</p> <p>Organise and manage the external audit of Council and address any rectification/improvement action arising therefrom.</p>	<p>Assist the COO in budgeting, forecasting, reporting, and analysis.</p> <p>Prepare Council’s operational and long-term financial plan, monthly and quarterly budget reporting</p> <p>Assist with the long-term financial strategy, performance monitoring and working with managers and ELT to achieve budget targets.</p> <p>Provide ongoing training and support to Council staff on budget and reporting processes.</p>	<p>Assist the COO in meeting all compliance reporting requirements.</p> <p>Undertake compliance reporting, compliance adherence, end of month processes, journal processing, and general ledger monitoring/ maintenance.</p> <p>Reconcile & Monitor General Ledger reconciliations and monitoring.</p>	<p>Assist the Finance Manager through the supervision of day-to-day finance operations.</p> <p>Supervise accounts payable, accounts receivable, payroll, and trainee finance staff.</p> <p>Manage bank reconciliations.</p> <p>Prepare accounting entries for the disposal and additions of plant/ fleet.</p>	<p>Manage the rating function of Council.</p> <p>Levy Council’s rates each year, respond to ratepayer enquires and maintain rates master file details.</p> <p>Undertake debt recovery activities.</p> <p>Facilitate the sale of land for the recovery of unpaid rates as required.</p>																																																																																																																																																
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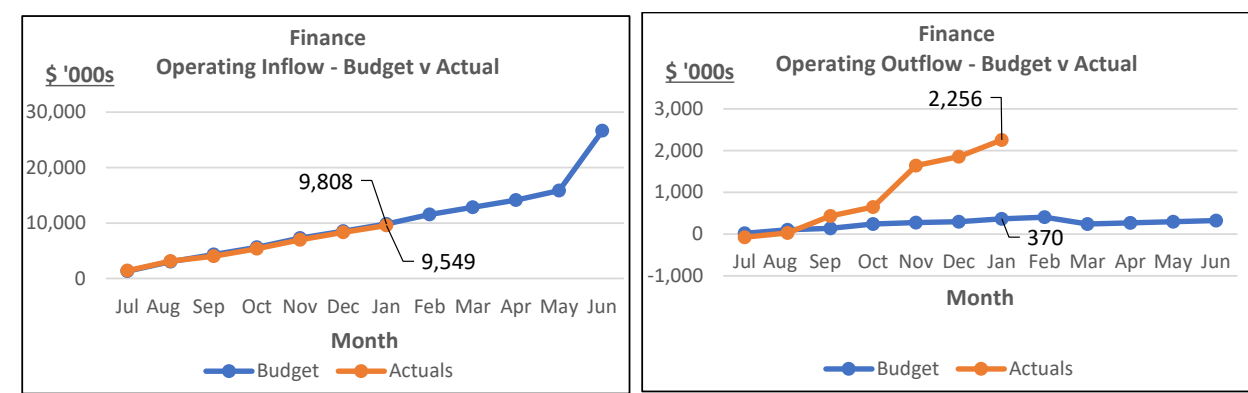
Monthly Operational Report – January 2025

Finance

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

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

PART C:Financial Outcomes



PART D:Project Status

Date Updated	Project	Comments	
January 2024	2024-25 Financial Statements	Audit Office - Audit plan is currently being developed and will be presented to the ARIC committee meeting early March 2025	●●●
January 2024	2024-2025 Annual Rates & Charges Notices	Notices were issued 31 July 2024, and third instalment is due for payment by 28 February 2025.	●●●
January 2024	November 2024 to February 2025 Water Notices	Notices were issued March/April 2025	●●●

PART E:Business as Usual

- The 2024-25 Budget 2nd Quarter Review has been issued to Managers and due to be presented at the February 2025 Council Meeting.
- The 2025-26 Budget is underway and are currently being completed by budget officers.
- The 2024-25 Audit Office - Audit Plan is being developed and will go the ARIC meeting in early March.
- The 2024-25 Interim audit being conducted by our external auditors commences 24 March 2025.
- Vacant Finance Officer Position has been advertised and closes on 20 February 2025. This is a critical role that support the Finance Controller to complete reporting, audit and backup to Account Payable/Receivable.

PART F:Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>
January 2025	Availability of Finance Resources	The restructure of the Finance team as caused some disruptions. Recruitment for CFO, FC and MA now completed, currently advertising for Finance Officer.	Chief Financial Officer (CFO), Financial Controller (FC) and Management Accountant (MA), Financial Officer have all commenced in their roles. Vacant Finance Officer Position has been advertised and closes on 20 February 2025. This is a critical role that support the Finance Controller to complete reporting, audit and backup to Account Payable/Receivable.	<div><div></div><div></div></div>

murray river council

Monthly Operational Report – January 2025

Finance

			Funding applications for round 1 have been submitted to the OLG for two finance trainees under their new funding initiatives. If successful we will be going to market in early Jan 2025 ensuring adequate succession planning for the finance team.	●
October 2024	Change of contact auditor	Audit Office NSW has indicated that the contract auditor undertaking the audit will change from next year. This can cause some extra workload until the new auditors get up to speed with MRC specifics.	Closely manage the process of engagement with the new contractors. There has been no impact due the change in contract auditors.	●

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

- The 2025-26 Budget is underway and are currently being completed by budget officers. All operational and capital expenditure is due back to Finance by 14 February 2025
- The 2024-25 Interim audit being conducted by our external auditors commences 24 March 2025.
- Vacant Finance Officer Position has been advertised and closes on 20 February 2025. This is a critical role that support the Finance Controller to complete reporting, audit and backup to Account Payable/Receivable.

murray river council

Monthly Operational Report – January 2025

Governance and Risk

PART A: Section Accountabilities and Team Roles

Manager Governance and Risk

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

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

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

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

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

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

Managing the legal services relationships.

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

Manage the annual operational budget.

Accountabilities

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

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

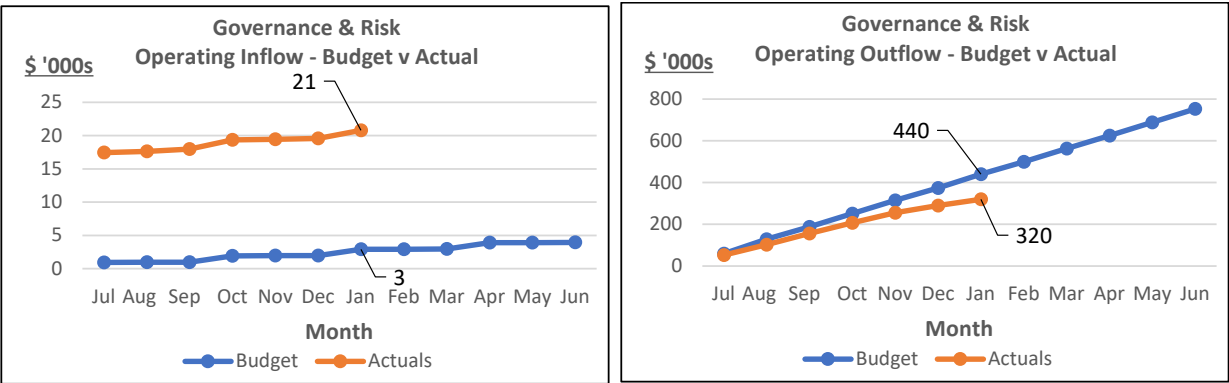
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Monthly Operational Report – January 2025

Governance and Risk

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

PART C: Financial Outcomes



PART D: Project Status

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

PART E: Business as Usual

PART F: Service Metrics

Key Performance Indicators

Report Against Position Description	Officer	Comments: (Business Manager to provide short precis.)	<div><div></div><div></div><div></div><div></div></div>
Ensure Legislative / regulatory compliance and reporting is met/adhered to.	MGR	<div><div>▶ On-going review of amendments/ changes to legislation and advise management team of same</div><div>▶ PID Audit – completed</div><div>▶ Annual Report – reporting to the Community Strategic Plan (CSP) for 2023-2024 completed</div><div>▶ Annual Report – presented and approved by Council at November Meeting</div><div>▶ Code of Conduct Report – presented to Council</div><div>▶ Secondary Employment Register – updated to include any potential Christmas work by employees over the closedown period</div><div>▶ Gifts and Benefits Register – updated to include Christmas gifts received</div><div>▶ Disclosure of Interest Returns for new Councillor – tabled at Council Meeting</div><div>▶ Disclosure of Interest Returns – being prepared for publishing on the website</div><div>▶ Related Party Returns for new Councillor – submitted and filed</div><div>▶ Tender for Governance & Risk Software – tender closed</div></div>	<div><div></div><div></div><div></div><div></div></div>
Establish a framework for assessing and managing risk and ensure identified risks and mitigation strategies are documented & are actions follow-up.	MGR	<div><div>▶ Risk Register – Strategic section reviewed/updated – consultation later in 2024</div><div>▶ Risk Register – Operational section is being reviewed / updated</div></div>	<div><div></div><div></div><div></div><div></div></div>
Establish adequate insurance cover for Council activities, in consultation with operational managers.	MGR	<div><div>▶ Insurance Policies for 2024-2025 have been finalised</div><div>▶ 2024-2025 Certificates of Currency – available in CM9</div><div>▶ Insurance Renewals – received and currently populating the questionnaires</div></div>	<div><div></div><div></div><div></div><div></div></div>

murray river council

Monthly Operational Report – January 2025

Governance and Risk

Manage and develop Policies and Procedures	MGR	<ul style="list-style-type: none">› Employment Lands Strategy - on public exhibition› Arts and Culture Strategy 2024-2034 – adopted› Parks and Open Space Strategy – adopted› Water Strategy – noted by Council› Community Financial Assistance Policy – adopted› Volunteer Policy – adopted› Quality Policy – adopted› MRC NBN Digital Plan - adopted› Public Art Policy – adopted› Plaques and Memorials Policy – reviewed and readopted› Graffiti Policy – reviewed and readopted› Withdrawal of Development & Other Applications - Refund of Fees Policy – reviewed and readopted› Citizenship Ceremonies Dress Code Policy - rescinded	●
Develop, maintain and report on Council’s suite of Corporate registers	MGR	<ul style="list-style-type: none">› 2023-2024 Related Parties – finalised› 2024-2025 Secondary Employment returns – approved (process on-going)› 2023-2024 Disclosure of Interest Returns – received and filed› New Councillors returns received› Informal GIPA requests YTD – 61› Formal GIPA requests YTD – 0	●
Facilitate the Audit & Risk Committee function of Council	MGR	<ul style="list-style-type: none">› 2023-2024 ARIC Annual Report – commenced› Meeting held 5 August 2024› ARIC Joint Chairpersons appointed› ARIC Independent Committee Member – currently being advertised	●
Provide support & guidance to the Mayor and Councillors on their statutory obligations as elected officials	MGR	<ul style="list-style-type: none">› Political Donations Forms – distributed to Councillors› Preparing for the Council elections – 14th September 2024 – elections finalised / New Councillor known› Preparing for the 1st Council meeting of the new Council – October 8	●
Managing the legal services relationships.	MGR	<ul style="list-style-type: none">› Accountability under review - due to the employment of the Chief Legal Counsel	●

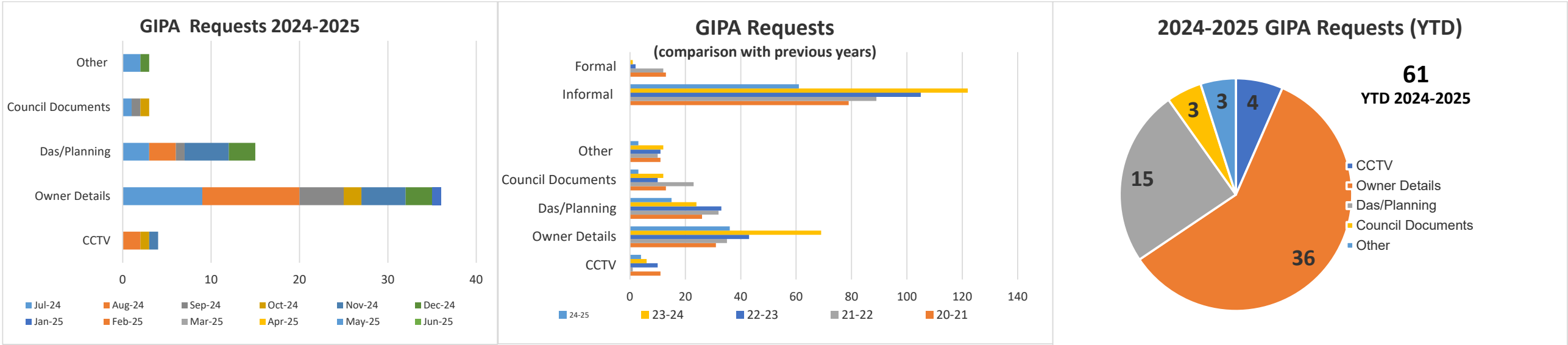
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Monthly Operational Report – January 2025

Governance and Risk

PART G: Executive Summary

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



The Coordinator – Governance & Risk officer commenced on 28th January 2025.

murray river council

Monthly Operational Report – January 2025

Information Management

PART A: Section Accountabilities and Team Roles

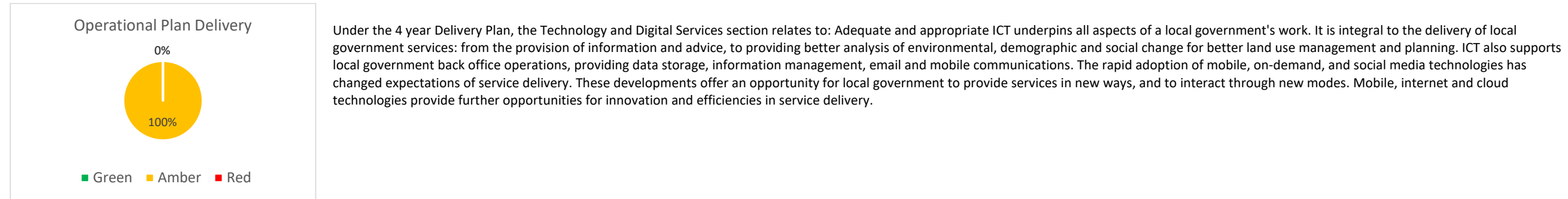
Chief Information Officer	Centorrino Technologies	Team Leader Records	Software Systems Administrator	IT/Software Trainer																																																																																																																																																															
<p>Manage the of the information and communications infrastructure to enable the required connectivity and data exchange requirements.</p> <p>Manage and maintain the design/redesign and documentation of business processes.</p> <p>Review and manage software systems used within Council to ensure they are fit-for-purpose.</p> <p>Undertake custodianship of Council’s data including its security, analysis and use for decision making purposes.</p>	<p>Delivery of IT services to Council</p> <p>Offers comprehensive IT support and management for MRC, handling everything from hardware and software maintenance to resolving IT issues. They provide both onsite and remote support to ensure that our IT infrastructure runs smoothly in and outside business hours to ensure minimal disruption to business operations, acting as an outsourced IT department supports us to focus on their core activities while ensuring their technology needs are met.</p> <p>Accountabilities</p> <table><tr><th>Number</th><th>SBPO</th><th>Accountability</th></tr><tr><td></td><td>P</td><td>Library Management Systems</td></tr><tr><td></td><td>P</td><td>IT System Administration</td></tr><tr><td></td><td>P</td><td>Portable Assets – IT</td></tr><tr><td></td><td>P</td><td>Printing Services</td></tr><tr><td></td><td>P</td><td>Point of Sale</td></tr><tr><td></td><td>P</td><td>IT – Product Development</td></tr><tr><td></td><td>P</td><td>IT Support Projects</td></tr><tr><td></td><td>P</td><td>IT System – Software & Hardware.</td></tr><tr><td></td><td>P</td><td>IT Cabling</td></tr><tr><td></td><td>P</td><td>Internal Phone & Internet</td></tr><tr><td></td><td>P</td><td>Community Safety</td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td>P</td><td>Public Access Systems</td></tr><tr><td></td><td>P</td><td>Communication Towers & Radio Controls</td></tr><tr><td></td><td>P</td><td>IT Networks</td></tr><tr><td></td><td>O</td><td>IT System Maintenance</td></tr><tr><td></td><td>O</td><td>IT System – Software & Hardware</td></tr><tr><td></td><td>O</td><td>Portable Assets – IT</td></tr><tr><td></td><td>O</td><td>Community Safety</td></tr><tr><td></td><td>O</td><td>IT Security Systems</td></tr><tr><td></td><td>O</td><td>Internal Phone and Internet Services</td></tr><tr><td></td><td>O</td><td>Public Access</td></tr><tr><td></td><td>O</td><td>Communication Towers & Radio Controls</td></tr><tr><td></td><td>O</td><td>IT Cabling</td></tr><tr><td></td><td>O</td><td>IT Network Support Services</td></tr></table>	Number	SBPO	Accountability		P	Library Management Systems		P	IT System Administration		P	Portable Assets – IT		P	Printing Services		P	Point of Sale		P	IT – Product Development		P	IT Support Projects		P	IT System – Software & Hardware.		P	IT Cabling		P	Internal Phone & Internet		P	Community Safety					P	Public Access Systems		P	Communication Towers & Radio Controls		P	IT Networks		O	IT System Maintenance		O	IT System – Software & Hardware		O	Portable Assets – IT		O	Community Safety		O	IT Security Systems		O	Internal Phone and Internet Services		O	Public Access		O	Communication Towers & Radio Controls		O	IT Cabling		O	IT Network Support Services	<p>Assist with managing the electronic document management system (CM9) and ensure prompt and accurate retrieval of processed information and provide assistance to staff in using CM9.</p> <p>Assist with managing all hardcopy archiving requirements across the whole Council and ensure compliance with <i>NSW State Records Act 1998</i>.</p> <p>Assist with developing and implementing physical and electronic records disposal schedules in accordance with relevant legislation.</p> <p>Systems administration- onboarding and offboarding.</p> <p>Accountabilities</p> <table><tr><th>Number</th><th>SBPO</th><th>Accountability</th></tr><tr><td></td><td>O</td><td>Information and Records Management Service</td></tr><tr><td></td><td>O</td><td>ECM Service Delivery</td></tr></table>	Number	SBPO	Accountability		O	Information and Records Management Service		O	ECM Service Delivery	<p>Coordinate & support systems upgrades and implementations when appropriate, including integrations/interfaces, user acceptance testing (test plan/case development, testing support, result documentation, error and rectification monitoring) and co-ordination of cut-over tasks related to such upgrades/implementations.</p> <p>Undertake full responsibility for administering the application software systems in use within Council, including security, workflow and reporting.</p> <p>Accountabilities</p> <table><tr><th>Number</th><th>SBPO</th><th>Accountability</th></tr><tr><td></td><td>O</td><td>Document Work Process</td></tr><tr><td></td><td>O</td><td>Maintain Work Processes in keeping 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to facilitate business improvement.</p> <p>Develop software training materials and keep them updated using vendor generated materials where available.</p> <p>Co-ordinate and deliver software induction and follow up training, to ensure staff are familiar with the operations and use of the relevant systems.</p> <p>Accountabilities</p> <table><tr><th>Number</th><th>SBPO</th><th>Accountability</th></tr><tr><td></td><td>O</td><td>OneCouncil Post Implementation Security</td></tr><tr><td></td><td>O</td><td>OneCouncil Post Implementation System Administration</td></tr><tr><td></td><td>O</td><td>OneCouncil Post Implementation System Support</td></tr><tr><td></td><td>O</td><td>IT/Software Training</td></tr><tr><td></td><td>O</td><td>Business Improvement Delivery</td></tr><tr><td></td><td>O</td><td>Existing Network systems and corporate business applications</td></tr><tr><td></td><td>O</td><td>Microsoft 365</td></tr></table>	Number	SBPO	Accountability		O	OneCouncil Post Implementation 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PART B:4 Year Delivery Program and 1 Year Operational Plan



4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	
				1	2	3	4		
Theme 2 – Goal 3 – Provide clear, concise and consistent information that is easily accessible to our customers									
2.6 – Improve externally provided information and communication									
Further develop and enhance public communication materials. (S DCS)	Advocate	(DP 2.6.4) Investigate and implement NSW Planning Portal links to allow better integration with MRC IT systems	B: MBI P: MDS O: MBI		✓	✓	✓	The integration middle ware for the integration of the planning portal with the TechOne ERP system has been purchased. A grant for this purpose has also been secured from the NSW Department of Planning. Integration works have commenced as part of implanting the P&R Compliance module. Some delays are expected as the we have discovered that TechOne has not developed all of the integration tolls a envisaged.	
Theme 2 – Goal 3 – Provide clear, concise and consistent information that is easily accessible to our customers									
2.7 – Improve internal services to better support community needs									
Develop Customer focused culture within Council. (S DCS)	Deliver	(DP 2.7.1) Upgrades to internal services to increase accessibility of internal information - New CRM to improve customer interface - Develop intranet	B: MBI P: MBI O: MBI		✓	✓		Intranet: MaRCo (MRC intranet) launched and training provided across all depots. Ongoing improvement process in place. Support processes: Jira implemented to managed multiple support processes. Records Consolidation: Works continue on M365 to assist in managing creation of MS Teams & SharePoint sites. <i>My Board on MaRCo now includes M365 provisioning for MS Teams & SharePoint.This will assist MRC manage information sprawl, and provide governance around external sharing to reduce data breaches.Staff training provided during December.</i> Network Upgrades: Completed. Actions from the review to be integrated with security upgrades into a single schdule of works. Secury Review: Completed. Actions from the review to be integrated with network upgrades into a single schdule of works.	
Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.									
3.6 – CCTV Strategy									
Develop and implement a CCTV strategy for all townships. (S DCS)	Deliver	(DP 3.6.1) Develop CCTV strategy.	B: MTDS P: O:	✓				Work in progress. CCTV already installed remain in service and used as required subject to privacy requirements.	
	Deliver	(DP 3.6.2) Begin installation and management of CCTV devices as identified in the strategy	B: MTDS P: O:	✓	✓	✓	✓	Pending completion of strategy.	
Develop and implement a Digital Communication and Network Strategy. (S DCS)	Deliver	(DP 6.5.1) Develop an Internal Digital Communication and Network strategy	B: MTDS P: O:	✓	✓			Network Review Completed. Actions from the review to be integrated with security upgrades into a single schdule of works.	
	Partner, Advocate	(DP 6.5.2) Create local partnerships to advocate for improved and up-to-date Digital Communications for the region	B: MTDS P: O:	✓	✓	✓	✓	In conjunction with Economic Development team, partnering with Telstra for improved connectivity. This includes possible joint applications for alleviating identified black spots.	
	Deliver, Partner, Advocate	(DP 6.5.3) Advocate for implementation of strategic outcomes across the LGA.	B: MTDS P: O:	✓	✓	✓	✓	Telstra has recently published a draft connectivity improvment strategy.	
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.									

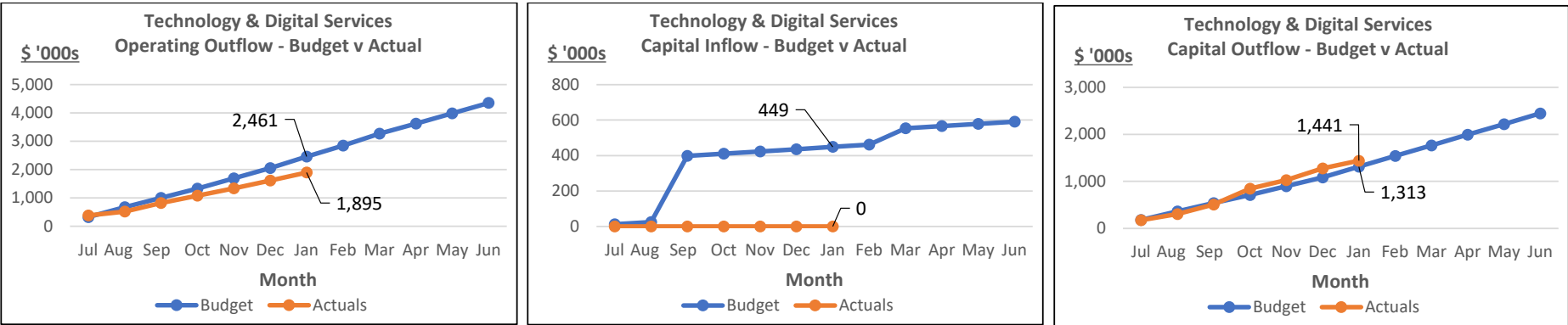
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7.2 – Leverage the GIS to improve the extent, efficiency and effectiveness of data capture.									
Use automated data capture processes to capture additional sources of data and more detailed data. (S DCS)	Deliver	(DP 7.2.1) Investigate and implement automation and digitalisation of process (manual process) across Council’s operations.	B: MBI P: MBI O: MBI	✓	✓	✓	✓	This is being implemented as part of the Technology One ERP implementation.	
Embed mobile devices to capture field data using existing processes. (S DCS)	Deliver	(DP 7.2.2) Investigate mobile devices to capture field data using existing processes	B: MTDS P: O:			✓	✓	Some data is currently captured using mobile devices. Flood damage information and repair work were all captured using mobile devices.	
Use new technology and software to capture information. (S DCS)	Deliver	(DP 7.2.4) Continue surveillance of new and emerging technologies to be incorporated in a timely manner.	B: MTDS P: O:	✓	✓	✓	✓	General surveillance in place. Some potetial initiatives identified but currently lack resurse availability to implment.	
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.									
7.3 – Apply data sources to improve corporate decision making									
Automate the process of business decision making (S DCS)	Deliver	(DP 7.3.1) Adopt deep learning and use of algorithms to manage data set and decision making in real time where possible	B: MBI P: MBI O:MBI			✓	✓	Technology not at a level to undertake uses cases at the moment.	

PART C: Financial Outcomes



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PART D: Project Status

TechonologyOne Project Status at the end of JANUARY

Project Status Report: TechnologyOne - PnR Implementation REL 2

Project Manager:	Mark Nicklin	RAG Status	Green
Project Progress			Overall 91% Complete
Stages	Progress	Status	Finish Date
Planning	100%	Completed	7/09/23
Design & CDDs	100%	Completed	27/11/23
Sprints/Config (non-DA)	100%	Completed	2/08/24
Sprints/Config (DA)	100%	Completed	18/10/24
DA Testing/Rectification	100%	Completed	5/12/24
DA/NSW Portal	97%	Green	20/12/24
DA Business Testing	36%	Green	20/12/24
Sprints/Config (Bonds)	28%	Green	20/12/24
Data Migration	96%	Green	20/12/24
E2E Testing	0%	Not started	3/02/25
Go-live	0%	Not started	3/03/25
Hypercare & Closure	0%	Not started	7/05/25

The overall project moved to and remains AMBER due to resourcing challenges impacting data migration (targeted for 31/01) and business testing delays (98% complete with 10 test cases outstanding). Issues with the CONFIG environment due to a corrupted database have also caused setbacks. However, progress has been made on Bonds & Guarantees, with an update meeting scheduled for 30/01.

Key upcoming milestones:

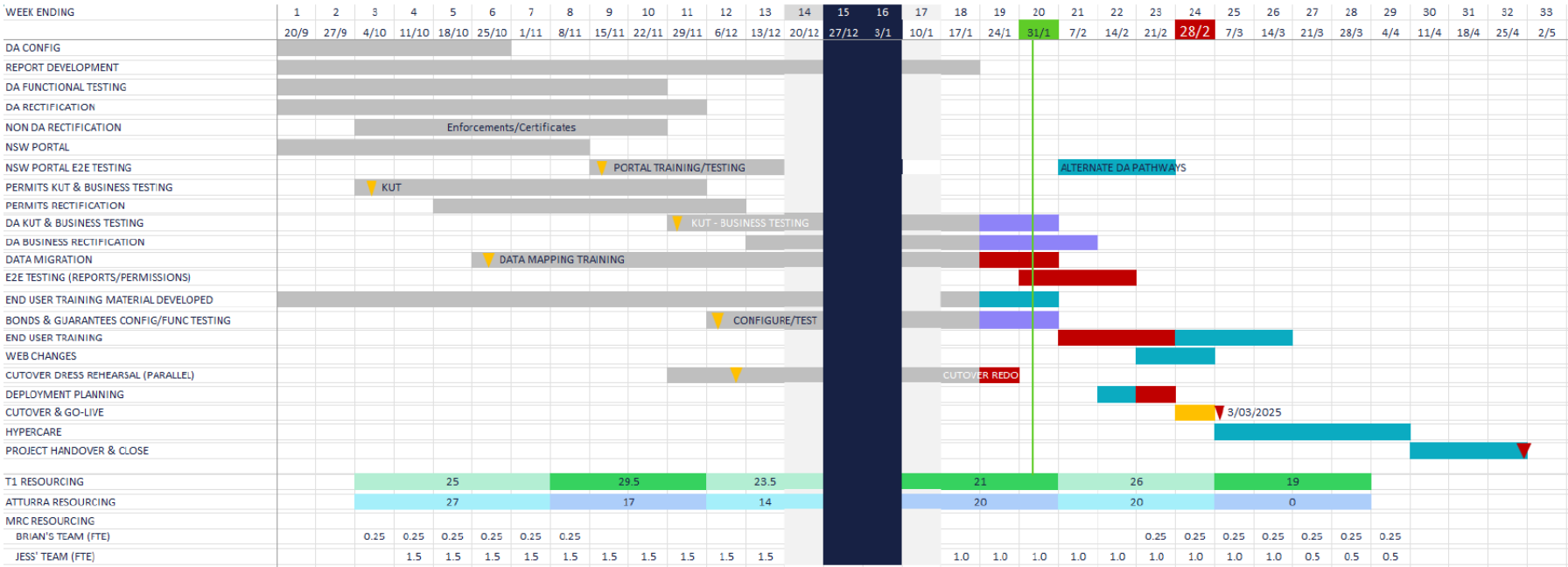
Configuration migration to Production starts on 10/02.

DB refresh from Production to DATA scheduled for 16/02, followed by a week of verification testing.

End-to-end testing begins 03/02, led by Sandy Paterson.

Most functional and business testing is complete, except for Development Applications (98%). NSW Portal integration begins 11/02. Final DocOnes review is ongoing, with Bonds & Guarantees reports still outstanding. Training materials are being developed, and communications planning is in progress. Still on track of go live date of 03 March.

Project Timeline:



Project Status Report: TechnologyOne – ECM PnR

Training to internal experts done, training being prepped for internal staff from Warren Lolicato now instead of TechOne, to have reduce impact to the business.

Asset Discovery Project

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

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Progress: Project is kicked off and Discovery is in progress by CT. Remote discovery done. Some sites need to be visited to confirm remote findings.

Cyber Security & Network Review

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

Progress:
Both audits have been combined into a draft 4-year roadmap, final revisions being made before presentation to the councillors in the new year. 1st year was already approved, and we have been progressing well with quick win security changes.

Records Management Data Repository Consolidation

Summary: We have identified an information management framework in our information governance group meeting, and are working towards a final draft for training. The rest of the data migrations have been consolidated down into an ECM project and submitted into a capital bid. This item will be removed from herre now.

Strategic Projects

BI PROJECTS Status at the end of JANUARY			<div></div>	<div></div>	<div></div>
#	PROJECT	COMMENTS			
1	Vendor Panel	Ongoing, Business is testing it, ICT have personally used it and it has worked well.		<div></div>	
2	Water Ride	Ongoing – Waiting on Internal team for time to complete information		<div></div>	
4	Eftsure	Ongoing – Is Live, just confirming on how Finance will be using it in their processes before completing.		<div></div>	

ICT PROJECTS Status at the end of JANUARY			<div></div>	<div></div>	<div></div>
#	PROJECT	COMMENTS			
1	Parallels decommissioning	Ongoing – Need to wait for Compliance module in TechnologyOne to go live.	<div></div>	<div></div>	
2	Internet / WAN Rollout	Ongoing – Quotes are in, has been submitted as a capital bid project for Fy2026.		<div></div>	
3	Moulamein clean up records shed	Awaiting trip out to Moulamein. Rescheduled with higher priority work from T1 project over Nov/Dec for ECM.		<div></div>	
4	3g to 4g upgrade project for water pump stations	Ongoing – Upgrades complete, just working on the data modem side now and securing the network. Big issues getting connectivity.		<div></div>	
5	IT Inventory Stock Room Cleanup & Asset Register	Ongoing – Server Room cleared. Stock Room sorted, need to sell of unneeded gear. IT Asset system being implemented by CT Feb.		<div></div>	
6	Password Policy & MFA Review	New Passphrases in place. MFA rollout done. In slow process of resetting passwords with MRC staff		<div></div>	
7	GIS Data Review	CT Investigating best practice solutions for using our GIS data.		<div></div>	
8	Moama HQ Switch Replacements	Ongoing – Installation failed and rolled back to original hardware. The ones planned from last IT manager wont work, have to order new hardware. Awaiting Quote.		<div></div>	
9	Social Media Management Platform	Budget submitted for FY26.	<div></div>		
10	Device Refresh Strategy	Strategy is being used and is working well. Device Asset plan is planned for. Remaining overdue hardware is being replaced with the rest planned for next FY.			<div></div>
11	Meeting Rooms Review	Ongoing – Quotes being finalised with CT.		<div></div>	
12	Backups Risk & BCP/DR Review	Not yet Started – Scheduled for FY26.	<div></div>		
13	Intune Mobile Device Management & Deployment	Quote expected in Feb.		<div></div>	
14	CCTV Rollout	CCTV is now in B&F department, we work as consultants for them as needed.			<div></div>

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PART E: Business as Usual

Records Team
Creation of Records

- Records captured into Content Manager (CM9) – Councils Electronic Document Management System (EDMS):
Year 2025 (to date): 4,525 documents
- Year 2024: 59,606 documents
- Total: 766,441 documents

Archiving & Disposal

- Records Destroyed – This Year to Date: 0 documents
- Records Made Inactive- This Year to Date: 15,200 documents
- Records Custody Transferred (Permanent Archive) - This Year: 0
- Records Transferred to Off-Site Storage- This Year: 0

Records Destroyed – Total: 35,849 documents
Records Made Inactive- Total: 475,366 documents
Records Custody Transferred (Permanent Archive) - Total: 7 files
Records Transferred to Off-Site Storage- Total: 7 Files

CM9 Support Tickets 2024

Month	Open	Closed	Outstanding
Jan-25	40	40	0
Feb-25	0	0	0
Mar-25	0	0	0
Apr-25	0	0	0
May-25	0	0	0
Jun-25	0	0	0
Jul-25	0	0	0
Aug-25	0	0	0
Sep-25	0	0	0
Oct-25	0	0	0
Nov-25	0	0	0
Dec-25	0	0	0

Software & Systems Team

Tickets Resolved in Jan 25

System	Tickets Resolved
Atturra	6
TechOne	4
CT	1
MRC Jira	68

System Support 2025

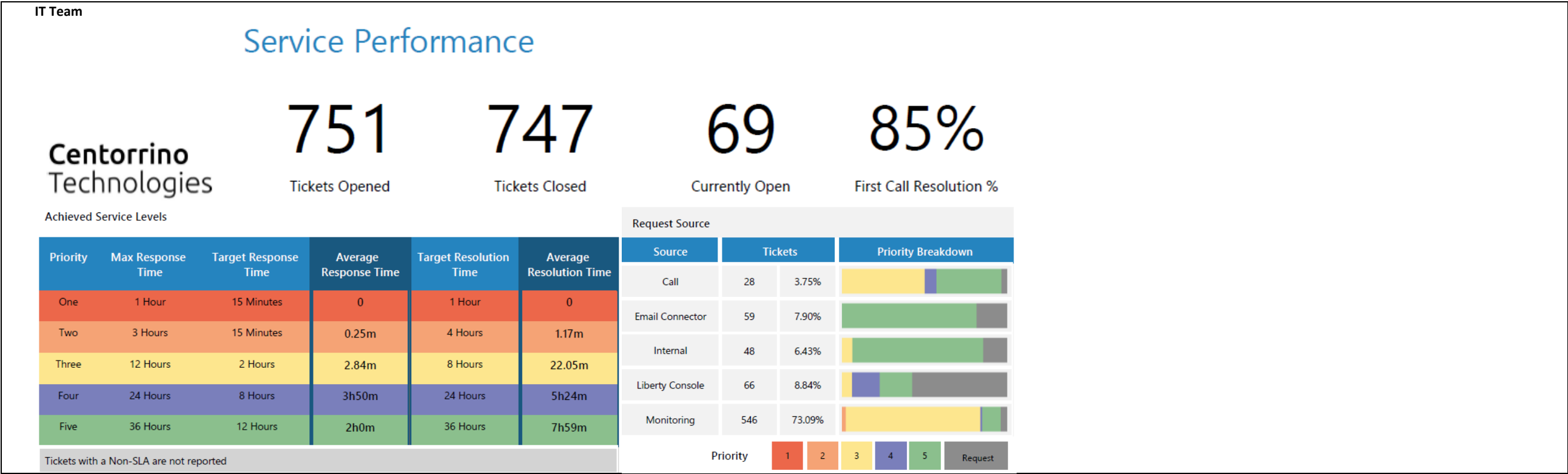
Month	Sum of Open	Sum of Closed
Jan-25	79	72
Feb-25	0	0
Mar-25	0	0
Apr-25	0	0
May-25	0	0
Jun-25	0	0
Jul-25	0	0
Aug-25	0	0
Sep-25	0	0
Oct-25	0	0
Nov-25	0	0
Dec-25	0	0

- For TechOne, the team is testing property re-valuation imports and has updated water service charge codes, awaiting production deployment. A requisition workflow update for contract retention ledgers was completed with Atturra. The Water Dashboard is now fully functional, and a new timesheet entry type was set up for outdoor staff. A system bug related to fleet assets was also resolved.
- For AvePoint, there has been an increase in unusual activity and potential ransomware alerts, likely due to significant staff changes, particularly in senior leadership.
- For Summit/Iconyx, automation for data sync between TechOne and Summit/RapidMap is now operational, with documentation completed.

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PART F: Service Metrics

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
30/01/2025	Cyber/Security Control – Loss of Information		Review current Business Continuity Plans	●●●
30/01/2025	Cyber/ Security Control – IT Infrastructure Failure		Test a full disaster recovery failover with CT – Currently requested and being scheduled	●
30/01/2025	Non-compliance with regulatory requirements	Policy and Procedures in place Training and support to all EDMS users Trained Records Management staff Backups of current data	Task – Develop Information Asset Register Task – Identify end user records management requirements Project – Migrate network drive data and reduce/discontinue its use – ECM Scheduled FY26 Project – Migrate Content Manager (CM) and discontinue its use – ECM Scheduled FY26	●●●●●
30/01/2025	Archiving and Disposal of Hardcopy records does not meet legislative requirements and/or business needs	Policy and Procedures in place Training and support for staff as required Trained Records Management staff	Task – Transfer hardcopy records to NSW State Archive for permanent archiving as per legislation. Works underway to proceed with the first transfer of Minute Books dating back to early 1900s through to 1960 to ensure safekeeping for future generations.	●

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Monthly Operational Report – January 2025

Information Management

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

CIO has spent Dec+Jan combining the budgets of the BI and IT departments into one budget, auditing all ICT hardware and software, reconciling software license spend and calculating lifecycle costs into a 10 year asset management plan, to help plan for FY26 Budget and Projects. With this work completed, works on ICT Policy, and working on audits requested by Financial and Insurance Auditors are being done for February deadlines.

In January, we have kicked off many of the cyber security year 1 changes for the roadmap council has approved with the last QBR. Already Multifactor Authentication is now almost fully rolled out across the business bolstering our security posture. Simpler ways to login to computers has been rolled out, like using facial recognition, pin numbers and other Biometrics, while we increase our password complexity and are slowly working through resetting passwords to the new standard over the next 2 months to not impact productivity. We have now replaced almost all computers that were failing due to age and spec which has increased staff productivity, and almost all performance related tickets have gone. 20 machines remain to be replaced this financial year, and the rest should be good enough until next financial year. ICT Feedback recorded by CT reached an all-time high response rate (20% from January) which all had 100% positive feedback. Kishore Doddi our Systems Engineer passed his ISC2 cyber security exam.

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Monthly Operational Report – January 2025

Strategic Assets

PART A: Section Accountabilities and Team Roles

Manager Strategic Assets	Asset Systems Coordinator	Asset Officer																																																																																																
<p>An integration role for big picture and long term, mapping out big infrastructure projects into the future to ensure they link up and are sequenced logically.</p> <p>Provide an information and Advisory role to the rest of the organisation on the above.</p> <p>Manager Strategic Assets will also ‘map’ the 10-year financial plan, to not only ‘join the dots’ but make sure there is enough money to pay for it at the time the Projects are planned for.</p> <p>The keeper of all information related to our assets including Developing, Maintaining the Asset Register</p> <p>MRC has 35 Asset types dispersed across the organisation.</p> <p>The Assets team provide an advisory and information role to the Business Managers in the organisation.</p> <p>They provide a one stop shop for all information capture about all our assets including what they are, how many we have, what they are valued, what condition they are in, how long they will last, what we should be spending on them and when. This assists Business Managers to work out what & how to categorise assets so at budget time listing and getting approval for ‘cluster’ business cases becomes easier.</p> <p>Other requirements of the Strategic Assets team include Management of GIS/Mapping, Maintenance Management and Addressing systems and data, Road Naming, Gazettal’s and Closures.</p>	<p>The primary objective of the if the Asset Systems Coordinator to manage the systems and data associated with Murray River Council Assets, GIS, Maintenance Management and Rural Addressing.</p> <p>The GIS/Mapping systems are used to spatially locate all MRC assets and planning areas providing associated data within a mapping system. The Asset Systems Coordinator responsible for keeping this mapping data updated, enabling access and integration to all mapping data across all platforms throughout the business. They are also responsible for managing the Management of Maintenance Management systems which record inspections, defects and accomplishments against council assets.</p>	<p>The primary objective of the if the Asset Officer is to manage the data and requests associated with Murray River Council Assets, Maintenance Management, Rural Addressing, Road Naming, Gazettal’s and Road Closures.</p> <p>Rural Addressing, Road Naming, Gazettal’s and Road Closures must be undertaken in accordance with strict NSW State Government requirements and the Asset Officer is responsible for ensuring these processes are fulfilled at Murray River Council in line with these requirements.</p>																																																																																																
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Strategic Assets

PART B:

4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery

0%

100%

Green

Amber

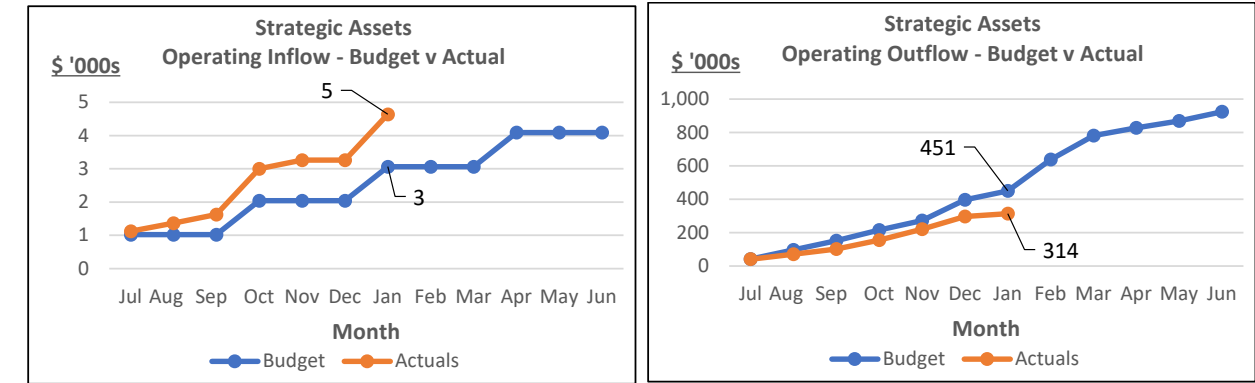
Red

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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	<div><div></div><div></div><div></div></div>					
				1	2	3	4							
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.														
7.1 – Enable data access through a Geospatial Interface for internal and external users														
Implement a Geospatial Information System (GIS). (S DCS)	Deliver	(DP 7.1.1) Development of databases with links to internal and external GIS systems.	B: MBI P: MSA O: ASC	✓	✓	✓	✓	Working with Technology One Project implementation team to develop internal and external mapping views via Intramaps. Property data linkages have been updated using new debtor details inside the property module and regular updates from LPI are available through the mapping systems (update and integration works continuing with Technology One & LPI – now using FME). Internal documentation linkages available, and continuing to be developed, to allow access to design plans, specifications and WAE plans via hyperlinks in Intramaps. Mapping of buried assets now loaded into Before You Dig (BYD) platform for auto-generation of external service requests, with 231 referrals provided in the Month of January.	<div><div></div></div>					
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.														
7.2 – Leverage the GIS to improve the extent, efficiency and effectiveness of data capture.														
Use new technology and software to capture information (S DCS)	Deliver	(DP 7.2.5) Strategic Asset Management Plans supporting progressive development utilising emerging industry practises.	B: MSA P: ASC O: ASC	✓	✓	✓	✓	Works underway to review current systems and processes to determine areas for efficiency gains and suitable points of integration and automation. Collaboration with other Technology One SAM sites and adjacent LGAs in progress. BYD platform now live with buried asset data. Discussions held with other LGAs on gifted asset automation, import process established. FME now in use for NSW government agency updates and system integration	<div><div></div></div>					

PART C:

Financial Outcomes



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Strategic Assets

PART D: Project Status

PART E: Business as Usual

Project Title	Total Project Budget	Expenditure to date	Budget Remaining	% Works Complete	Status/Comments	<div><div></div><div></div><div></div></div>
Asset Management Strategy Update (2025-2029)	BAU			60%	Draft Asset Management Plans underway. Draft Asset Management Strategy underway awaiting final AM Plans, LTFP and forward works programs. Review with Finance staff underway, and planning sessions with BU managers currently occurring for 25/26 budget, alignment with LTFP and CSP. Planned for information sessions and Council adoption between December 2024 and March 2025, following adoption of new CSP.	<div><div></div><div></div><div></div></div>
Water, Sewer and Stormwater asset Revaluation	\$47,300	\$47,300		100%	Comprehensive asset revaluation of Water, Sewer and Stormwater assets (as at 30 June 2024). Internal and external data collection complete. Onsite inspection of all complex assets complete. Final valuation received and Audit complete.	<div><div></div><div></div><div></div></div>
IPPE fair value assessment	BAU			100%	Assessment of carrying values of IPPE no being revalued in the 23/24 year. Indices received from external valuer and Desktop valuations complete. Updates for WIP movements complete. Position papers complete and Audit complete.	<div><div></div><div></div><div></div></div>
2024/2025 Revaluations	BAU			75%	Comprehensive asset revaluation of Buildings, Land, Waste and Quarry assets (as at 30 June 2025). External valuer appointed. Data collection and cleaning complete. Onsite inspections complete. Draft valuation reviewed, awaiting final.	<div><div></div><div></div><div></div></div>
TechOne Asset Book load	BAU			40%	TechOne Asset Book load completed for Water, Sewer, Stormwater, Plant & Fleet, Land Improvements, Land, Swimming Pools, Footpaths. Remaining asset classes scheduled for completion by September 2025.	<div><div></div><div></div><div></div></div>
Aerial Imagery Capture	\$421,000	\$212,135	-	70%	2025-2027 Aerial Imagery Capture budget approved. Contract provision through NSW Spatial Services ResSE Scheme complete. Contracts signed. 2025 data capture complete. 2025 Town imagery received, awaiting 2025 rural imagery supply.	<div><div></div><div></div><div></div></div>

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>

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

Draft revaluation of Buildings, Land and Waste assets complete. The TechOne build of asset details and asset books continues to progress in conjunction with BAU. Mapping of buried assets now loaded into Before You Dig (BYD) platform for auto-generation of external service requests, with 231 referrals provided in the Month of January.

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Community and Economic Development Directorate

PART A: Director Accountabilities and Key Performance Indicators

Director, Community & Economic Development		Key Performance Indicators 2024/2025	Evidence/Comments	<div><div></div><div></div><div></div></div>	
<p>Provide leadership and direction in this community facing directorate with a major focus on customer service. Responsibilities include: Provision of customer service including Murray River Council business ` services and triaging for all areas of MRC customer service standards and training.</p> <p>A healthy economy by enabling population growth through business development, investment, employment opportunities and destination marketing, visitor servicing and event development.</p> <p>Acquire grant funding both internally and for external community groups.</p> <p>Providing community service to our senior citizens including community transport, social respite services, meals delivery, home modification and maintenance services and youth engagement services.</p>			<p>By June 2024 Prepare an Economic Development Strategy and Employment Lands Strategy</p>	<div><div>Economic Development and Tourism Strategy – <i>completed, implementation underway</i></div><div>Council’s Eco Dev and Tourism team have finalised the 2024 – 2034 Economic Development and Tourism Strategy. The draft strategy was formerly adopted Council’s February 2024 meeting.</div><div>Implementation of the EDTS includes:<ul style="list-style-type: none">Live Work Invest Website –<i>website is live and being promoted</i>Murray River Council Investment Prospectus – <i>completed and being promoted</i>Murray River Council New Residents Kit – <i>completed and distributed, promotion underway</i>Business Networking events – <i>Business Breakfast held 6 December – successful event</i>Workforce Attraction Plan– <i>Implementation underway</i></div><div>Employment Lands Strategy – <i>strategy under development</i></div><div>Council officers have appointed a consultant for the development of an Employment Lands Strategy (ELS). The ELS provides a summary of the issues and opportunities associated with employment land within the Murray River LGA. It is supported by the technical Background Report which includes a more detailed analysis of growth influences, current supply and capacity, and the projection of future floorspace/land requirements to accommodate additional growth and capitalise on Murray River’s strategic location.</div><div>The purpose of this strategy is to provide a robust evidence-base and an overarching framework to guide planning and decision-making for employment lands within the Murray River LGA over the next 20 years.</div><div><i>At its 28 January 2025 meeting, Council adopted the final Employment Lands Strategy, which will now be placed on Council’s website and shared with relevant stakeholders.</i></div><div>Meninya Street</div><div>Moama Meninya Street Project is one of Council’s largest projects that will transform the heart of Moama into a vibrant precinct of social and economic activity. Reshaping Meninya Street from a transport thoroughfare into an innovative and sustainable precinct, this project intends to position Moama as a key tourism destination through place making to compliment surrounding markets. Strategically investing in infrastructure, parks and open spaces and surrounding points of interest, Council aims to create a ‘sense of place’ and support high intensity developments including multi-level and multi-function spaces for business and the community to thrive.</div><div>Expression of Interest – development of the old council office</div><div>Preparatory work is underway for the upcoming expression of interest to purchase and develop the old council office site on Meninya Street. This includes coordinating with Crown Land, obtaining a demolition DA, reclassifying the land, establishing assessment criteria for EOIs, drafting legal contracts, and other necessary steps.</div></div>	<div><div></div><div></div><div></div></div>
		<p>By September 2023, working with the Director of Planning and Environment Replenish iN1 Zoning (Industrial Land)</p>	<p>In addition to strategy development above, DPE and DCED are currently meeting with various landowners to identify parcels of land that may be available to purchase and develop for commercial/industrial opportunities in line with the ELS and EDTS above.</p> <p>Plans are underway to conduct a commercial developers forum to facilitate local business and other large business joint venture opportunities. Share findings and priority initiatives from the final ELS, once finalised.</p> <p>The Murray River Council Investment Prospectus has been completed and is being promoted.</p>	<div><div></div><div></div><div></div></div>	
		<p>Work with Campaspe Shire Council’s Director Community to harvest synergies that may exist to expand services and therefore gain scale etc</p>	<p>DCED (and directorate) are looking forward to working collaboratively with Campaspe DC and other neighbouring LGAs on joint projects for mutual outcomes.</p> <p>Campaspe, MRC and CPE entered a partnership to deliver interim face to face visitor servicing in Murray Esplanade Echuca – starting in September 2023. Daily face to face visitor numbers have remained consistent, or steadily increasing since opening. An agreement with CPE to provide visitor servicing is in place until to 30 June 2025.</p> <p>EMT closed doors 30 June 2024.</p> <p>MRC and Campaspe Shire are working jointly to deliver destination marketing for brand Echuca Moama.</p>	<div><div></div><div></div><div></div></div>	

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Community and Economic Development Directorate

	<p>Economic Development teams from both Councils worked together to deliver the Campaspe Murray Business Awards program.</p> <p><i>JANUARY 2025 - Economic Development teams from MRC and CSC are collaborating to organise a Business Networking Event in April 2025 (Campaspe Murray Business Connect).</i></p> <p>Grants Officers from both LGAs met to discuss potential opportunities for collaboration between the two Councils in the Grants/Projects space - discussions will continue, on a regular basis.</p>	
By Sept 23 oversee the consultation of the Revenue Taskforce.	<p>Chris Godfrey commenced in the role of Strategic Property Specialist. Council to determine opportunities as part of Sustainable MRC.</p> <p>Working with SPS on various projects across the LGA.</p>	●
Advocate on behalf of MRC, in concert with RAMJO if required, to influence the NSW Government with regional issues and policies.	<p>Current advocacy work:</p> <ul style="list-style-type: none"><i>Meeting with LGAs across Southwest Rez and EnergyCo continue</i><i>VNI West Community Consultative Group Meetings continue</i> <p>Previous/recent advocacy work:</p> <ul style="list-style-type: none">Submissions to Junction Rivers, Keri Keri Wind Farm and Baldon (EIS)VNI West Draft Route Feedback SubmissionOn-going face to face GP services in BarhamFunding required due to impacts of October Flood Event - environmental, social and economic flood support;Advocated to NEMA and RA for flood recovery, especially for those who fell through the funding gaps;Discussions with Office Local Government;-Loss of capacity due to current flood event;-Draft NSW tourism support packages;-Support for affordable housing;-Support for health and aged care services;-Closure of community banking services;-Regularly hosting Govt Dept visits;Internet and mobile connectivitySubmission to the Inquiry into insurers’ responses to 2022 major floods claimsRenewable Energy State Significant Projects	●
<p>In relation to Tourism:</p> <ul style="list-style-type: none">Advocate for the development of MRC at a regional level.Expand network and zone of influence.Create synergies leading to improved scale.Maintain close relationship with service providers (product)Seek grant opportunities	<ul style="list-style-type: none"><i>Distributed Community, Business, and Visitor Newsletters, promoting grants, resources, events, and tourism opportunities.</i><i>Provided strategic and promotional support for local events, including Australia Day celebrations, fishing competitions, and the Southern 80 Boat Display.</i><i>Progressed planning for major events including a music event, grey nomads’ event, and world bowls event.</i><i>Collaborated with stakeholders on potential winter activations and large-scale summer attractions.</i><i>Enhanced online presence with social media growth, daily website updates, and targeted campaigns like the TV advertisements.</i><i>Distributed brochures to key locations and supported local accommodation providers.</i><i>River Country Art Trail project progressing well</i><i>DCED regular meetings with CEO Campaspe Port Enterprise</i><i>DCED and MEDT regular meetings with relevant Managers and Directors at Campaspe Shire Council and other neighbouring Councils</i><i>Staff continuing to work with Campaspe Shire staff and industry to progress destination marketing for Echuca Moama, following the closure of Echuca Moama Tourism.</i><i>Various events were supported during January 2025</i> <ul style="list-style-type: none">Media Famils took place in MRC during October, hosted by Destination NSW.DCED and MEDT attended Economic Development Australia conference Delivered 2024 Moama Lights eventStaff attended the Australian Regional Tourism Conference.3-year partnership agreement with Murray Regional Tourism Board underwayStrategic delivery of visitor servicing for River CountryDCED and EDO attended NSW Tourism AwardsAdvancement of River Country Art Trail Project.	●

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Community and Economic Development Directorate

	<ul style="list-style-type: none">Attendance at industry networking eventsEMT announced plans to dissolve (may 2024). MRC and Campaspe Shire (together with key industry stakeholders) progressing destination marketing activities for brand Echuca Moama.Flood recovery advocacy works	
Monitor delivery and achievement of client services, projects and initiatives. Ensure these are responsive to client and organisational needs and are well managed in a manner that meets MRC CS statutory, contractual obligations, organisational policies and MRC delivery Program.	<ul style="list-style-type: none">Projects and services overseen to support successful delivery and positive outcomes are achieved.Appointment of CRO funded by Resilience NSWCouncil adopted Arts and Culture Strategy	●
Communities are adequately informed to ensure maximised engagement with services and projects. Advocacy for health and wellbeing programs for all residents (all ages and demographics) is monitored.	<ul style="list-style-type: none">Live Work Invest Website – <i>completed and being promoted</i>Community Directory developed – <i>underway as part of the new Live Work Invest website</i>New Resident’s Tool Kit – <i>completed and distributed – available in hard copy and online.</i>DCED and MEDT attended Economic Development Australia conference – October 2024Attendance at various community service provider network meetings to help stay informed of information and programs of interest to our communities.Social Health and Wellbeing Plan to be updatedRegular communications sent to community via various means.	●
<div>In relation to Economic Development:<ul style="list-style-type: none">Seek to expand our economic footprintAdvocate for the maintenance of existing industries through and post crises (emergency grants)Positively engage with industry associationsMaintain and improve working relationships with State and Federal Government agencies and bodies.</div>	<div><i>JANUARY 2025</i><ul style="list-style-type: none"><i>Launched the Murray Workforce Series with a successful Trainee & Apprenticeship Workshop attended by 28 businesses and stakeholders.</i><i>Completed the Regional Investment Prospectus and initiated ongoing meetings with investment partners.</i><i>Advanced promotional efforts with the release of business success stories and plans for an upcoming Business Networking Event in April.</i><i>Completed the Moama Water Tower mural, scheduled works for Barham and Moulamein, and finalised interpretative signage designs.</i><i>Developed interpretive walk signage for Barham River Walk, Moulamein Big Tree, and Horseshoe Lagoon.</i><i>Installed a new road sign for the Dharnya Centre and progressed the production of a new town entry sign for Murray Downs.</i></div> <div>Implementation of the EDTS includes:<ul style="list-style-type: none">Live Work Invest Website –<i>website is live and being promoted</i>Murray River Council Investment Prospectus – <i>completed and being promoted</i>Murray River Council New Residents Kit – <i>completed and distributed, promotion underway</i>Business Networking events – <i>Business Breakfast held 6 December – successful event</i>Workforce Attraction Plan– <i>Implementation underway</i><i>Staff undertaking regular Economic Development Australia training</i></div> <ul style="list-style-type: none">DCED and MEDT attendance at National Economic Development ConferenceMEDT and EDO completed accredited economic development practitioner trainingAttendance at DRNSW Investment Attraction WorkshopRecovery efforts working with RADRNSW meetings with businesses in Murray Downs and TooleybucNew MinistersICAC Anti-Corruption Training	●

murray river council

Monthly Operational Report – January 2025

Community and Economic Development Directorate

PART A: Section Accountabilities and Team Roles

	<ul style="list-style-type: none">EDA Webinar – Smart Specialisation – focus on local key assetsMeeting with DRNSW to discuss priorities MRCFinance for non-finance Managers training through Melbourne Business SchoolMeeting with AusIndustry, Port of Melbourne and ARTC to discuss rail upgrades from VIC to NSWMeeting with Junction Rivers and VNI West Consultative CommitteeMeeting with YYNC regarding development of new MOUInvestment Attraction Community of Practice (working group with EDA accredited professionals)DCED met with Department Regional NSWAttended Local Government NSW Destination & Visitor Economy Conference	
Investigate potential for introducing a Community Survey within this term of office.	<ul style="list-style-type: none">Customer Service and Community Services have implemented customers satisfaction surveysFurther community survey to be investigated as part of the <i>Health and Wellbeing Strategy</i>.	●

Manager Economic Development & Tourism	Manager Customer Service	Manager Community Services	Manager Local Connections																																																																																																																												
<p>A healthy economy by enabling population growth through business development, investment, employment opportunities and growth in visitor numbers through destination marketing, visitor servicing and event development.</p> <p>Beck’s role is to support and enhance local business and visitor experiences in MRC.</p> <p>Promoting and facilitating economic development, business and employment opportunities and community development to promote and revitalise the communities within our LGA.</p> <p>Identification of state and federal funding opportunities to implement initiatives.</p> <p>Working with the volunteer committees across our communities to help achieve revitalisation projects such as construction of the new Wakool Bowling Club.</p>	<p>The Manager of Customer Services, provides organisational wide direction for Customer Service, overseeing the customer service team, library team, cemetery services and our internal and external call centre operations.</p> <p>Provision of customer service including Murray River Council business services, Service NSW, Banking Services, V/Line Services, and visitor servicing through council’s service centres.</p>	<p>Providing community service to our senior citizens including community transport, social respite services, meals delivery, home modification and maintenance services and youth engagement services.</p>	<p>Work collaboratively with committees of Council to assist them to meet their obligations as required by S355 of the Local Government Act 1993 and to improve governance, risk mitigation, and long-term sustainability. Monitor and support committees to optimise their viability.</p> <p>Monitor the Aged Care Reforms and develop strategic plans that will enable the continuation of services delivery of frail-aged services under the Commonwealth Home Support Program and Community Transport under the Community Transport Program within the Community Services Department.</p>																																																																																																																												
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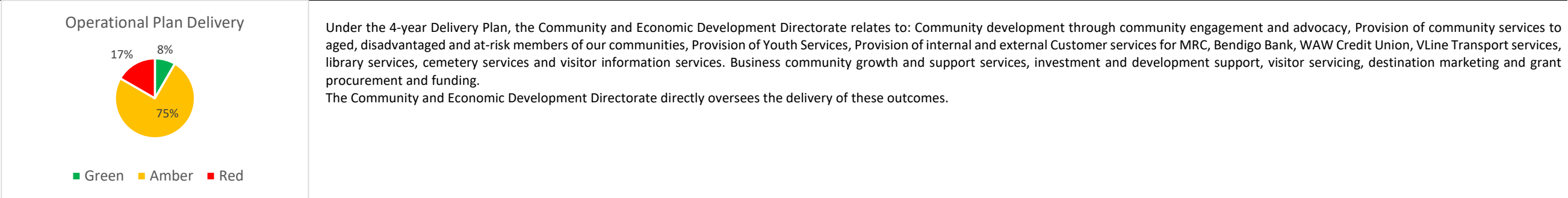
murray river council

Monthly Operational Report – January 2025

Community and Economic Development Directorate

PART B:

4 Year Delivery Program and 1 Year Operational Plan



4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	<div><div></div><div></div><div></div></div>
				1	2	3	4		
Theme 2 – Goal 2 - Continue to be a trusted and ethical leader that leads by example.									
2.5 – Leadership that is trusted, capable and collaborative									
Develop and implement a Corporate Strategy (S DCED)	Deliver	(DP 2.5.3) Develop a Child Safe Strategy and implement as per NSW legislation	B: DCED P: O:		✓			Officers participated in Office of the Children’s Guardian (OCG) Supported Assessment Program, a free initiative for the child safe team at the OCG to help with implementation of the Child Safe Standards in Councils under the Children’s Guardian Act 2019. Officers also attended the fourth annual Child Safe Forum for Local Government during Child Protection Week. All staff training is undertaken annually.	<div><div></div></div>
Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.									
3.3 – Disability Action Plan for Open Spaces / Disability Inclusion Action Plan									
Develop and implement a disability action plan for open spaces including a disability inclusion action plan. (S DCED)	Deliver	(DP 3.3.1) Disability Inclusion Plan developed and embedded into Councils day-to-day operations and design programs.	B: DCED P: O:	✓				Officers investigating Linkages and Capacity Building Program to align actions from the DIAP. Funding would assist with the implementation of actions across MRC. Discussions with All Abilities Org re sporting day initiatives. Formation of external community access and inclusion advisory committee emphasising commitment to fostering inclusivity and accessibility within our community. Expressions of Interest to form an Access and Inclusion Advisory Committee closed in March. This step emphasises our commitment to fostering inclusivity and accessibility within our community and more importantly across Council as an organisation. Moama Lights event was successfully delivered and included an low sensory session and involved community volunteers to assist with the daily coordination of the event on site.	<div><div></div></div>
Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging.									
4.4 – Provide programs for targeted community demographics									
Develop after school programs, Youth engagement programs, computers for seniors etc. (S DCED)	Deliver, Partner, Advocate,	(DP 4.4.2) Investigate the requirement for targeted community programs for various demographics. Deliver programs as identified.	B: DCED P: O:		✓	✓	✓	Each Library runs programs targeted to the community. We have regular book club, story time, cryptic crossword workshops, move and groove, Friday games, social book chat, <i>tech savvy for seniors’</i> programs, various games, cuppa and chat, dedicated children’s games areas, art group, school holiday activities and special event months. The MRC Mobile Library Service Centre visits Murray Downs, Wakool and Tooleybuc every fortnight and has public access computers for assisted access to online Government Services. The Service NSW Mobile Customer Service Centre visits Tooleybuc once a quarter.	<div><div></div></div>

								Youth activities and programs and activities for seniors are run at various times throughout the year. Staff also work on ad hoc events and activities such as International Women's Day events and NAIDOC Week activities for our communities.	
	Advocate	(DP 4.4.3) Advocate for the implementation of an after-school care program for Mathoura	B: DCED P: O:		✓			Audit of current care programs before, during and after school underway.	●
Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs.									
4.11 – Community Health and Wellbeing Services including; Mental Health Services Health Services Aged Care Special care (disability housing / assisted living).									
Develop a Health and Wellbeing Strategy (\$ DCED)	Partner, Advocate	(DP 4.11.1) Strategy developed and implemented	B: DCED P: O:	✓	✓			Social Health and Wellbeing Strategy 2017 under review. Consideration of a new Strategy is about to commence.	●
Health Services (\$ DCED)	Advocate	(DP 4.11.5) Advocate for increased availability of Doctors, Community and Rural Nurses, and associate services such as pathology, optometry, equipment hire and Ambulances for various locations across Council	B: DCED P: O:	✓	✓	✓	✓	<p><i>January 2025 – staff and Councillors met with the CEO and Board of Murrumbidgee Local Health District and the Barham Local Health Advisory Committee to discuss provision of health services across MRC.</i></p> <p>Staff attend meetings of the following groups: Local Health Advisory Committee (LHAC), Campaspe Murray Mental Health and Wellbeing Network (CMMHWN) Loddon Mallee Public Health Unit (LMPHU), LMPHU Buloke, Gannawarra and Campaspe Stakeholder Huddle, Murrumbidgee Health Network, Deniliquin Mental Health Awareness Group, Edward and Murray Community Network, Campaspe Family Violence Action Group.</p> <p>Community Services Manager submitted EOI to participate in Murrumbidgee Aged Care Consortium.</p> <p>CHSP home maintenance vouchers will soon be available to clients for garden maintenance</p> <p>Local Health Medical Trust Barham – seeking accommodation for doctors, new operators have secured one additional GP and looking toward a fourth GP, continuing discussions seeking funding to provide GP incentives, ongoing discussions around GP VMO coverage at the Barham Hospital.</p>	●
Aged Care Services (\$ DCED)	Advocate	(DP 4.11.6) Advocate for the ongoing investigation and support of local aged care, retirement, special needs, disability and assisted living housing across various locations across Council	B: DCED P: O:		✓	✓		<p>Working collaboratively with Moama Lions Community Village Committee and Mathoura Retirement Village Committee. Guidance and support obtained through ACCPA (now known as Aging Australia). Consideration being given to future models of management.</p> <p>Working with Southern Cross Care with the view to reinstate an aged care model in Moama.</p> <p>CHSP and TfNSW projects continued to be delivered in line with grant funding. Department of Health grant agreement updated to 30/06/27. Transport for NSW grant funding updated to 30/06/27.</p> <p>Consultant appointed to undertake a review into the way Section 355 committees are managing assets on Councils behalf. A future report will be presented to Council with recommendations/findings.</p>	●
Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs.									
4.12 – Continue to provide and support services in remote communities with a focus on communicating the service availability and locations.									
Service Provision (\$ DCED)	Advocate	(DP 4.12.4) Increase advocacy across the region in relation to Community Health Services	B: DCED P: O:		✓	✓		<p><i>January 2025 – staff and Councillors met with the CEO and Board of Murrumbidgee Local Health District and the Barham Local Health Advisory Committee to discuss provision of health services across MRC.</i></p> <p>Staff attend meetings of the following groups: Local Health Advisory Committee (LHAC), Campaspe Murray Mental Health and Wellbeing Network (CMMHWN) Loddon Mallee Public Health Unit (LMPHU), LMPHU Buloke, Gannawarra and Campaspe Stakeholder Huddle, Murrumbidgee Health Network, Deniliquin Mental Health Awareness Group, Edward and Murray Community Network, Campaspe Family Violence Action Group.</p> <p>Manager Community Services meeting with Local Health Trust in Barham to advocate for continuity of face-to-face GP services.</p> <p>Various service providers and community groups came together to exhibit their services at the Campaspe Murray Mental Health Month Expo in October.</p>	●
Theme 5 – Goal 1 – Encourage and support economic development across the region.									
5.1 – Development of Business Parks / industrial expansion.									

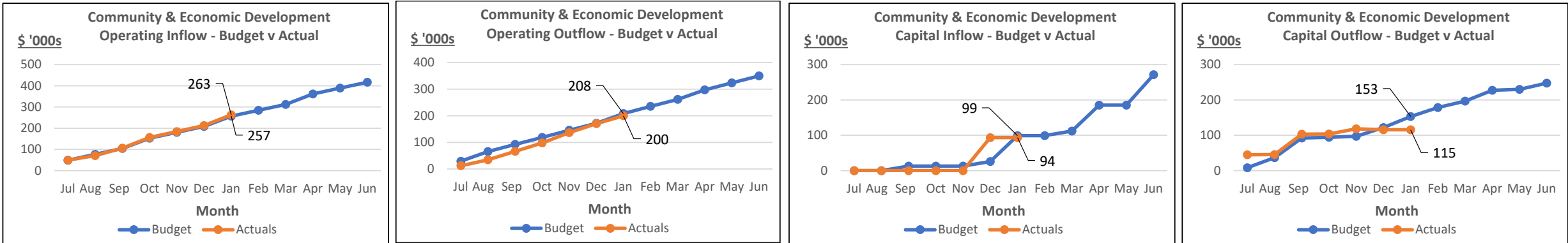
Industrial Expansion (S DSP)	Deliver	(DP 5.1.1) Prepare a business case relating to the expansion of industrial land, business parks and business growth required across the region and implement the findings	B: DSP P: O:	✓	✓	✓	✓	At its 28 January 2025 meeting, Council adopted the final Employment Lands Strategy, which will now be placed on Council's website and shared with relevant stakeholders.	●
Theme 5 – Goal 1 – Encourage and support economic development across the region.									
5.2 – Commercial Investment Strategy.									
Develop a prospectus of commercial investment opportunities. (S DCED)	Advocate	(DP 5.2.2) Advocate for funding for aged care homes across the region	B: DCED P: O:			✓	✓		
	Advocate	(DP 5.2.3) Advocate for increased transport links for local producers	B: DCED P: O:			✓	✓		
	Advocate	(DP 5.2.4) Advocate for and encourage new and diverse industries to the region	B: DCED P: O:	✓	✓	✓	✓	<p>Implementation of the Economic Development and Tourism Strategy includes delivery of the:</p> <ul style="list-style-type: none"> Live Work Invest Website – <i>completed and being promoted</i> Murray River Council Investment Prospectus – <i>completed and being promoted</i> <p>Staff participate in the Barham Biochar Working Group, coordinated by Western Murray Land Improvement Group and support other WMLIG projects.</p> <p>Staff formed a partnership with local stakeholders (including C4EM, Campaspe Shire Council and Bendigo TAFE – Echuca campus) to submit a grant application to establish a Country University Centre in Echuca Moama.</p> <p><i>JANUARY</i> Staff continue to work on the Drought Resilience Plan (in conjunction with Berrigan and Edward River Councils and the steering committee) to look at ways to support local industry to diversify when facing a future with less water.</p>	●
Theme 5 – Goal 1 – Encourage and support economic development across the region.									
5.4 – Investigate alternative and renewable energy									
Investigate alternative and renewable energy. (S DCED)	Advocate	(DP 5.4.1) Advocate for various renewable energy projects underway and installed across the region	B: DCED P: O:	✓	✓	✓	✓	<p>Officers currently engaged with numerous state significant projects taking place across the LGA. MRC submission to VNI West with feedback regarding route development/project study area for Option 5. VNI regional reference workshop recently presented up to 6 alternative river crossing locations. Option 5A now announced. Submission for feedback on new study submitted. Final draft route report published. Route now approx. 7kms north of Moulamein. Council endorsed commitment to state significant renewable energy projects. DCED attending meetings with EnergyCo and LGAs from across the South West Renewable Energy Zone. Also attending various meetings with impacted landholders.</p> <p><i>January 2025</i> Council staff continue to undertake work in this area, including having held meetings with:</p> <ul style="list-style-type: none"> Energy Co to discuss their proposed commissioning agreement, neighbouring Councils, councils in other Renewable Energy Zones seeking advice on their experiences, internal staff to discuss submissions on state significant developments. <p>Staff are also initiating the Moulamein Masterplan project, to ensure the community are in a good position to receive and make best use of future funds from the renewable projects.</p>	●

murray river council

Monthly Operational Report – January 2025

Community and Economic Development Directorate

PART C: Financial Outcomes



PART D: Project Status

Economic Development & Tourism Strategy	<p>Economic Development and Tourism Strategy – completed, implementation underway</p> <p>The 2024 – 2034 Economic Development and Tourism Strategy (EDTS) was formally adopted by Council at its February 2024 meeting.</p> <p>Implementation of the EDTS includes:</p> <ul style="list-style-type: none">Live Work Invest Website – <i>completed not yet promoted</i>Promotion of local business success stories – <i>some stories have been released with more to come</i>Murray River Council Investment Prospectus – <i>completed and being promoted</i>Murray River Council New Residents Kit – <i>completed and distributed, promotion underway</i>Business Networking events – <i>Business Breakfast held 6 December – successful</i>Workforce Attraction Plan– <i>implementation underway</i> <p>Employment Lands Strategy – strategy under development</p> <p><i>At its 28 January 2025 meeting, Council adopted the final Employment Lands Strategy, which will now be placed on Council’s website and shared with relevant stakeholders.</i></p> <ul style="list-style-type: none">Eco dev and planning staff meet with existing and potential business operators to better understand their operation and to see how we can assist.
Barham Micro Abattoir	<ul style="list-style-type: none">Construction complete.MDBEDP final report submitted.Occupation Certificate issued. Lease agreement signed by MPMC. Lease commenced 1 September 2023.NSW DPI audit undertaken December 2023, recommended fit out rectifications for Council and process improvement for Murray Plains Meat CooperativeRFQs prepared for rectifications works with a view to appoint a contractor during March.Council resolved to complete the project. Contractor appointed.Rectification works completed.Murray Plains Meat Cooperative successfully achieved audit from NSW DPI during September and operations have commenced.Council seeking recompense from Contractor for rectification works.
Moama Lights	<ul style="list-style-type: none">Economic Impact of 2022 event more than \$11.5m to local economy.2023 event cancelled due to high water event.Moama Lights 2024 successfully delivered, over 21,000 tickets sold, with an economic impact of over \$7.6M.At the October Council meeting it was resolved to discontinue Moama Lights due to rising costs and increasing competition in the winter night-time event space.
Murray Downs Industrial Land	<ul style="list-style-type: none">Officers in continued discussions with NSW Aboriginal Land Council and Wemba Wemba LALC
Section 355 Committees	<ul style="list-style-type: none">Karen Buckley Manager Local Connections (MLC) is working with Section 355 committees to improve governance and risk mitigationNew instruments of delegation and suite of templates developed. Meetings with Committees to negotiate terms and progress to signing underway.A suite of volunteer management documents has been developed in collaboration with the WHS Officer and Governance and Risk Manager – volunteer recruitment, appointment and training.Legal advice obtained for Mathoura Retirement Village and Moama Lions Community Village.Independent consultant appointed to undertake an evaluation on the management of the Mathoura Retirement village.DCED & MLC met with Mathoura Retirement Village to draft new instrument of delegation.Moama Lions Village – new agreements drawn up for tenants. Morning Tea was held for all tenants where the new Tenancy Agreements were explained and delivered.

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Monthly Operational Report – January 2025

Community and Economic Development Directorate

	<ul style="list-style-type: none">Instrument of Delegation successfully negotiated and signed by Moama Lions Community Village Committee.
Crisis Management	<ul style="list-style-type: none">Support provided to businesses during and after October 2022 flood event.
Caravan Parks	<ul style="list-style-type: none">Officers met with PPCP to draft a schedule of responsibilities, develop a comms plan and Council engagement process, negotiations continuing.
Renewable Energy	<p>The South West Renewable Energy Zone (REZ)</p> <p>The location of the South West Renewable Energy Zone was chosen following a detailed statewide geospatial mapping exercise undertaken by the NSW Government in 2018. This initial analysis sought to identify optimal locations to host renewable energy generation around the State, including areas with strong renewable energy resource potential, proximity to the existing electricity network, and consideration of potential interactions with existing land uses, including agricultural lands and biodiversity conservation.</p> <p>The north west area of Murray River Council is located within the South West REZ footprint.</p> <p>Significant change:</p> <ul style="list-style-type: none">-Council experiencing significant impact on resources due to volume of renewable development. This includes frequent information requests and consultation with proponents, communication with community on developments and managing community concerns. Resourcing for this workload estimated at 1-2 FTE per council.-Communities are experiencing consultation fatigue due to high number of renewable energy, storage and transmission projects. This has reached a peak with projects consulting on community benefits planning as part of preparing their access rights tender bids (noting not all will proceed). This process can be fragmented and confusing for community.-Community divide, small communities with generational farming families divided over whether they do or do not support the development.-An EnergyCo led Community and Employment Benefit Program (CEBP) model which would require grant funds to be spent exclusively within the REZ geographic boundary will be problematic for the South West REZ as many of the impacted communities are located outside the REZ (e.g. Kyalite, Moulamein). These towns are where local communities go for their services such as health care, education, groceries, recreation etc. It would be preferable for EnergyCo to delay launch of CEBP in order to first resolve barriers to funds being spent outside of the REZ boundary.-Need for tailored communication resources ‘source of truth’ website for community and Councillors. Website for SW REZ to include clear, timely and accurate information and FAQs.-Councils requested EnergyCo not establish a Community Reference Group for the SW REZ until after access rights are awarded. Advice based on current consultation fatigue and potential confusion/duplication with proponent processes.-Resources required for farming communities, those hosting renewable generation or transmission projects and those neighbouring including advice on insurance and negotiation of agreements.-Local businesses require support to understand and upgrade processes and systems in advance to meet project tender compliance requirements (pre-qualification) to be able to participate in employment and economic opportunities with contractors in the REZ. <p>Challenges:</p> <ul style="list-style-type: none">-Council will continue to advocate for the best possible outcomes for the Murray River Council community as renewable energy projects continue to evolve across our region. Although projects such as solar and wind farms are of State Significance over which Council has no statutory power, we will continue to engage with project developers as a key local stakeholder. <p>Cumulative impact priorities:</p> <ol style="list-style-type: none">1. Housing – supply of short-term accommodation2. Water – potable water for worker accommodation, water treatment plant upgrades3. Maintenance of roads, management of road verge vegetation4. Health and community services – general practitioner shortage, hospital, mental health, nursing staff for aged care, childcare <ul style="list-style-type: none">- State Significant Development process reduces Council’s ability to negotiate Voluntary Planning Agreements at standard 1% of capital cost, including agreements with proponent to cover cost of road maintenance and other ongoing costs borne by council because of development (e.g. impacting development contribution plans and levies).-Lack of coordination between project proponents. <p>Opportunities:</p> <ul style="list-style-type: none">-Attract new industries to provide long-term employment-New essential worker accommodation (health, police, teachers)-Tertiary education opportunities <ul style="list-style-type: none">DCED attended the VNI West Community Consultative Meeting to provide feedback on the draft route report, property acquisition process, and potential community benefit legacy projects.DCED and DI participated in a roundtable with Energy Co and South West REZ Councils. The discussion was productive, though further in-depth discussions are required. Staff continuing to push for this.Staff are advocating for the retrospective allocation of commissioning commitments to advance community bridge-building efforts and are currently awaiting outcomes.Officers and the Mayor attended the sod turning event for the new Clean Peak Solar Farm in Moama in August 2024. <p><i>January 2025</i></p> <p><i>Council staff continue to undertake work in this area, including having held meetings with:</i></p> <ul style="list-style-type: none"><i>Energy Co to discuss their proposed commissioning agreement,</i><i>neighbouring Councils,</i><i>councils in other Renewable Energy Zones seeking advice on their experiences,</i>

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Community and Economic Development Directorate

	<ul style="list-style-type: none"><i>internal staff to discuss submissions on state significant developments.</i> <i>Staff are also initiating the Moulamein Masterplan project, to ensure the community are in a good position to receive and make best use of future funds from the renewable projects.</i>
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PART E: Business as Usual

Customer Service (See detailed Customer Service Report)	<p><i>JANUARY</i></p> <ul style="list-style-type: none"><i>Changes to face-to-face customer service days and hours have seemingly had minimal impact on service delivery. Meanwhile, it has enabled Customer Service Officers to focus on alternative customer service channels, such as responding to online inquiries and assisting other departments in proactively updating customers on service requests.</i><i>Implementation of Snap Send Solve project is underway. Continued roll-out through February and March 2025 to support all departments receiving service requests through Snap Send Solve.</i><i>Library school holiday activities were successful across Mathoura, Barham and Moulamein.</i><i>Power Apps Data Tracking: In order to better plan for service provision for external agencies, staffing levels, opening hours, and budgeting purposes, we have a need to accurately track the number of transactions and enquiries received by the Customer Service team, as well as the time taken to service those customers. Power Apps has been identified as the most economical and accurate solution to this. Manager Customer Service has received quote from CT to set this up, and has submitted a QBR2 budget bid to complete this work prior to EOFY 24/25.</i><i>1 email complaint regarding the change of hours. Customer Service staff in Barham have reported informal complaints from customers regarding change of hours.</i> <ul style="list-style-type: none">Development of a Customer Experience Strategy began with customer and stakeholder engagement in December 2023, identifying four priorities: people and culture, process and service capability, technology, and the customer’s voice.Proto Partners engaged to conduct customer interviews, internal workshops, and initiate a service level review. Drafts of the Customer Charter and Customer Experience Strategy were developed.MCS attended the NSW Local Government Professionals Customer Experience Conference.Increased visitation to Mathoura VBC in January, with River Country merchandise sales up. Water quality issues in Moama prompted feedback for SMS communication in future events, currently under review.NSW Government’s Interment Industry Scheme phased in, with Murray River Council starting the application process for October 2024 compliance.Staffing transitions created gaps in accredited Service NSW officers; recruitment and training are in progress.Technical challenges impacted transaction times and service access, with temporary MVBC closures and Eftpos outages.Ongoing staff shortages affected service consistency.August saw a significant increase in calls due to rate notices being distributed.
Community Service (See detailed Community Service Report)	<p><i>During January 2025 the Community Services team delivered the following supports:</i></p> <p><i>Social Support – 911 hours - Social support consists of group activities, Respite services, as well as 1:1 supports including wellness checks/phone calls and supported shopping etc.</i></p> <p><i>Meals – 234</i></p> <p><i>Home Maintenance – 19 hours</i></p> <p><i>Home Modifications – Nil jobs completed</i></p> <p><i>Transport –842 One-Way trips</i></p> <p><i>Client surveys were completed in December and we received 51 responses, which is 12 more than the previous year.</i></p> <p><i>We were very pleased with the positive outcomes of the surveys. It is very clear that our CHSP services make an enormous difference to the lives of CS clients. There were many words of appreciation expressed in the surveys.</i></p> <ul style="list-style-type: none">After surveying the Moulamein and Wakool communities, a fortnightly shopping/access bus trip will be run from each centre. This service is funded through Transport for New South Wales, Community Transport program which aims to support those living in communities who are ‘transport disadvantaged. Taxi vouchers are also available in the Barham community as part of the Community Transport Program - these services are not age specific and can be used by all community members.In September we held a “Defensive Driver Course” for staff and Volunteers with x 20 participants. This was funded through Transport for New South Wales.We have been working with Murray Haven Homes and Barham LHACC to run and ‘Aging Persons Information Day’ to be held in Barham on October 19th, providing information on aged care services in our Local Area, this is to be held in the Barham School of Arts Hall, at 10 am with a Guest Speaker from Centrelink, and 12 other Services from the Area who will be in attendance, ranging from Health Services, Podiatry, Hearing, Murray River Council – Community Services, Legal;MCS attended Community Transport Organisation Conference in Port MacquarieThere have been a number of movie outings among other shopping and social activities.Annual refresher training for all staff and volunteers.During August community services held a shared lunch to thank and celebrate staff for Aged Care Employee Day
Community Development	<p><i>JANUARY</i></p>

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Monthly Operational Report – January 2025

Community and Economic Development Directorate

	<ul style="list-style-type: none"><i>Scheduled free Grants Writing Workshops in March across key locations.</i><i>Collaborated with the Museums Advisor to organise a Museum Custodians Workshop, providing training and disaster readiness.</i> <ul style="list-style-type: none">Arts and Culture Strategy adopted by Council and implementation is underway.Staff works with South West Arts on various projects including NAIDOC Week activities.Coordination of International Women’s Day events.Delivery of Council’s Financial Assistance Program (including Community Grants program) is ongoing.Apply for grants for community activities (e.g. NAIDOC week, Youth Holiday Break Program, Youth Week, Australia Day etc).Coordinate Australia day awards program and support community events.Work with community groups on the river country art trail.Support provided to various community events. <p>COMMUNITY RECOVERY OFFICER</p> <ul style="list-style-type: none">The Community Recovery Officer (CRO) actively engages with the community through the 355 committees and established connections with other local community groups and organisations.CRO attended Australia Disaster Resilience Conference in SydneyDevelopment of Community Recovery Plan in conjunction with community survey;Grab and Go bags are being distributed to residents at various community events with tailored information recognising the Red Cross Redi PlanOfficer has been engaged to work with ALL volunteers of Council, ensuring all requirements are met regarding induction, training and ongoing safety.Registration of all volunteers has commenced.
Economic Development (See detailed Economic Development & Tourism Report)	<p>JANUARY</p> <ul style="list-style-type: none"><i>Distributed Community, Business, and Visitor Newsletters, promoting grants, resources, events, and tourism opportunities.</i><i>Provided strategic and promotional support for local events, including Australia Day celebrations, fishing competitions, and the Southern 80 Boat Display.</i><i>Progressed planning for major events including a music event, grey nomads’ event, and world bowls event.</i><i>Collaborated with stakeholders on potential winter activations and large-scale summer attractions.</i><i>Enhanced online presence with social media growth, daily website updates, and targeted campaigns like the TV advertisements.</i><i>Distributed brochures to key locations and supported local accommodation providers.</i><i>Scheduled free Grants Writing Workshops in March across key locations.</i><i>Collaborated with the Museums Advisor to organise a Museum Custodians Workshop, providing training and disaster readiness.</i><i>Launched the Murray Workforce Series with a successful Trainee & Apprenticeship Workshop attended by 28 businesses and stakeholders.</i><i>Completed the Regional Investment Prospectus and initiated ongoing meetings with investment partners.</i><i>Advanced promotional efforts with the release of business success stories and plans for an upcoming Business Networking Event in April.</i><i>Completed the Moama Water Tower mural, scheduled works for Barham and Moulamein, and finalised interpretative signage designs.</i><i>Developed interpretive walk signage for Barham River Walk, Moulamein Big Tree, and Horseshoe Lagoon.</i><i>Installed a new road sign for the Dharnya Centre and progressed the production of a new town entry sign for Murray Downs.</i>
Tourism (See detailed Economic Development & Tourism Report)	<p>January</p> <p>River Country Art Trail update:</p> <ul style="list-style-type: none"><i>Moama Water Tower completed (Images)</i><i>Interview conducted with Artist Twoone</i><i>Scheduling for Barham and Moulamein sites underway</i><i>Interpretative Signage templated designs finalised</i><i>Moulamein turnaround area siteworks completed</i> <p>Signage <i>New Interpretive Walk signage is in development for Barham River Walk, Moulamein Big Tree and Horseshoe Lagoon to celebrate local history and cultural importance. A new Road Sign for the Dharnya Centre has also been installed in January and a new town entry sign for Murray Downs is in production.</i></p> <p>Marketing and Promotion <i>Key activities include:</i></p> <ul style="list-style-type: none"><i>Echuca Moama Campaign: Assisted in a targeted TV advertising campaign running throughout the Australian Open to boost regional visitation.</i><i>Website Updates: The Visit River Country website was updated daily to ensure accurate and relevant information for visitors.</i><i>Accommodation Support: Liaised with the Echuca Moama Accommodation Association to help accommodation providers maximize bookings and receive marketing support when availability remained.</i><i>New Website Development: Progressed the launch of the new Visit River Country website, with a confirmed launch date of February 25.</i>

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Community and Economic Development Directorate

	<ul style="list-style-type: none"><i>Social Media Growth: The Visit River Country Facebook page saw significant engagement over the busy period, increasing followers by up to 50 per month through engaging and informative content.</i><i>Tourism Business Support: Worked closely with local tourism operators to ensure they were well-stocked with brochures and Visitor Guides for guests.</i><i>Brochure Distribution: Brochure racks were distributed to Murray Downs Golf Club, Tooleybuc Services Club, Moulamein Heritage Village, and the Moulamein Café/Art Gallery, ensuring visitors have easy access to Visit River Country brochures.</i>
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PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>
14/11/2023	Barham Micro Abattoir	Construction complete. OC issued in May. Lease commenced 1 September. If MPMC takes up the lease and fails to operate the micro abattoir it is in breach of the Lease and Council could terminate the Lease if the breach was not remedied and/or refuse to allow the exercise of the option to transfer the premises to MPMC. If either the Agreement or Lease is terminated, Council could sell the premises or lease the premises to an alternative provider. MPMC is required to pay to Council the rent for the full term of the Lease subject to an obligation of Council to use its ‘best reasonable endeavours’ to find an alternative tenant. Council is not under any obligation to repay any money to MPMC in relation to the Agreement Fee or the sale price.	Murray Plains Meat Cooperative Food Safety Program approved by DPI. NSW Practical audit undertaken December 2023 Recommendations from NSW DPI include rectifications to building fit out and process improvements by Murray Plains Meat Cooperative. RFQs sent out for rectifications works with a view to appoint a contractor in March. Council resolved to complete the project and a contractor has now been appointed to finalise rectifications. Rectifications are complete. Murray Plains Meat Cooperative successfully achieved audit on 10 September 2024. Council seeking recompense for cost of rectifications.	<div><div></div><div></div><div></div></div>

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

- November & December 2024 Highlights:
- The draft Employment Lands Strategy and Background Report were placed on public display and feedback has been incorporated into the final strategy, which is going to the January 2025 Council meeting for adoption.*
 - Live, Work, Invest website launched*
 - Regional Investment Prospectus launched*
 - Small Business Breakfast held in Barham in December.*
 - Seven major grant applications submitted*
 - Progress of the River Country Art Trail included completion of the Mathoura water tower and continued work on the Moama water tower mural.*
 - Community Services completed client surveys– results to come in January.*
 - Community Services client and volunteer Christmas celebrations were held across various communities.*
 - The draft Employment Lands Strategy and Background Report were placed on public display and feedback has been incorporated into the final strategy, which is going to the January 2025 Council meeting for adoption.*
 - Each library location was visited by representatives from the State Library of New South Wales during November. Their visit was highly successful, offering valuable insights and engagement opportunities for our community. The representatives expressed their appreciation for MRC’s libraries, noting their high standard and welcoming atmosphere. They were particularly impressed with the look of the proposed changes to Mathoura Library, as well as the diverse programs being run across the network. They felt the programs were not only highly educational but also provided meaningful opportunities for community learning and social interaction. Grant opportunities were also discussed, in relation to facility upgrades or construction.*
 - We received 3 complaints in December in relation to reduced face-to-face customer service opening hours and days. 2 complaints were related to the Moulamein Business Centre, and 1 complaint was in relation to the Mathoura Visitor and Business Centre.*

January 2025 Highlights

- Community Services:
- Client surveys were completed in December, and we received 51 responses, which is 12 more than the previous year. We were very pleased with the positive outcomes of the surveys. It is very clear that our CHSP services make an enormous difference to the lives of CS clients. There were many words of appreciation expressed in the surveys.*

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Community and Economic Development Directorate

Eco Dev and Tourism:

- At its 28 January 2025 meeting, Council adopted the final Employment Lands Strategy, which will now be placed on Council’s website and shared with relevant stakeholders.
- Distributed Community, Business, and Visitor Newsletters, promoting grants, resources, events, and tourism opportunities.
- Provided strategic and promotional support for local events, including Australia Day celebrations, fishing competitions, and the Southern 80 Boat Display.
- Progressed planning for major events including a music event, grey nomads’ event, and world bowls event.
- Collaborated with stakeholders on potential winter activations and large-scale summer attractions.
- Enhanced online presence with social media growth, daily website updates, and targeted campaigns like the TV advertisements.
- Distributed brochures to key locations and supported local accommodation providers.
- Scheduled free Grants Writing Workshops in March across key locations.
- Collaborated with the Museums Advisor to organise a Museum Custodians Workshop, providing training and disaster readiness.
- Launched the Murray Workforce Series with a successful Trainee & Apprenticeship Workshop attended by 28 businesses and stakeholders.
- Completed the Regional Investment Prospectus and initiated ongoing meetings with investment partners.
- Advanced promotional efforts with the release of business success stories and plans for an upcoming Business Networking Event in April.
- Completed the Moama Water Tower mural, scheduled works for Barham and Moulamein, and finalised interpretative signage designs.
- Developed interpretive walk signage for Barham River Walk, Moulamein Big Tree, and Horseshoe Lagoon.
- Installed a new road sign for the Dharnya Centre and progressed the production of a new town entry sign for Murray Downs.

Customer Service:

- Changes to face-to-face customer service days and hours have seemingly had minimal impact on service delivery. Meanwhile, it has enabled Customer Service Officers to focus on alternative customer service channels, such as responding to online inquiries and assisting other departments in proactively updating customers on service requests.
- Implementation of Snap Send Solve project is underway. Continued roll-out through February and March 2025 to support all departments receiving service requests through Snap Send Solve.
- Library school holiday activities were successful across Mathoura, Barham and Moulamein.
- Power Apps Data Tracking: In order to better plan for service provision for external agencies, staffing levels, opening hours, and budgeting purposes, we have a need to accurately track the number of transactions and enquiries received by the Customer Service team, as well as the time taken to service those customers. Power Apps has been identified as the most economical and accurate solution to this. Manager Customer Service has received quote from CT to set this up and has submitted a QBR2 budget bid to complete this work prior to EOFY 24/25.
- 1 email complaint regarding the change of hours. Customer Service staff in Barham have reported informal complaints from customers regarding change of hours.

January – Grants

Round 2 of MRC Community Grants – Open, Closes April 7th

Grant Program	Project	\$ Requested	Outcome
Local Small Commitments Allocation	Mathoura Recreation Reserve Playground Renewal	\$9,750 toward – possible project of \$60,871	Recently submitted/Pending
NSW Heritage Grants	Local Heritage Advisor Service: Provide a Heritage Advisor Service in the local government area of Murray River Council. Local Heritage Fund (Small Community Grants Program)	\$25,000	Recently submitted/Pending
Regional University Study Hubs	CUC Echuca Moama: Establish a new university study hub.	\$1,571,568	Unsuccessful
Regional Housing Strategic Planning	Moama Infrastructure Strategy - develop a comprehensive 25-year Infrastructure Strategy for Moama, focused specifically on the sewer and raw water networks to support ongoing growth.	\$99,025	Pending
Crown Reserves	Picnic Point Caravan Park Refurbishment of Amenities Block	\$100,818	Pending
Get Active NSW	Active Transport Strategy - The proposed Active Transport Plan aims to address the need for better walking and bike riding infrastructure within the Murray River Council (MRC) area, supporting community health, connectivity, and sustainability.	\$62,370	Pending

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Community and Economic Development Directorate

HSP – Enabling Infrastructure	Meninya St, Moama Public Infrastructure and Accessibility Enhancements: Car Parks, Footpaths, and Community Facilities Upgrade.	\$ 3,800,000	Pending
Country Passenger Transport Infrastructure Grant Scheme	6 New Bus Shelters to replace identified broken and damaged existing shelters.	\$84,282	Pending
Community Energy Upgrades	Renewable energy and efficiency initiatives for 8 Council buildings (solar PV and battery storage).	\$116,355	Pending

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Community Services

PART A: Section Accountabilities and Team Roles

Manager Community Services			Quality and Administration Officer			Team Leader Social/Respite Services			Community Transport/Meals Co-Ordinator			Coordinator Home Support			Administration Officer			Youth Engagement Officer																																																																																																																										
Maintain operations of the Community Services Program as the B - all areas P - all areas except for Quality Services			Monitor, Develop and assist “actioners’ to Implement actions from the Community Services – Continuous Improvement Plan, to ensure compliance of service delivery within respective Commonwealth and State Govt Programs – within the scope of services delivered within Community Services. C.I.Plan measures against: - the Commonwealth Aged Care Standards and - the NSW Childsafe Standards			Provide co-ordination of services delivery of frail-aged services under the Commonwealth Home Support Program within the Community Services Department			Provide co-ordination of services delivery to clients receiving Community Transport and Meals Delivered services																																																																																																																																			
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Monthly Operational Report – January 2025

Community Services

PART B:

4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery

0%

100%

Green

Amber

Red

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

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

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

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

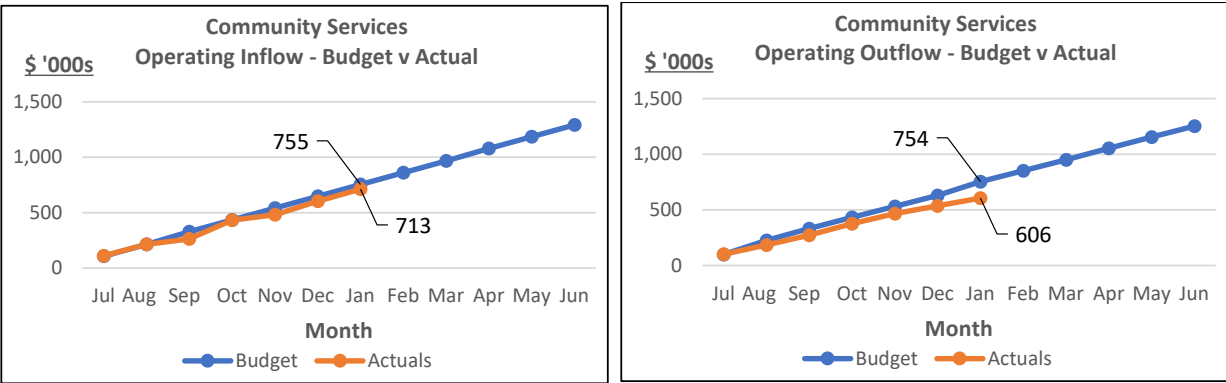
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Monthly Operational Report – January 2025

Community Services

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

PART C: Financial Outcomes



PART D: Project Status

PART E: Business as Usual

During January 2025 the Community Services team delivered the following supports:

Social Support – 911 hours – Social support consists of group activities, Respite services, as well as 1:1 supports including wellness checks/phone calls and supported shopping etc.

Meals – 234

Home Maintenance – 19 hours

Home Modifications – Nil jobs completed

Transport –842 One-Way trips

BARHAM SOCIAL SUPPORT ACTIVITIES IN JANUARY

OUT AND ABOUT WITH MOULAMEIN

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Monthly Operational Report – January 2025

Community Services



First outing for the 2025 was lunch at the Bower Hotel and a visit to the Cohuna Art Gallery on January 14th.



Social Support clients from Moulamein visited to The Big Cohuna Stockyard on January 22nd.

We received 51 **Client Satisfaction Surveys** in 2024, compared to 39 in 2023.

A summary of the findings has been distributed to clients, CS executives and CS staff.

We were very pleased with the positive outcomes of the surveys.

It is very clear that our CHSP services make an enormous difference to the lives of CS clients.

There were many words of appreciation expressed in the surveys.

We have identified some individual issues in the survey responses and have followed up on these matters where names and phone numbers were provided.

Other points arising from Survey responses:-

- Cost of Client Contribution for Services. Fee Payment is always discussed with clients before services commence. Page 9 of the Client Handbook explains the Fees process.
- We will provide ongoing communication about the services available, including more information about each service type. We want our community to be fully informed about the types of things clients can use transport for, the maintenance options so that we reach and support everybody who is eligible and in need of our services.
- We will aim to be spreading the word about our services further into the community by delivering our newsletters more widely in the Community eg doctors surgeries
- We will improve our collaboration with other community organisations to keep other allied health organisations informed about the services available at MRC Commonwealth Home Support Program. This will assist those organisations to refer people to use our services.

First Aid Training

Community Services staff and volunteers will participate in their annual refresher training, as well as their First Aid updates (a requirement for Transport drivers).

Training dates are 10th February in Moama and 11th February in Barham.

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	
			<div><div></div><div></div><div></div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
				<div><div></div><div></div><div></div></div>

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

New Staff at Community Services

We welcome **Fiona Pearse** to our Community Services department.

Fiona commenced in the role of Quality/Administration Officer at the start of the MRC 2025 year and has been in training with Barb Gray who is retiring at the end of February.

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Monthly Operational Report – January 2025

Community Services

Fiona comes with great credentials and will fill the role well.

Farewelling One of our Wonderful Volunteers

In January we said farewell to Greg Young who has been one of our volunteer Transport drivers for many years. Greg and his wife Sally are moving to Tarneit to be closer to family. We are grateful to Greg for his valuable service, always willing to rearrange his days to accommodate our clients needs.



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Monthly Operational Report – January 2025

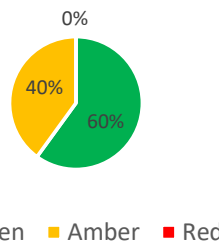
Customer Service

PART A: Section Accountabilities and Team Roles

Manager Customer Service	Coordinator Customer Service																																																																								
<p>The Manager of Customer Service, provides organisational wide direction for Customer Service, in particular overseeing the customer service team, library team, cemetery team and our internal and external call centre operations.</p> <p>Business agencies, including Service NSW, V Line, Bendigo Bank and WAW Bank are available through our 4 in-house Customer Service locations.</p>	<p>Working closely with the Manager of Customer Service, this role provides daily operational support to the customer services team</p>																																																																								
<p>Accountabilities</p> <table><tr><th>SBPO</th><th>Accountability</th></tr><tr><td>B</td><td>Venue Hire Management</td></tr><tr><td>B</td><td>Customer First Contact Management</td></tr><tr><td>B</td><td>Customer Satisfaction</td></tr><tr><td>B</td><td>Customer Services</td></tr><tr><td>B</td><td>Business Agencies</td></tr><tr><td>B</td><td>Public Library Service</td></tr><tr><td>P</td><td>Venue Hire</td></tr><tr><td>P</td><td>Customer Service</td></tr><tr><td>P</td><td>Business Agencies</td></tr><tr><td>P</td><td>Customer Satisfaction</td></tr><tr><td>P</td><td>Public Library</td></tr><tr><td>P</td><td>First Contact of Customers</td></tr><tr><td>O</td><td>Internal Call Centre</td></tr><tr><td>O</td><td>Public Library Programs</td></tr><tr><td>O</td><td>Visitor Information Service (Mathoura)</td></tr><tr><td>O</td><td>Customer Satisfaction Reporting</td></tr><tr><td>O</td><td>Business Agencies</td></tr><tr><td>O</td><td>Cash Handling</td></tr><tr><td>O</td><td>Customer Experience</td></tr><tr><td>O</td><td>Engage with Undertaker and Families</td></tr><tr><td>O</td><td>Volunteer Engagement Cemeteries</td></tr><tr><td>O</td><td>Plot Administration</td></tr></table>	SBPO	Accountability	B	Venue Hire Management	B	Customer First Contact Management	B	Customer Satisfaction	B	Customer Services	B	Business Agencies	B	Public Library Service	P	Venue Hire	P	Customer Service	P	Business Agencies	P	Customer Satisfaction	P	Public Library	P	First Contact of Customers	O	Internal Call Centre	O	Public Library Programs	O	Visitor Information Service (Mathoura)	O	Customer Satisfaction Reporting	O	Business Agencies	O	Cash Handling	O	Customer Experience	O	Engage with Undertaker and Families	O	Volunteer Engagement Cemeteries	O	Plot Administration	<p>Accountabilities</p> <table><tr><th>SBPO</th><th>Accountability</th></tr><tr><td>O</td><td>Bookings of all other Recreation Reserve Facilities & Sports Fields</td></tr><tr><td>O</td><td>Venue Bookings and availability and rules and regs and financial transactions</td></tr><tr><td>O</td><td>Closing out Customer Enquiries</td></tr><tr><td>O</td><td>Collection, Record Management & Distribution of Hard Copy Mail</td></tr><tr><td>O</td><td>Customer Counter Services</td></tr><tr><td>O</td><td>Customer Point of Enquiry Service Delivery</td></tr><tr><td>O</td><td>Coordination of User Groups for Recreation Reserves and Sporting Fields, eg Footy Clubs</td></tr><tr><td>O</td><td>Community Halls and meeting rooms hire service</td></tr><tr><td>O</td><td>Bookings of Moama Recreation Reserve Facilities and Sports Fields</td></tr><tr><td>O</td><td>Public Library Operations Service</td></tr><tr><td>O</td><td>Public Library Programs Service</td></tr><tr><td>O</td><td>Facility and Meeting Space Hire</td></tr></table>	SBPO	Accountability	O	Bookings of all other Recreation Reserve Facilities & Sports Fields	O	Venue Bookings and availability and rules and regs and financial transactions	O	Closing out Customer Enquiries	O	Collection, Record Management & Distribution of Hard Copy Mail	O	Customer Counter Services	O	Customer Point of Enquiry Service Delivery	O	Coordination of User Groups for Recreation Reserves and Sporting Fields, eg Footy Clubs	O	Community Halls and meeting rooms hire service	O	Bookings of Moama Recreation Reserve Facilities and Sports Fields	O	Public Library Operations Service	O	Public Library Programs Service	O	Facility and Meeting Space Hire
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PART B: 4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery



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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	<div><div></div><div></div><div></div></div>
				1	2	3	4		
Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community									
2.1 – Visitor and Resident information									
Development of a Community Directory and general information relevant to Council and local services. (S DCED)	Deliver, Partner Advocate	(DP 2.1.1) Ensure Service NSW services are communicated and frequently visit outlying locations	B: MCUSS P: MCUSS O:MCUSS	✓	✓			<ul style="list-style-type: none">Service NSW services are offered in Barham, Moama and Moulamein.The Service NSW Mobile Customer Service Centre visits Tooleybuc and Mathoura once a quarter.All visitations are advertised on social media and via flyers.	<div><div></div><div></div><div></div></div>
Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community									
2.2 – Provide a variety of options on how people can contact Council									
Develop a community access/engagement strategy including digital platforms and by phone. (S DCED)	Deliver	(DP 2.2.1) Ensure face to face service centres are retained across the region	B: MCUSS P: MCUSS O: CCUSS	✓					<div><div></div><div></div><div></div></div>
	Deliver	(DP 2.2.2) In addition to online information capture – continue to use paper-based forms for non-tech savvy community members	B: MCUSS P: MCUSS O: CCUSS	✓					<div><div></div><div></div><div></div></div>
	Deliver	(DP 2.2.3) Develop a community access/engagement strategy including digital platforms and by phone. Implement a customer satisfaction annual survey and rating system to note service satisfaction with Council services	B: MCUSS P: MCUSS O: MCUSS		✓	✓	✓	<ul style="list-style-type: none">Permission sought from ELT to engage consultants to assist with creating a Customer Experience Strategy which will encompass digital platforms.Voice of Customer surveys commenced in 2022-23 fourth quarter to measure satisfaction rates and track customer journey. These are conducted every month.	<div><div></div><div></div><div></div></div>
Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community									
2.3 – Customer Service Charter									
Develop and implement a fully integrated Customer Relationship Management (CRM) process and system (S DCED)	Deliver	(DP 2.3.1) Customer Service Charter to be aligned and implemented across Council’s Business Units	B: MCUSS P: MCUSS O:MCUSS	✓				<ul style="list-style-type: none">Implementation of a Customer Service Charter delayed until we have had established our Customer Experience Strategy which incorporates Community and MRC consultation. This will enable us to create a Charter which will define the standards customers can expect and provide an obtainable Service Level Agreement.	<div><div></div><div></div><div></div></div>
	Deliver	(DP 2.3.2) All Council staff to undertake and complete Customer Service Training	B: MCUSS P: MCUSS OMCUSS		✓	✓		<ul style="list-style-type: none">In consultation with HR.	<div><div></div><div></div><div></div></div>

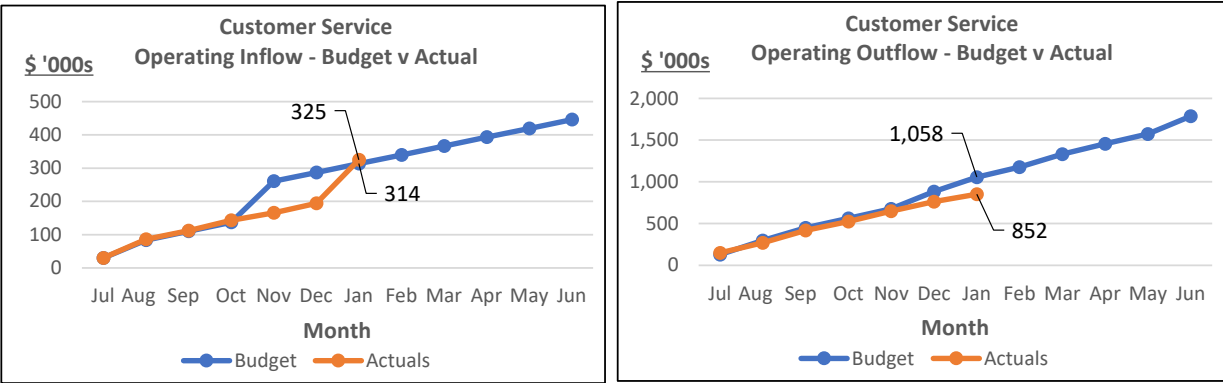
murray river council

Monthly Operational Report – January 2025

Customer Service

	Deliver	(DP 2.3.3) Development of Customer Relationship Management (CRM) process and system – phone system, knowledge management system.			✓	✓	✓	<ul style="list-style-type: none">Technology One Request Management is under development and will be implemented in 2025.Investigation of external Knowledge Management software and utilising internal applications to create a knowledge database via SharePoint that will empower Customer Service Officers to confidently answer customer enquiries at the first point of contact. This will reduce outlay while creating better efficiencies.	●
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs. 3.12 – Cemeteries / commemoration									
Cemeteries have an identifiable level of service and standard across the Council area. (\$ DCED)	Deliver	(DP 3.12.1) Investigate level of services and complete an asset review for all of Councils cemeteries.	B: MCUSS P: MCUSS O: MCUSS		✓			<ul style="list-style-type: none">Review commenced and ongoing by CT Management in conjunction with the Revenue Taskforce and council asset assessments.Service levels and standards for cemetery operations have been set in the Parks and Open Space Strategy	●
Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging. 4.2 – Formation of Networks - training and networking to fulfil social function and spark migration of ideas									
Engage with Community Groups and develop social programs. (\$ DCED)	Deliver	(DP 4.2.3) Increase social interaction / library programs	B: MCUSS P: MCUSS O: CCUSS	✓	✓	✓	✓	<ul style="list-style-type: none">Each Library runs programs targeted to the community. We have regular Book Club, Move and Groove, Friday games, Games, Cuppa and Chat, Art Group, school holiday activities and special event months.Tech Savvy for Seniors programs in Barham and Mathoura.	●
Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs. 4.12 – Continue to provide and support services in remote communities with a focus on communicating the service availability and locations.									
Service Provision (\$ DCED)	Advocate	(DP 4.12.2) Advocate for increased access to government services in smaller communities across Council - i.e. Service NSW, Services Australia	B: MCUSS P: MCUSS O: MCUSS		✓			<ul style="list-style-type: none">Response received from Service NSW who declined to include Service NSW accessibility within the Mobile Library due to having three Service Centres in LGA.	●
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface. 7.3 – Apply data sources to improve corporate decision making.									
Enable interoperability between internal and Smart City systems (\$ DCED)	Deliver	(DP 7.3.3) Use AI on recorded calls to provide feedback on customer satisfaction	B: MCUSS P: MCUSS O: MCUSS			✓		<ul style="list-style-type: none">Our current phone system package does not allow call recording. Investigations of telephony software are underway.	●

PART C: Financial Outcomes



PART D: Project Status

Customer Service and Customer Experience Strategies: The Customer Service team is currently revising and developing two key strategies: the Customer Service Strategy and the Customer Experience Strategy. Both are integral to Murray River Council’s operations, each focusing on different aspects of the customer-business interaction.

The **Customer Service Strategy** is primarily reactive, focusing on how we respond to customer inquiries, complaints, and issues. Its goal is to provide effective support and resolve problems efficiently. Key elements of this strategy include response times (across phone, email, and in-person), support channels (such as in-person, online, and social media), training for customer service agents to handle a variety of issues, problem-solving frameworks, escalation processes, and Service Level Agreements (SLAs) to ensure timely resolutions.

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Customer Service

In contrast, the **Customer Experience Strategy** takes a holistic and proactive approach, focusing on the entire customer journey with Council—from initial discovery through to service and resolution. This strategy aims to foster a seamless, enjoyable, and meaningful relationship with customers. Key components include understanding customer needs and behaviours through data and feedback, optimising each touchpoint from request to delivery, personalizing experiences to make customers feel valued, engaging customers emotionally, building loyalty through positive interactions, and designing user-friendly interfaces, processes, and systems. Proto Partners have been engaged to support the development of this strategy, gathering valuable customer and employee insights that have shaped the foundation of Murray River Council's approach to customer experience. Implementation of a Customer Experience Strategy will create and foster a customer centric culture.

Snap Send Solve: Snap Send Solve has seen a significant uptake in our community and a decision to upgrade our existing package to further Murray River Council’s vision of a seamless approach to issue reporting and resolution. This platform provides a user-friendly experience via a mobile application for community members to report concerns. As technology continues to evolve, it is crucial for our organisation to stay ahead, ensuring that our tools not only meet current needs but also align with the latest standards in innovation. The existing version of Snap Send Solve has reached its limits, prompting the need for an upgrade that enhances its capabilities.

The primary purpose of upgrading Snap Send Solve is to elevate the user experience and to align our need for better operational efficiency by facilitating real-time information exchange, leading to a more cohesive and consistent approach to issue management. An upgrade will unlock advanced features, offer priority support, enhanced customisation and facilitate effective communication regarding progress and resolution of issue.

The benefits to Murray River Council of the Snap Send Solve upgrade we are undertaking are:

- **Enhanced Efficiency:** The platform provides a user-friendly interface that allows residents to report issues directly from their smartphones. This streamlined process eliminates the need for intermediaries and reduces the time and resources required to address concerns.
- **Improved Accountability:** Each reported issue is assigned a unique identifier, enabling Council and the user to track its progress from submission to resolution. This transparency enhances accountability and fosters trust between Murray River Council and its stakeholders.
- **Data-driven Decision Making:** Access to comprehensive data insights enables informed decision-making, allowing the organisation to prioritise resources effectively and address community needs proactively.
- **Enhanced Reputation:** By demonstrating responsiveness and commitment to addressing community concerns promptly, the Council can bolster its reputation as a proactive and customer-centric entity.
- **Real-time Communication:** The platform facilitates instant communication between residents and Murray River Council, enabling faster response times and updates on issue resolution progress. This real-time feedback loop ensures that residents are kept informed and engaged throughout the process.
- **Operational Scalability:** Snap Send Solve offers scalable solutions that can adapt to the organisation's evolving needs and growth trajectory, ensuring long-term viability and efficiency. Integration with TechOne can be provided through the Integrated Package and by adopting the Growth package now, we will establish systems and processes that will ease the transition if we choose to upgrade.

The benefits to Murray River Council’s customers are:

- **Convenience:** A user-friendly platform for reporting issues, enabling residents to submit requests quickly and conveniently from their smartphones.
- **Faster Response Times:** Real-time communication facilitates faster response times from the organisation, leading to quicker resolution of community issues enhancing liveability.
- **Real-Time Updates:** Customers receive real-time updates on the status of their reported issues, fostering transparency and trust in Murray River Council’s commitment to addressing community concerns.
- **User-Friendly Experience:** The integrated system provides a seamless and user-friendly experience for customers, simplifying the issue reporting process and enhancing overall satisfaction.
- **Community Engagement:** The improved efficiency and effectiveness of issue resolution processes contribute to a positive perception of Murray River Council within the community, strengthening engagement and trust.

We are in the process of reviewing the different types of incident requests we receive in order to customise the app and configure the platform to better meet our specific needs. As part of this, we will be working closely with various teams to ensure the information we request from customers aligns with their requirements. Additionally, we will be enabling the system to provide customers with clear information on expected timeframes when they log an incident, helping to set expectations and reduce the need for follow-up calls.

We have customised the Snap Send Solve app, and this will be regularly reviewed to ensure it meets the needs of our customers and internal teams. Customer Service Officers have begun working with key internal teams (such as the Works team) to manage customer requests efficiently and proactively update customers about their requests. In February and March 2025, we plan to roll out this approach to all departments that receive service requests via Snap Send Solve. Through this initiative, Customer Service Officers will also document information to continue building a centralised Knowledge Management System for all of Murray River Council to utilise.

Power Apps Data Tracking: *In order to better plan for service provision for external agencies, staffing levels, opening hours, and budgeting purposes, we have a need to accurately track the number of transactions and enquiries received by the Customer Service team, as well as the time taken to service those customers. Power Apps has been identified as the most economical and accurate solution to this. Manager Customer Service has received quote from CT to set this up, and has submitted a QBR2 budget bid to complete this work prior to EOFY 24/25.*

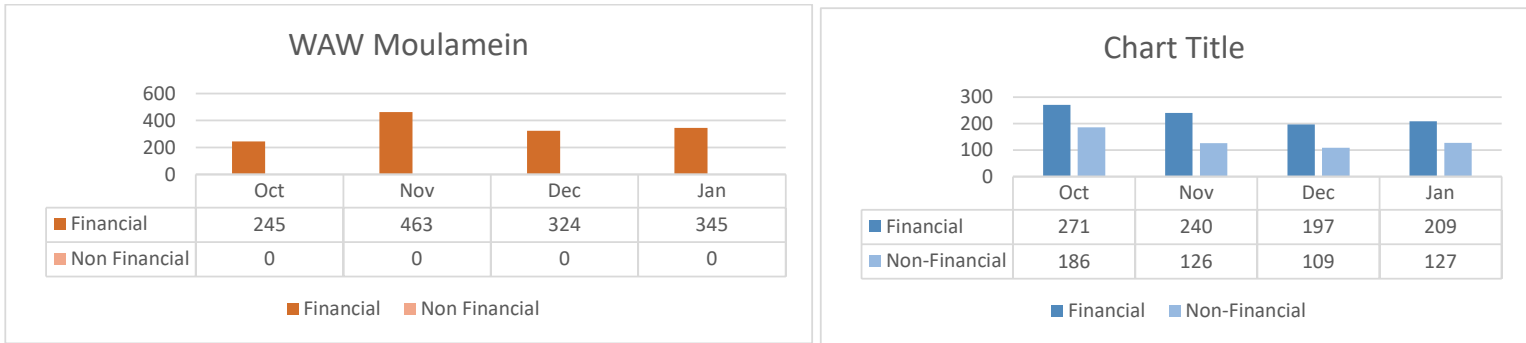
PART E: Business as Usual

WAW and Bendigo Bank Monthly Transaction Statistics

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Monthly Operational Report – January 2025

Customer Service



WAW Moulamein

Month	Oct	Nov	Dec	Jan
Financial	245	463	324	345
Non Financial	0	0	0	0
Total transactions	245	463	324	345

Bendigo Bank Mathoura

Month	Oct	Nov	Dec	Jan
Financial	271	240	197	209
Non-Financial	186	126	109	127
Total transactions	457	366	306	336

Council is committed to enhancing financial accessibility and community support through partnerships with external financial agencies. The collaboration with BankWAW in Moulamein and Bendigo Bank in Mathoura aims to provide essential banking services to local residents, promoting economic resilience and financial inclusion. The aim of delivering these services is:

- **Enhance Accessibility:** Ensure that community members have convenient access to essential banking services, reducing the need for travel to larger towns.
- **Support Local Economy:** Foster financial understanding and support local businesses by providing resources and services that cater to the unique needs of the community.
- **Build Community Trust:** Strengthen relationships with residents by delivering reliable and transparent financial services.

The services offered include:

- **Basic Banking Services:** Account management, deposits, withdrawals, and cash handling.
- **Business Support Services:** Assistance for local businesses with banking needs, loans, and financial planning.
- **Lending Support Services:** Assistance for community members with personal lending and credit cards.

We recorded 345 transactions for Moulamein WAW in January. There was no recorded data for the non financial transactions. This is due to resourcing issues and staff assistance from other areas to support our teams. We plan to provide adequate reporting resources from March 2025 onwards, to better record this data.

We recorded 336 transactions for Mathoura Bendigo Bank in January. Changes to bank fees may reduce the number of customers conducting over the counter deposits, withdrawals and transfers. Customers attending branches for these transactions will be charged a \$2.50 fee per transaction. This may result in a higher attendance to the branch in the early phase of the change with customers needing assistance to set up internet banking or new accounts.

MRC Call Centre Monthly Statistics

Murray River Council’s Call Centre operates within the Mathoura Customer Service Centre. It is a central point of contact for residents to address inquiries, report issues, and access information about Council services. The Call Centre team are able to provide timely and accurate responses to residents and visitors which improves overall satisfaction and trust in Council operations. Residents can easily phone Council for assistance, reducing barriers to service access. By consolidating communication through the call centre, we are able to track inquiries and effectively resolve them, ensuring a more streamlined process and improved customer satisfaction. This centralised approach allows us to identify trends, allocate resources efficiently, and provide timely updates to our residents. We are currently developing a system that will allow us to track inquiries more efficiently and access to consistent information that will enable us to resolve enquiries at the first point of contact.

Councils after-hours call centre provided by Well Done International offers significant benefits to the community by ensuring that residents have access to support beyond standard operating hours. This service enhances accessibility, allowing residents to report issues, seek assistance, or obtain information at their convenience. By providing timely responses outside regular business hours, the call centre improves overall customer satisfaction and fosters a sense of security within the community. Additionally, it enables the Council to address urgent concerns promptly, ensuring that important matters are not delayed until the next business day. This 24/7 availability enhances the Council's responsiveness and demonstrates a commitment to always serving the community effectively.

During January 2025, MRC call centre had recorded 1426 calls for the month. The average amount of answered calls per day was 68.
The After Hours call centre received 130 calls for January with 14 call outs for various matters including alarms, ranger services, drainage, potholes, break in/vandalism/damage, and water and sewer. There were 11 emails to our records team for distribution.

V/Line

The provision of V/Line agency services in Barham significantly enhances transportation accessibility for local residents. By offering ticketing and travel information directly within the community, the V/Line agency facilitates seamless connections to regional rail and bus services, making it easier for individuals to travel. This service not only simplifies the booking process but also promotes greater use of public transport, contributing environmental sustainability. Additionally, having a local agency helps foster a stronger sense of community by ensuring residents have the resources they need to navigate regional travel efficiently.

Barham CSC had 53 V/Line ticket sales in January 2025 and 28 enquiries regarding purchasing of tickets, travel times and potential journey assistance.

Service Requests

Council service requests typically refer to the various ways residents can reach out to their local council for assistance or to report issues. This can include services like:

- **Reporting Issues:** Such as potholes, streetlight outages, or litter.
- **Requesting Services:** Like garbage collection, road maintenance, or tree trimming.
- **Building and Planning Inquiries:** Questions about permits, zoning, or inspections.
- **Community Services:** Requests for support related to aged care.

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- **Feedback and Suggestions:** Providing input on local projects or initiatives.

A request for service can be made via Council’s website via an online form, over the phone, in person at one of our customer service centres or via email.

January 2025:

Service Requests	516
Finalised	476
Phone Messages	265 (included in Service Request figures)
Snap Send Solve	29 (included in Service Request figures)

Complaints

We value the insights and experiences of our stakeholders and encourage open communication regarding any concerns or suggestions. To ensure that all voices are heard, we have established a clear and accessible process for submitting complaints and feedback. This allows us to address issues promptly and continuously improve our services. We commit to handling all submissions with confidentiality and respect, fostering an environment where constructive dialogue can lead to meaningful change.

Many of the issues we receive are referred to as ‘complaints’ when a customer contacts Council. They are called complaints because a customer is unhappy about the situation and wants something done. To Council, however, the ‘complaint’ is a request for action also known as a service request. This terminology does not reduce the importance of the issue, nor does it change the actions Council will take. However, it does help Council differentiate between a complaint and a request so that the issue can be registered appropriately in Council’s customer request management system (CRM). In general, most ‘true’ complaints, as Council defines them, are about staff behaviour, quality of service, council policy, or the outcome of a decision.

We had 2 complaints registered in CM9 in January 2025. 1 complaint also had 2 follow-up calls from the customer within 20 days of the initial complaint.

We also received 1 email complaint regarding the change of hours.

Customer Service staff in Barham have reported to management that “we generally have two or three people at the door waiting on Tuesday mornings as a result of altered hours”, and “we have had many disgruntled & angered customers feeling services in small towns are reducing all the time”. We have not received any formal complaints from these customers.

Cemeteries

Cemeteries are an important community asset and provide essential infrastructure and services to the community. Our cemeteries provide a place of interment for deceased persons and cremated remains and are accessible, aesthetic, respectful and cater for a range of religious needs and cultural requirements. Murray River Council maintains seven cemeteries and are responsible for the administration, maintenance and conservation of environmental and heritage elements within these cemeteries. The cemeteries under Council’s authority include Moama, Mathoura Lawn, Mathoura Pioneer, Barham, Moulamein, Tooleybuc and Womboota (closed).

We had a total of 8 interments for January 2025.

Cemetery	Interment	Occupied	Vacant	Reserved
Barham	2 Burials	1354	461	58 (70 Unavailable)
Mathoura Lawn	1 Burial	176	55	1 (1 Unavailable)
Mathoura Pioneer	0	430	312	16
Moama	3 Burials, 2 Ashes	1921	1284	135 (84 Unavailable)
Moulamein	0	448	272	7
Tooleybuc	0	151	192	34

Tourism

The visitor information outlet at Mathoura serves as a vital resource for travellers and locals alike, providing comprehensive information on local attractions, events, and services. This outlet enhances the visitor experience by offering maps, brochures, and personalised recommendations, ensuring that guests can make the most of their time in the area. By connecting tourists with valuable resources and information, we help boost the local economy and enhance the overall appeal of our community as a destination, encouraging visitors to explore the unique offerings of the region.

All customer service centres across the local government area play a crucial role in promoting indirect tourism services, benefiting both their towns and the surrounding communities. By offering information on local attractions and events, these centres help to enhance the visitor experience and encourage exploration of the region. This support not only attracts tourists but also fosters a sense of collaboration among towns, as residents and visitors alike are informed about nearby destinations and activities. By promoting local businesses and attractions, customer service centres contribute to the economic vitality of the entire area.

Libraries

Barham Library: *January was a dynamic month at Barham Library, with a variety of programs engaging patrons of all ages.*

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Customer Service

- **Children’s Programs:** Move & Groove recommenced, providing young children with engaging stories and creative craft activities every Thursday morning. Saturday Storytime is set to return on February 8th with the reading of Hattie Peck by Emma Levey, followed by a fun paper plate chicken craft.
- **School Holiday Activity:** The Cool Chemistry science session on January 23rd was a highlight, with children participating in hands-on experiments, including Apple-Canos, Exploding Bags, Yeast Balloons, Invisible Ink, and Oobleck.
- **Author Event:** On February 21st, from 2:00 PM to 4:00 PM, author Robyn Howarth will visit Barham Library to discuss her book Faraday - A Community Rediscovered. Due to strong interest and 16 bookings so far, the event will be held in the Riverside Reception Room to accommodate more attendees.
- **Community Programs:**
 - The Digital Mentoring Program, in partnership with Be Connected, continues to offer assistance for those needing help with digital devices.
 - Cryptic Crossword Workshops run every Friday at 1:30 PM, providing a fun and social way for participants to improve their puzzle-solving skills over afternoon tea.
 - The Social Book Chat group meets every Tuesday morning for lively discussions on books and current events. From January 7th, the group’s meeting time has shifted to 10:00 AM due to changes in operational hours.

Barham Library continues to offer a welcoming and engaging space, fostering learning, creativity, and community connection.

Moulamein Library: January has been a busy month at Moulamein Library, with school holiday visitors keeping the space lively. Traditionally, structured activities are not scheduled during school holidays, as children often lose their usual routine and may not remember to visit. However, this year has been different, with increased engagement from young visitors. Given this positive change, we are now considering potential activities to introduce in future school holidays. To keep the children entertained, we have been providing Find-a-Word puzzles, as the current age group visiting is less interested in colouring or crafts. Interactive games have been particularly popular, with Pictionary and Monopoly emerging as favourites. Additionally, given the extreme summer heat, we have hosted Nintendo Switch bowling and basketball competitions as an indoor alternative to outdoor play. In addition to these activities, a range of new books has arrived, prompting a thorough review and weeding of the shelves to make room for fresh titles. Display updates are also underway to highlight these new additions and create an engaging browsing experience for patrons. With continued community engagement and an evolving collection, Moulamein Library remains a welcoming and dynamic space for learning and recreation.

Mathoura Library: January was an eventful month at Mathoura Library, with steady engagement across various programs and services.

- **Book Club Promotion:** Attendance at the Book Club was lower than usual this month. To encourage greater participation, additional promotional efforts will be made through Mathoura Matters and other local channels.
- **Children’s Activities:** Families continued to enjoy the activities on offer, with a consistent number of children and parents participating throughout the month.
- **Public Computer Usage:** There was a significant increase in the use of public computers, largely driven by ongoing internet connection issues in Mathoura and an influx of visitors staying at local caravan parks. The library remains a vital resource for those needing reliable internet access.
- **Grant Planning and Collection Development:** Discussions and planning are underway regarding Priority Grant Funding, ensuring the library can continue to expand and enhance its offerings. A total of \$4,000 in new collection orders has been completed, bringing fresh resources to the community.

Mathoura Library remains committed to providing valuable services, resources, and activities to the local community and visitors alike.

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

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

Service NSW Statistics

We offer Service NSW agency services at our Barham, Moulamein and Moama customer service centres, significantly improving residents' access to essential government services. This service allows locals to complete various transactions, such as renewing licenses, registering vehicles, and accessing vital information and by offering these services locally, we reduce the need for residents to travel long distances, saving time and making essential services more reachable. Additionally, customer service staff are trained to assist with inquiries and guide residents through the process, ensuring a smooth and efficient experience. This integration of Service NSW services improves community engagement and reinforces our commitment to delivering comprehensive support to our residents, ultimately fostering a more connected and informed community.

SNSW Transactions 2024	Quarter 2										
	GLS	OLGR	Drives	Total			Yearly Target	YTD	% YTD Performance	Transactions remaining	% Target met
Barham	24	16	1262	1302			5900	2636	89%	3264	45%
Moama	110	52	4302	4464			18000	9105	101%	8895	51%
Moulamein	5	2	378	385			2200	805	73%	1395	37%

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

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Customer Service

Service NSW have set yearly targets and meeting these established targets directly relates to the monthly disbursement of the set annual fee for each centre. Targets are set around three business areas that are listed above and our results for each branch are communicated quarterly. Our annual target for each agency is as follows:

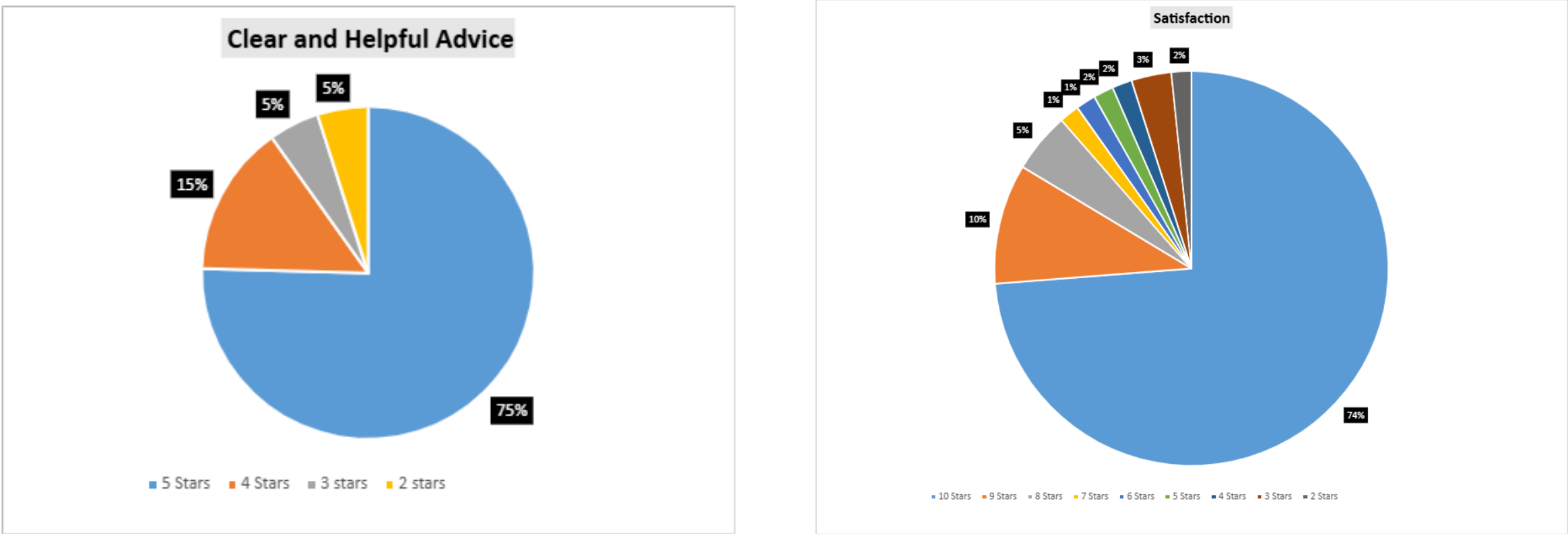
Barham	5900
Moama	18000
Moulamein	2200

Moama is on target with SNSW goals. Barham and Moulamein are below targets. These figures do not include enquiries or repeat visits for a transaction.

Voice of Customer

Voice of Customer (VoC) is the first step in understanding our customers’ expectations and where we rate in terms of satisfaction and service provision. The information collected from Voice of Customer calls allows Murray River Council to recognise gaps, pain points for the customer, preferences, expectations, and problems to solve and use that data to make changes that will improve the end-to-end experience for our customers and stakeholders. We conduct customer surveys or follow up calls on a weekly basis to gain insights from our customers around current enquiries. This provides the Customer Satisfaction levels that are reported in the Monthly Operational Reports.

We conducted 61 successful follow-up calls in January 2025. We received a score of 92.1% for Clear and Helpful Advice and 91.5% for Satisfaction.



Risk Management				
Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
	Business Agency coverage – various Customer Service Centres require staff with specific skills to provide agency support Barham CSC – Council, Allianz, Service NSW, V/Line Barham Library – Library services Mathoura CSC – Council, Library, Bendigo Bank, Visitor Information Centre (Tourism), Call Centre, Services Australia Moama CSC – Council, Service NSW Moulamein CSC – Council, WAW Credit Union, Service NSW, Allianz	Roster accordingly utilising staff who have the required skills where possible	Multi skill staff across all Business Agency Units that they may attend. This is ongoing as we experience resourcing changes regularly.	<div><div></div><div></div><div></div><div></div></div>

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Customer Service

	Moulamein Library – Library services			
	Mobile Library	One trained operator	Source and train second driver to cover leave. Need to have the same skillset. Suitable staff member has expressed interest. Alternatively, seek a HR driver to drive the Mobile Library and have a fully trained Library and Customer Service Officer travel with them to provide service	●

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Complaint	Action Undertaken	<div><div></div><div></div><div></div></div>

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

The Customer Service Department at Murray River Council faces several challenges that impact our ability to deliver optimal service to the community. These challenges stem from technological limitations, training constraints, staffing dynamics, and the need for consistent coverage across various services.

1. Technology Limitations
One of the primary challenges is the lack of supportive technology that meets our operational needs. Our current systems often face interruptions, leading to delays in service delivery and increased frustration for both staff and customers. These technical issues hinder our ability to provide timely responses and can compromise the overall customer experience. There is a pressing need for upgrades and more reliable solutions to streamline processes and improve efficiency.

2. Training Constraints
Training staff effectively is another significant hurdle. Finding time within our busy schedules for comprehensive training can be challenging, especially when external agencies are involved. Long wait times for training sessions further exacerbate the issue, leaving staff feeling unprepared to handle customer inquiries confidently. This can lead to inconsistencies in service delivery and increased stress on the team.

3. Staffing Dynamics
Customer service acts as the entry point for the council, and as such, it often experiences turnover as highly trained staff move to other departments. While this mobility is beneficial for the organisation, it poses a significant challenge for our team. Losing experienced staff means we must frequently start the training process anew, which disrupts team cohesion and can impact service quality during transitions.

4. Coverage During Leave
Another challenge we face is adequately covering external agency services during periods of staff leave. Ensuring that all necessary services continue to operate smoothly requires careful planning and often places additional strain on remaining team members. Without sufficient staffing, there can be delays in service response times, resulting in a less than satisfactory experience for our customers. Addressing these challenges is essential for the continued success of the Customer Service Department. By investing in supportive technology, streamlining training processes, and developing strategies for staff retention and coverage, we can enhance our service delivery and better meet the needs of our community.

We also have several areas of opportunity, where we can improve service delivery and the experience for our customers and agents with self-service and omnichannel technologies, flexibility through reduction of service centre operational hours for resourcing and training, data driven insight for resource allocation, streamlined processes and efficiency improvements, and a centralised Knowledge Management System.

1. Self-Service and Omnichannel Technologies
We are looking into offering customers seamless self-service options across multiple channels, allowing them to find solutions at their convenience, reducing wait times and improving satisfaction. Additionally, by integrating omnichannel capabilities we ensure customers can seamlessly transition between channels (e.g., chat, email, voice, counter) without having to repeat their issue, enhancing overall experience.

2. Flexibility Through Reduction of Service Centre Operational Hours for Resourcing and Training
We intend to optimise service centre operations by adjusting hours based on customer demand and operational capacity, ensuring team members are well-rested and properly trained to handle inquiries more effectively. This also allows for more focused and productive training sessions, resulting in more knowledgeable agents and better service delivery.

3. Data-Driven Insight for Resource Allocation
Introducing technologies with the capability to provide real-time data analytics to predict peak demand times, customer behaviour patterns, and resource requirements, will allow for more precise allocation of staff. This reduces wait times, improves resolution times, and optimises the customer experience.

4. Streamlined Processes and Efficiency Improvements
Automate routine tasks and improve processes to reduce manual work, minimise mistakes, and speed up service. This will allow team members to focus on more important issues, making the whole process faster and improving both efficiency and customer satisfaction.

5. Centralised Knowledge Management System
Implement a centralised knowledge management system that allows both customers and agents to easily access up-to-date, accurate information. This ensures that team members can provide consistent, informed answers quickly, and customers can self-serve with minimal frustration.



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Customer Service

January 2025 Highlights:

- *Changes to face-to-face customer service days and hours have seemingly had minimal impact on service delivery. Meanwhile, it has enabled Customer Service Officers to focus on alternative customer service channels, such as responding to online inquiries and assisting other departments in proactively updating customers on service requests.*
- *Implementation of Snap Send Solve project is underway. Continued roll-out through February and March 2025 to support all departments receiving service requests through Snap Send Solve.*
- *Library school holiday activities were successful across Mathoura, Barham and Moulamein.*
- **Power Apps Data Tracking:** *In order to better plan for service provision for external agencies, staffing levels, opening hours, and budgeting purposes, we have a need to accurately track the number of transactions and enquiries received by the Customer Service team, as well as the time taken to service those customers. Power Apps has been identified as the most economical and accurate solution to this. Manager Customer Service has received quote from CT to set this up, and has submitted a QBR2 budget bid to complete this work prior to EOFY 24/25.*
- *1 email complaint regarding the change of hours. Customer Service staff in Barham have reported informal complaints from customers regarding change of hours.*

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Economic Development and Tourism

PART A: Section Accountabilities and Team Roles

Manager of Economic Development and Tourism		Economic Development Officer		Tourism Development Officer		Tourism Marketing and Events Officer		Grants Officer		Business Support Officer	
SBPO	Accountability	SBPO	Accountability	SBPO	Accountability	SBPO	Accountability	SBPO	Accountability	SBPO	Accountability
B	Economic development	P	Economic development	P	Tourism product development	P	Destination branding and marketing	P	Grant identification and applications (organisation wide)	O	Community and Economic Development Admin
B	Community development	P	Community development	P	Visitor servicing	P	Tourism events	P	Award identification and applications (organisation wide)	O	Community Events
B	Destination branding and marketing	P	Community events	O	Tourism events - support and approvals	O	Tourism events - support, delivery and attraction	P	Grant reporting and acquittals	O	Regular ED&T communication to community
B	Community events	P	Tourism and community signage	O	Tourism industry development	O	Destination branding and marketing	P	MRC Financial Assistance Program	O	Section 355 Administration
B	Tourism events	P	Arts and culture	O	Visitor servicing	O	Tourism industry engagement	P	Administration of MRC ClubGrants committee	O	Stakeholder engagement
B	Tourism product development	P	Arts and culture strategy	O	Tourism product development	O	Being informed of industry best practice and trends	P	Regular ED&T communication to community		
B	Tourism and community signage	P	Attraction and retention of residents and workers			O	Stakeholder engagement	O	Grant identification and applications (organisation wide)		
B	Visitor servicing	O	Tourism and community signage					O	Award identification and applications (organisation wide)		
B	Arts and culture	O	Attraction and retention of residents and workers					O	Grant reporting and acquittals		
B	Grant sourcing	O	Community development					O	MRC Financial Assistance Program		
B	MRC financial assistance program	O	Stakeholder engagement					O	Administration of MRC ClubGrants committee		
B	Community and economic development admin management	O	Arts and culture					O	Community grants support and education (and Q&A)		
B	Attraction and retention of residents and workers	O	Economic development					O	Stakeholder engagement		
		O	Adverse events planning coordination and delivery								
		O	Arts and culture strategy								

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Monthly Operational Report – January 2025

Economic Development and Tourism

PART B:

4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery

09%

97%

Green

Amber

Red

Under the 4 year Delivery Plan, the Economic Development and Tourism actions relate to strengthening economic growth and prosperity.

Council has a wide range of economic objectives to assist positioning MRC as a great place to live, work, invest and visit. The Economic Development and Tourism Strategy will be achieved in a sustainable and financially responsible way that allows flexibility and responsiveness in an ever-changing economic environment.

The Strategy is based on four goals:

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

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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments						
				1	2	3	4							
Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community														
2.1 – Visitor and Resident information														
Development of a Community Directory and general information relevant to Council and local services. (S DCED)	Deliver	(DP 2.1.2) Investigate subscription-based program for online community directory	B: MEDT P: O:	✓				A Live, Work, Invest website is Live, including a Community Directory. Work to promote this is ongoing. SEPTEMBER: Development of the Live, Work, Invest website and community directory is ongoing. 80% completed. Marketing Plan for the launch of the site and supporting collateral is drafted in preparation for the launch mid-October. OCTOBER: The Live, Work, Invest website has been completed in the month of October and will be reviewed by ELT prior to being launched to the public mid-November. A Community Directory will be available as part of the site. NOVEMBER & DECEMBER The Live, Work, Invest website featuring the community directory was successfully launched on December 4, 2024 across web, social media and email. The Community Directory has had a total of 4 businesses sign up to date and will continue to be promoted in 2025. Work to grow the community directory will be ongoing.	●					
Theme 2 – Goal 3 – Provide clear, concise and consistent information that is easily accessible to our customers														
2.6 – Improve externally provided information and communication.														
Further develop and enhance public communication materials. (S DCED)	Partner Advocate	(DP 2.6.3) Investigate and provide a report on relocation of the information centre in Moulamein to the Moulamein Heritage Village	B: MEDT P: O:		✓			Economic Development and Tourism staff regularly consider how to best provide visitor information, across the Council area.	●					
	Deliver, Partner, Advocate	(DP 2.6.6) Investigate and undertake a business case for creating a Community Directory including 1. housing or ‘New to town’ concierge service Trades directory	B: MEDT P: O:		✓			A Community Directory was launched as part of the Live, Work, Invest website in December 2024 and is available for all local businesses, community groups and organisations to register and be listed on the directory. Work to build the directory and listed services will be ongoing in 2025. SEPTEMBER: New Resident’s Kit is live on Council’s website and hard copies have been provided to real-estate agents in Echuca-Moama, Barham and Moulamein. Libraries in Echuca, Barham and Moulamein will be receiving copies in the month of October. OCTOBER: Relocation advice will soon be available on the Live, Work, Invest website, scheduled to launch in mid-November. The site will also include a dedicated community directory. NOVEMBER & DECEMBER A Community Directory was launched as part of the Live, Work, Invest website on the 4 December 2024 and is now available for all local businesses, community groups and organisations to register and be listed on the directory. Work to build the directory and listed services will be ongoing in 2025.	●					

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Economic Development and Tourism

	Deliver	(DP 2.6.7) Service signage at front of MRC buildings (what services are available at each location)	B: MEDT P: O:	✓					Council buildings have signage.	●
Theme 2 – Goal 4 – Achieve community driven results through collaboration and engagement (community and stakeholder).										
2.8 – Community and Council collaboration										
Increased interaction with Communities. (S DCED)	Advocate	(DP 2.8.2) Provide additional information to community relating to grant opportunities for community driven projects (eg Goodnight Wetlands)	B: MEDT P: O:	✓	✓	✓	✓		ONGOING The MRC ‘Collaborative Communities – Your Ideas into Action Kit’ has been developed and shared with community (ongoing) to support them achieve their priority projects. Grant opportunities are communicated to community groups via direct contact and via the community email newsletters, sent each month. JULY Three newsletters were distributed through the month of July and included: 4 July 2024 – eight Grant funding opportunities 18 July 2024 – six Grant funding opportunities 30 July 2024 – four Grant funding opportunities AUGUST Two newsletters were distributed through the month of August and included: 9 August 2024 – six Grant funding opportunities 26 August 2024 – six Grant funding opportunities SEPTEMBER Grants Officer meet with and helped the following Community Groups to assist with grants and to further projects: <ul style="list-style-type: none">Moulamein Tennis ClubMoulamein Racing ClubTooleybuc Manangatang Football Netball ClubTooleybuc Cricket Club 2 newsletters were distributed and included: <ul style="list-style-type: none">5 September 2024 – five grant opportunities20 September 2024 – six grant opportunities Direct emails with grant opportunities were also sent to: <ul style="list-style-type: none">Echuca Moama Field and GameTooleybuc Manangatang FNCTooleybuc Cricket ClubCummeragunja Local Aboriginal Land Council OCTOBER <ul style="list-style-type: none">The Grants Officer met with Moama RSL to explore potential funding options and discuss upcoming project ideas. 3 Newsletters and 1 Targeted EDM were sent in the month of October. These included: <ul style="list-style-type: none">4 October – Visitor Newsletter promoting events, activities and things to do in October15 October – Community Newsletter including 4 grant opportunities25 October – November Visitor Newsletter promoting events, activities and things to do in November28 October – Small Business Breakfast Launch to support the growth and development of small businesses A dedicated Business Newsletter is in development to provide targeted information, resources, news and events to the Murray River Council Business community. The first Business newsletter will be sent in November. The Business Unit Support Officer sent one Community Newsletter. This edition included promotion of MRC Return & Earn Depot, Community Grants Round 2 (opening 2 December 2024) and three funding opportunities. NOVEMBER & DECEMBER A new monthly Business Newsletter was launched in November, with a total of four newsletters sent between November and December. Additionally, two targeted EDMs and three event EDMs were sent to promote the Small Business Breakfast on December 6. <ul style="list-style-type: none">7 November: Business Newsletter promoting business resources, webinars, courses, business news, and grant opportunities.27 November: Dedicated Electric Vehicle Grant email promoting EV charging station opportunities.	●

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Economic Development and Tourism

								<ul style="list-style-type: none">• 29 November: Visitor Newsletter promoting events, activities, and things to do in December.• 29 November: Community Newsletter including four grant opportunities and community news and updates.• 6 December: Business Newsletter promoting business news, opportunities, grants, and business events. <p>JANUARY</p> <ul style="list-style-type: none">• 11 January: Community Newsletter including 2 grant opportunities• 14 January: Business Newsletter promoting business news, resources, webinars, events, grants and opportunities• 23 January: Visitor Newsletter promoting activities, events, and things to do in February	
		(DP 2.8.3) Further develop partnerships with local community groups to implement community driven projects	B: MCE P: MCE O: MCE	✓	✓	✓	✓	<p>ONGOING</p> <p>Staff regularly provide information and support to community groups to support their projects.</p> <p>JULY</p> <p>Tourism Events and Marketing Officer met with Mathoura Speed Shear Committee to assist in the promotion of this year’s event.</p> <p>Grants Officer met with:</p> <ul style="list-style-type: none">• Friends of Old Moama: to discuss their Jinker Shed project and suitable grant opportunities.• Wakool Soldiers Heritage Walk Committee: Conducted a site visit and meeting to review their project and progress and discuss their future initiatives. <p>Grants Officer provided Letters of support:</p> <ul style="list-style-type: none">• Tooleybuc Manangatang Football Netball Club: Provided grant advice and a letter of support.• Moama Cricket Club: Provided a letter of support for their facility expansion project. <p>AUGUST</p> <p>Grants Officer supported the following Community Groups to further projects:</p> <ul style="list-style-type: none">• Border Flywheelers• Friends Of Old Moama• Echuca Moama Triathlon Club <p>Tourism Events and Marketing Officer supported various event organisers, including meeting with Mathoura Events Committee to assist with Mathoura Christmas Carols as well as to revive the Mathoura Fishing Classic.</p> <p>SEPTEMBER:</p> <p>Economic Development Officer met with the C4EM Workforce, Education, Training and Leadership Subcommittee to discuss future initiatives and opportunities to support growth and development in education, training and workforce development. The Economic Development Officer also met with Murray Connect in Barham regarding hosting a Small Business Workshop In November 2024 to support skills growth and development.</p> <p>Grants Officer meet with and helped the following Community Groups to assist with grants and to further projects:</p> <ul style="list-style-type: none">• Moulamein Tennis Club• Moulamein Racing Club• Tooleybuc Manangatang Football Netball Club• Tooleybuc Cricket Club <p>The Grants Officer and Community Recovery Officer attended a community information session in Moulamein regarding the potential establishment of local Community Foundations.</p> <p>Tourism, Events and Marketing Officer made significant strides in strengthening partnerships with local community groups, emphasising community-driven projects. Specifically:</p> <ul style="list-style-type: none">• Collaborated with the Moulamein Automotive Group to promote and facilitate the Show N Shine event, successfully driving local engagement and participation.• Worked closely with Riverdaze Event Organiser Faye Ashwin to support the planning and marketing of the Riverdaze 2025 event, ensuring effective coordination and promotion.• Continued our partnership with the Mathoura Events Committee to provide assistance with their key community events, such as Australia Day celebrations and the Christmas Carols, both of which are vital to the community’s cultural fabric.• Proactively reached out to the organisers of Mathoura Speed Shear and the Koondrook Barham Show to offer marketing support for these events, aiming to enhance visibility and attendance through targeted promotion efforts. <p>These efforts reinforce our commitment to fostering strong relationships with local groups to deliver successful, community-focused events and projects.</p>	●

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							<p>October</p> <p>The Tourism, Events, and Marketing Officer has actively pursued partnerships with local community groups to implement and enhance community-driven projects, focusing on meaningful engagement and support for events that showcase regional pride. Key initiatives include:</p> <ul style="list-style-type: none">• Collaboration with Moama Lions Club: Worked together to promote the Moama Christmas Carols, achieving increased local engagement and community participation.• Support for Riverdaze 2025 Planning: Continued close coordination with Riverdaze Event Organiser, Faye Ashwin, to assist with event planning and marketing strategies, ensuring successful promotion and smooth event logistics.• Ongoing Partnership with Mathoura Events Committee: Provided assistance for key events, including the Australia Day celebrations and Christmas Carols, while supporting efforts to revive the Fishing Classic, fostering local traditions and community spirit.• Outreach to Moulamein Races Organisers: Proactively offered marketing support to enhance event visibility and attendance, aiming for broader community awareness and increased participation through targeted promotional efforts.• Collaboration with Murray Downs Golf Course for NSW Open Promotion: Collaborated with Murray Downs Golf Course to support the promotion of the 2024 NSW Open, scheduled for November. This partnership aims to enhance event visibility, attract visitors, and showcase Murray Downs as a premier golfing destination within the region. <p>NOVEMBER/DECEMBER:</p> <p>Grants Officer meet with and supported the following Community Groups to assist with grants and to further projects:</p> <p>Meetings and Support:</p> <ul style="list-style-type: none">• Museum Advisor - Preparations underway for the Murray River Collections Project, commencing February 2025.• Moama Cricket Club – Provided assistance to apply and complete Grant application.• Girls on the Rise – Provided consultation on suitable grant opportunities.• Campaspe Shire Collaboration: Planning “Abilities Unleashed,” a joint initiative event for adults and children, scheduled for October 15th, 2025. <p>The Economic Development Officer coordinated and organised Council services and event approval for the Mathoura and Moama Carols by Candlelight events in December, assisting both committees with council requirements. Additionally, the Economic Development Officer supported numerous committees and event organisers with upcoming 2025 events, including:</p> <ul style="list-style-type: none">• Moama Cycling Club Winter Race Series• Echuca Moama Triathlon Club Junior and Senior events• Tough Tilly Day• Moama RSL ANZAC Day service and march• Other events <p>The Tourism, Events, and Marketing Officer has continued to strengthen connections with local community groups, emphasising meaningful engagement and support for initiatives that celebrate regional identity and bolster community participation. Key activities include:</p> <ul style="list-style-type: none">• Collaboration with Mathoura Events Committee: Coordinated and marketed the Mathoura Christmas Carols event, ensuring effective promotion and increased local engagement.• Planning with Barham Consolidated: Worked collaboratively to identify and develop low-cost events aimed at attracting tourists during quieter months, helping to sustain community activity and interest in the region.• Promotion of the Moulamein Cup: Maintained consistent marketing efforts to enhance the visibility of the Moulamein Cup, encouraging attendance and showcasing the event as a key attraction within the community. <p><i>January</i></p> <p><i>The Economic Development and Tourism Team continued to foster strong relationships with local community groups, providing promotional support, strategic guidance, and assistance with event planning to enhance engagement and participation.</i></p> <p><i>Key Activities:</i></p> <ul style="list-style-type: none">• Southern 80 Boat Display: Collaborated with the Southern 80 team to promote the boat display, ensuring visibility and community interest in place of the cancelled Southern 80 event.• Mathoura Australia Day Event: Supported the coordination and promotion of Mathoura’s Australia Day celebrations, driving local participation.	
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						<div><ul style="list-style-type: none">• Fishing Competitions: Assisted in promoting both the Moulamein and Koondrook Barham Fishing Competitions to attract visitors and boost community involvement.• Barham Australia Day Lilo Race: Provided promotional support to encourage attendance and increase awareness of Barham’s Lilo Race.• Wakool Sheep Races & Show: Enhanced promotional efforts to increase interest and attendance, reinforcing the event’s importance within the local calendar.• Echuca-Moama New Year’s Eve Fireworks 2025: Assisted with planning the potential NYE Fireworks display and associated events.• 2025 Australia Day Events: Collaborated with committees across the MRC LGA to complete event application forms, risk management plans, insurance applications, and all council requirements.• Run Echuca-Moama 2025: Supported planning and event approval processes in coordination with CLRS and Campaspe Shire Council.• AutoFest 2025: Worked with event organizers to ensure the successful planning and execution of the event.• Australia Day Events: Assisted six community groups in planning and delivering Australia Day celebrations across Mathoura, Barham, Wakool, Tooleybuc, Moulamein, and Koraleigh.<p>Photos from Australia Day Celebrations: Crs. Harvie, Campbell and Berryman attended dinner at Riverbank Moama on the eve of Australia Day with Ambassador Gwenda Darling and her assistance dog Redleigh.</p><div></div><p>Mathoura Event: Young Citizen of the Year – Katelyn Eddy Young Sportsperson of the Year – Connor Wilson (accepted by Aunty) Community Event of the Year – Run Echuca Moama Arts/Culture Award – Echuca Moama Theatre Company</p></div> <td></td>	
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						<div><p>Moulamein Event: L-R Mayor Cr. John Harvie, Sportsman of the Year – Heath Moloney, Community Group of the Year – Moulamein Automotive Club Inc., Citizen of the Year – Alan Fielding, Australia Day Ambassador Gwenda Darling.</p><p>Mayor Cr John Harvie and Australia Day Ambassador Gwenda Darling with assistance dog Redleigh.</p></div>	
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<p>The Grants Officer has been collaborating with surrounding councils to organise the Grants Guy Roadshow, offering free Grants Writing Workshops to communities across Swan Hill, Gannawarra, Balranald, and Murray River Council areas.</p> <ul style="list-style-type: none">• Moulamein Workshop: Scheduled for Tuesday, 26 March, at the Moulamein Bowling Club.• Barham Workshop: Scheduled for Wednesday, 27 March, at CluBarham. <p>These workshops aim to equip local groups and individuals with essential skills for successful grant applications.</p>								
Theme 4 – Goal 1 – Develop community led strategy with a focus on social connections / social fabric and a sense of belonging.								
4.2 – Formation of Networks – training and networking to fulfil social function and spark migration of ideas								
Engage with Community Groups and develop social programs. (S DCED)	Deliver	(DP 4.2.2) Continue to form community networks for training and networking, placed based gathering to fulfill social function and to spark migration of ideas.	B: MEDT P: O:	✓	✓	✓	ONGOING JULY NAIDOC Week activities took place at Bunnaloo, Moama and Barham Primary Schools Theme: Keep Fire Burning- Blak, Proud and Loud. The artists involved were Debbie Flower (weaving) and Brett Ross (visual artist painting and mixed media). Council’s Moama Lights event was delivered, which included an ice-skating rink, a low-sensory session, and involved community volunteers to help deliver the event. August Tourism Events and Marketing Officer supported various event organisers, including meeting with Mathoura Events Committee to assist with Mathoura Christmas Carols as well as to revive the Mathoura Fishing Classic. NOVEMBER & DECEMBER The Economic Development Officer joined the NextGen Connect Committee to assist with the development and establishment of a community-led group aimed at supporting young professionals with networking, professional development, and social connection. Efforts to help the group organise and establish a long-term structure will be ongoing. Additionally, the Economic Development Officer has been working with Workforce Australia – Murray Riverina Local Jobs Program to establish a series of Workforce Events in 2025. The first event, scheduled for January 29, 2025, will focus on apprenticeships and traineeships, helping local students, job seekers, and businesses navigate the requirements and opportunities locally. These events will aim to upskill local job seekers, employers, and students in various areas. JANUARY The Economic Development Officer delivered a Trainee & Apprenticeship Workshop on Wednesday, 29 January 2025 in partnership with Workforce Australia – Murray Riverina Local Jobs program. The workshop brought together 28 local businesses, job seekers, employment agencies, and not-for-profits to network and learn about the current trainee and apprenticeship landscape. The Grants Officer has been collaborating with surrounding councils to organise the Grants Guy Roadshow , offering free Grants Writing Workshops to communities across Swan Hill, Gannawarra, Balranald, and Murray River Council areas.	

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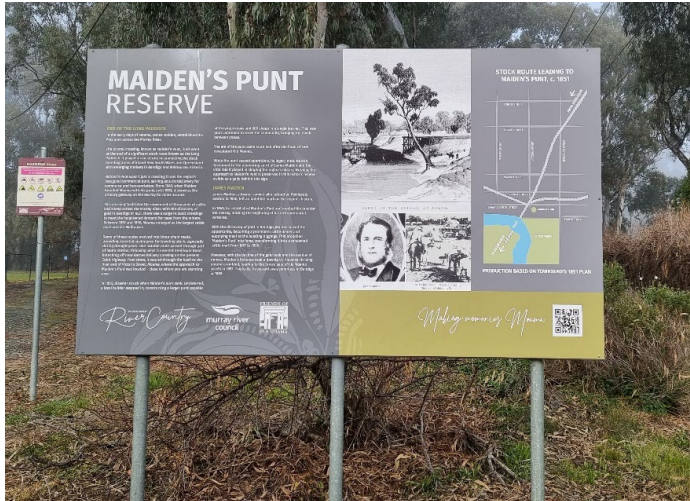


Economic Development and Tourism

								<ul style="list-style-type: none">• Moulamein Workshop: Scheduled for Wednesday, 26 March 2025, at the Moulamein Bowling Club.• Barham Workshop: Scheduled for Thursday, 27 March 2025, at CluBarham. <p>These workshops aim to provide local groups and individuals with essential skills for successful grant applications.</p> <p>The Acting Manager Economic Development and Tourism and the Director Community and Economic Development met with the Murray Connect board in Barham to discuss the establishment and future of their organisation.</p>	
Theme 4 – Goal 2 – Foster and develop strategy to recognise and celebrate our rich heritage and indigenous culture (in partnership with community).									
4.5 – Indigenous Recognition									
Collaborative agreements with local indigenous nations developed (S DCED)	Deliver	(DP 4.5.1) Development of collaborative agreements with local indigenous nations. Establish twice yearly meetings with indigenous leaders.	B: MEDT P: O:		✓	✓	✓	Planning is underway to develop a Murray River Council Reconciliation Action Plan.	●
	Partner, Advocate	(DP 4.5.2) Ongoing support and advocacy for local indigenous sites and development of programs.	B: MEDT P: O:			✓	✓	Discussions are ongoing with a representative of the Barapa Barapa people to discuss opportunities to partner to better represent their culture within Barham and surrounds.	
	Deliver, Partner, Advocate	(DP 4.5.4) Work with Aboriginal artists, musicians, storytellers, poets etc to assist with planning for and execution of events within Councils LGA	B: MEDT P: O:				✓	A local aboriginal artist was engaged to provide artworks as part of the 2024 Moama Lights event. JULY NAIDOC Week activities took place at Bunnaloo, Moama and Barham Primary Schools Theme: Keep Fire Burning- Blak, Proud and Loud. The artists involved were Debbie Flower (weaving) and Brett Ross (visual artist painting and mixed media). November/ December December Tourism, Events, and Marketing Officer arranged for Mayor John Harvie and a Council member to present NAIDOC Week artwork to school students in Moama and Barham. This artwork, created by the students during NAIDOC Week activities, represents the community's commitment to recognising and celebrating Indigenous culture and heritage.	
Theme 4 – Goal 2 – Foster and develop strategy to recognise and celebrate our rich heritage and indigenous culture (in partnership with community).									
4.6 – Regional History									
Celebrate significant local history milestones and develop an ongoing calendar of milestones (S DCED)	Deliver	(DP 4.6.1) Facilitate investment and construction to showcase history, art and culture of the MRC area	B: MEDT P: O:				✓		
	Deliver	(DP 4.6.2) Continue to celebrate our regional history	B: MEDT P: O:	✓	✓	✓	✓	ONGOING Eco Dev has continued to work with the Museum Advisor Program for Murray River Council, in conjunction with Museums and Galleries NSW, to support our local museums to grow and prosper. JULY Grants Office met with our Museums Advisor, reviewed the contract for year 2 of the program and obtained an update on the collection policies being developed in conjunction with each of the museum bodies in our LGA. New interpretive signage installed in Old Moama	●

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							<div></div> <p>AUGUST</p> <p>Museum Advisor is progressing works with LGA Museum bodies:</p> <ul style="list-style-type: none">Border Flywheelers – working to develop an application to provide upskilling and development training.Moulamein Heritage Village – New Collections Policy has been adopted and a draft Strategic Plan created. <p>JANUARY</p> <p><i>The Grants Officer met with our Museums Advisor to assist in organising a workshop for Museum Custodians as part of a successful grant. The workshop will provide training and guidance on how to present key information with artefacts and ensure disaster readiness tailored to each site’s needs. The workshop will be held in Barham on Sunday, 30 March 2025.</i></p> <p><i>New interpretive walk signage is being developed by the Economic Development Officer for the Barham River Walk, Moulamein Big Tree, and Horseshoe Lagoon, celebrating local history and cultural significance. A new road sign for the Dharnya Centre was installed in January 2025, and a new town entry sign for Murray Downs is currently in production.</i></p>	
Theme 4 – Goal 3 – Actively promote and resource educational pathways into (working with) Council (retain and attract new people).								
4.7 – To attract quality staff to service community demands.								
To attract quality staff to service community demands. (S CEO)	Deliver	(DP 4.7.1) Investigate RDA Riverina's 'Country Change' program to attract new residents	B: CPO P: O:	✓	✓		<p>JULY</p> <p>Council has explored the Country Change Program and has joined as a member for 2024-2025. MRC will be part of the Country Change Magazine for 2024 and the Economic Development Officer will work with RDA Riverina to attract new residents to MRC through year-round marketing initiatives.</p> <p>SEPTEMBER</p> <p>Marketing through the Country Change Program has commenced with a dedicated web-page for Murray River Council on the Country Change website along with one social media post in the month of September. The Economic Development Officer is also</p>	

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								<p>working with Country Change to produce an advertorial for Murray River Council in the annual Country Change Magazine and will work with RDA Riverina to deliver ongoing relocation driven marketing.</p> <p>OCTOBER: Marketing efforts through the Country Change Program are ongoing. In October, a social media post was created for Murray River Council, and the Economic Development Officer finalised an advertorial for the Country Change Magazine. Additional content is being developed for a feature month in January.</p> <p>NOVEMBER & DECEMBER: The Economic Development Officer continues to drive marketing efforts through the Country Change Program and has coordinated the filming of a “Meet a Local” Video story in December which will be heavily promoted through the country change platform.</p> <p><i>JANUARY</i> <i>The Economic Development Officer took part in recording a webinar for the Country Change program to promote making the move to Murray River Council and the benefits of our LGA. A “Meet a Local” story was also filmed and promoted in January through the country change website and social media and a dedicated blog written on the Sands Family. Promotion of these took place in January to help attract new residents to the region.</i></p>	
Theme 4 – Goal 3 – Actively promote and resource educational pathways into (working with) Council (retain and attract new people).									
4.8 – Developing future leaders									
Develop a learning and development strategy including leadership opportunities – Emerging Leaders Program <i>(S DCED)</i>	Deliver	(DP 4.8.3) Ongoing development and use of skilled locals within S355 committees	B: MEDT P: O:	✓	✓	✓	✓	ONGOING Council works to support its s.355 committees to support them to be resourced and skilled to deliver on their responsibilities.	●
Theme 4 – Goal 4 – Support existing and new art projects and diverse community events.									
4.9 – Public Arts and Culture Projects									
Develop a Public Arts and Culture Strategy <i>(S DCED)</i>	Deliver	(DP 4.9.1) Public Arts and Culture Strategy developed and implemented.	B: MEDT P: O:	✓	✓			Council adopted its Arts and Culture Strategy at its June 2024 Council meeting. JULY Council has engaged with Bridge Arts Committee regarding funding applications and their proposed Under the Bridge project. Staff worked with local schools to include student artworks in the 2024 Moama Lights event, held in July 2024. AUGUST + SEPTEMBER Staff are working on development of an MOU between Bridge Art Committee and Council regarding their proposed Under The Bridge mural project.	●
	Advocate	(DP 4.9.2) Arts and Crafts Festival – various locations across Council	B: MEDT P: O:			✓	✓	This has not progressed, due to lack of interest. New arts and cultural events are considered as part of the implementation of both the Arts and Culture Strategy and the Economic Development and Tourism Strategy. Staff are happy to revisit this should any community groups or organisations are willing to drive it.	
	Advocate	(DP 4.9.3) Actively advocate for Murals to be completed at various locations across Council	B: MEDT P: O:				✓	Staff are seeking grant funding opportunities ongoing, to source funding to undertake public art projects across the LGA. Staff are supporting Bridge Art Project Committee in their efforts to progress a mural project under the Moama rail bridge.	
	Advocate	(DP 4.9.4) Actively advocate for Silo Art projects to be completed at various locations across Council	B: MEDT P: O:	✓	✓	✓		JULY River Country Art Trail - Steering Committee Meetings: Conducted in each town to discuss feedback from the Your Say Page and review the three proposed concept designs. - Report to August Council meeting for recommended artists in Moama, Moulamein and Mathoura. - Barham Artists: Currently developing new concept designs based on the updated brief with expected completion early August. - Next Steps: Once the Barham designs have received further feedback on the Your Say Page, a comprehensive report detailing the shortlisted artists (and recommended artists for Mathoura, Moulamein and Moama) will be presented at the September Council meeting. <i>AUGUST</i>	●

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						<div><ul style="list-style-type: none">Barham concepts: Resubmits by artists went on Your Say page for community feedback, closed 31 August with a resolution on artists for engagement to occur September.Council resolved at the August Council meeting to engage the following artists Mathoura – Dulk, Moulamein – Heesco and Moama – Twoone.Meetings were held with the 3 shortlisted Tooleybuc Sculptors to discuss the theories and intricacies behind their concepts. These will go on Your Say page for community feedback during September.<div>SEPTEMBER</div><ul style="list-style-type: none">Council resolved at the August Council meeting to engage the following artists Mathoura – Dulk, Moulamein – Heesco and Moama – Twoone.Individual meetings with engaged Artists re site requirements and contracts were held to progress the project to ensure two sites are completed in 2024.Steering Committee meeting held with both Tooleybuc and Barham to discuss Council process for artists recommendation in October and project next steps.<div>OCTOBER</div><ul style="list-style-type: none">FORM conducted site visits at all locations to finalise site preparations.Installation schedules have been confirmed, with Mathoura scheduled for November and Moama for December.A meeting with FORM and the Barham Steering Committee was held to discuss signage for the Barham Water Tower Committee.<div>NOVEMBER/DECEMBER:</div><div>River Country Art Trail Update</div><ul style="list-style-type: none">Mathoura water Tower completed (see Image 1)Interview conducted with Artist DulkMoama art installation has begun by artist Twoone (see Image 2, 3), who plans to complete by Christmas (weather pending).Interview with Twoone (Moama) is scheduled for 20 December 2024<div></div><div>JANUARY - RIVER COUNTRY ART TRAIL UPDATE</div><ul style="list-style-type: none">Moama Water Tower completed – photos below.</div>
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								<ul style="list-style-type: none">• Interview conducted with Artist Twoone• Scheduling for Barham and Moulamein sites underway• Interpretative Signage templated designs finalised• Moulamein turnaround area works completed	
	Deliver, Partner	(DP 4.9.5) Advocate for the Moama Bridge Arts Precinct – undertaken as part of the Meninya Street redevelopment project.	B: MEDT P: O:	✓	✓	✓	✓	<p>The Bridge Arts Project has received \$4.95M funding from Regional NSW to design and construct an art gallery in Moama. Council is supporting the committee where possible.</p> <p>JULY</p> <p>The Bridge Art Committee presented to a Councillor workshop on 9 July and a request was made by the committee to have a Council representative sit on a steering committee to oversee their gallery project, which was considered at the July Council meeting.</p> <p>AUGUST + SEPTEMBER</p> <p>Staff are working on development of an MOU between Bridge Art Committee and Council regarding their proposed Under The Bridge mural project.</p>	●
	Advocate	(DP 4.9.6) Support Community Art groups including performing arts, exhibitions, displays, art classes and tuition	B: MEDT P: O:	✓	✓	✓		<p>Eco Dev staff support community art groups where possible, including support to seek funding, promotion of various events and activities, inclusion in various tourism promotional activities, and also connections with South West Arts.</p> <p>JULY</p> <p>NAIDOC Week activities took place at Bunnaloo, Moama and Barham Primary Schools Theme: Keep Fire Burning- Blak, Proud and Loud. The artists involved were Debbie Flower (weaving) and Brett Ross (visual artist painting and mixed media).</p>	●
Theme 4 – Goal 4 – Support existing and new art projects and diverse community events.									
4.10 – Regional Events									
Develop a Regional Events Strategy (S DCED)	Deliver	(DP 4.10.1) Regional Events Strategy developed and implemented.	B: MEDT P: O:			✓		The economic development and tourism team remains heavily engaged in supporting, attracting, and delivering events across our region. The team’s current efforts work to effectively serve our community's needs. Given resource limitations and the prioritisation of direct community benefits, diverting staff resources to develop a separate strategy is not recommended at this time.	
	Partner, Advocate	(DP 4.10.2) Partner with various groups and Government Departments to bring events to regional locations across Council	B: MEDT P: O:	✓	✓	✓	✓	<p>JULY</p> <p>The economic development and tourism team worked to successfully deliver the Moama Lights and Moama Ice Skating event, with over 21,000 tickets sold to Moama Lights and over 6,500 to ice skating.</p> <p>Staff supported the attraction, running and promotion of various events.</p> <p>Continued negotiations with major event organiser to host their event in Moama.</p> <p>Staff attended at the Winter Blues launch, supporting local events and community engagement.</p>	●

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						<p>Staff are in discussions with various partners to consider attracting potential skills development and career pathway events across the LGA. Discussions are ongoing.</p> <p><i>August</i> <i>Met with Mathoura Events Committee to assist with Mathoura Christmas Carols as well as to potentially revive the Mathoura Fishing Classic. Promoted and supported events such as Hudson’s Circus, Moama Golf Club Fishing on the Greens event, Mathoura Speed Shear, Tooleybuc Murray Muster and Moulamein Show N Shine.</i></p> <p><i>September</i> <i>Tourism, Events and Marketing Officer met with Sports NSW to discuss the facilitation of a Special Olympics event within the Murray River Council region. This event aims to promote inclusivity and provide opportunities for individuals with disabilities to engage in sports and community activities.</i> <i>To initiate the planning process, I coordinated a meeting between Sports Australia and the local disability service provider, Vivid, to ensure collaboration and get the ball rolling on this important event. This partnership sets the stage for a well-organized and impactful Special Olympics event, reinforcing our commitment to inclusive community engagement and event development.</i></p> <p>OCTOBER The Grants Officer met with a Campaspe Youth representative to discuss funding opportunities and support options from Murray River Council (MRC) for a joint Youth Music Event initiative. Through successful Holiday Break Program grant funding, TOTEM provided skateboarding workshops in Mathoura and Barham.</p> <div></div> <p>NOVEMBER & DECEMBER <i>The Economic Development Officer has been collaborating with Workforce Australia’s Murray Riverina Local Jobs Program Stakeholder Engagement and Projects Officer to organise a series of Workforce and Employment Information sessions for the Murray River Council community. These events will focus on upskilling local job seekers, employers, and students in various areas. The first event, scheduled for January 29th in Moama, will focus on apprenticeships and traineeships, helping local students, job seekers, and businesses navigate the requirements and opportunities locally.</i></p>
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						<p>OCTOBER</p> <ul style="list-style-type: none">The Grants Officer has progressed discussions with Abilities Unleashed to collaborate with Campaspe Shire on a joint initiative, planning for shared use of facilities, including the Rec Reserve in Moama and the Basketball Stadium in Echuca. A combined event for adults and children is tentatively scheduled for October 2025.The Economic Development Officer launched a Small Business Breakfast in October, with support from Barham Inc. and Murray Connect. <p>NOVEMBER/DECEMBER:</p> <ul style="list-style-type: none"><i>Campaspe Shire Collaboration: Planning "Abilities Unleashed," a joint initiative event between Councils for adults and children, scheduled for October 15th, 2025.</i><i>Small Business Breakfast: The Economic Development Officer delivered a Small Business Breakfast on December 6 at CluBarham, with over 40 local business owners and employees in attendance. The event provided training and information on low-cost marketing strategies and essential cybersecurity best practices for small businesses, along with networking opportunities for Barham businesses. Delivered by two high-calibre speakers and hosted by Mayor John Harvie, the event received high praise and feedback for the quality of information, speakers, and insights it offered.</i> <div></div> <div></div> <p>JANUARY</p> <p><i>The Tourism, Events, and Marketing Officer has been actively working with local organisations to develop events that drive community engagement and economic activity. Key activities include:</i></p> <ul style="list-style-type: none"><i>Grey Nomads Event in Barham: Collaborating with Barham Consolidated to develop a Grey Nomads event aimed at attracting visitors during the cooler months, with a particular focus on increasing caravan tourism to the town.</i><i>World Bowls Event Planning: Met with World Bowls representatives to support the upcoming Barham World Bowls event in September, ensuring strong attendance and maximizing the event's impact on the local economy.</i>	
Advocate	(DP 4.10.4) Continue to support Community Markets – expand to new locations, live music, food trucks etc	B: MEDT P: O:	✓	✓		<p>JULY</p> <p><i>Staff worked with the operator of the Moama Market to coordinate the market working in conjunction with the Moama Lights event on three occasions.</i></p> <p><i>Provided marketing support for local markets, including promotion on VRC mediums such as social media and the website.</i></p> <p>August</p> <p><i>Promoted local Markets on Visit River Country Facebook page and website.</i></p> <p>September</p> <p><i>Promoted local Markets on Visit River Country Facebook page and website.</i></p> <p>October:</p> <p><i>Local markets were promoted through the new Visitor Newsletter and Community Newsletter.</i></p>	●

									<p>To broaden the reach and appeal of community markets, the Tourism, Events, and Marketing Officer implemented a multi-channel promotional strategy:</p> <ul style="list-style-type: none">• Social Media Campaigns: Promoted upcoming market dates and attractions, such as live music, food trucks, and unique vendors. These posts generated increased engagement, drawing interest from both locals and visitors.• VRC Website Updates: Featured community markets on the VRC website, ensuring essential details were kept up-to-date and easily accessible. This increased visibility and attendance.• Tourism EDMs: Included market promotions in Tourism EDMs, highlighting upcoming dates and featured attractions to a broad subscriber base. This approach extended the reach to potential visitors and locals, further boosting interest and attendance. <p><i>January</i></p> <p><i>The Tourism, Events, and Marketing Officer has continued to actively support and promote Community Markets to enhance local engagement and visitor attendance. Key activities include:</i></p> <ul style="list-style-type: none">• Marketing and Promotion: <i>Community Markets were actively promoted across River Country social media platforms and the website to increase awareness and attendance.</i>	
Theme 4 – Goal 5 – Facilitate and advocate for accessible health and wellbeing services based on local community needs.										
4.12 – Continue to provide and support services in remote communities with a focus on communicating the service availability and locations.										
Service Provision (S DCED)	Deliver	(DP 4.12.3) Increase information available relating to services provided and attended across the LGA including Medicare, Legal aid, Centrelink, Doctors, Service NSW, Services Australia.	B: MEDT P: O:				✓		<p>JULY</p> <p>Council’s New Resident’s Kit was finalised. This will provide new residents and existing community members with detailed information on the available services across the LGA. Printed hard copies will be provided to local real estates and displayed at Council service centres.</p> <p>OCTOBER</p> <p>A New Resident’s Kit that provides information on local services is now available via the Murray River Council Website and in hard copies at council service centres, libraries and real-estate agents. The Kit will also be available on the Live, Work, Invest website due to be launched mid-November.</p> <p>NOVEMBER & DECEMBER</p> <p>The Live, Work, Invest website was launched on 4 December. It provides information on local services across the Murray River Council LGA, including a community directory and the New Resident’s Kit, which lists all medical and childcare services available to residents.</p> <p>Information on local services across the Murray River Council LGA has been made more accessible through a New Resident’s Kit (Physical and online), which lists all medical and childcare services available to residents. This Kit is also available on the Live, Work, Invest website with further information on local services.</p>	
Theme 5 – Goal 1 – Encourage and support economic development across the region.										
5.2 – Commercial Investment Strategy.										
Develop a prospectus of commercial investment opportunities (S DCED)	Deliver, Advocate	(DP 5.2.1) Develop and begin implementation of a Commercial Investment Strategy	B: MEDT P: O:				✓	✓	<p>SEPTEMBER:</p> <p>Regional Investment Prospectus has been drafted and is in production.</p> <p>OCTOBER:</p> <p><i>The Economic Development Officer has finalised a Regional Investment Prospectus to promote and attract investment to the region. The prospectus will be presented to ELT mid-November for approval and launched to the market shortly thereafter.</i></p> <p>NOVEMBER & DECEMBER</p> <p>The Economic Development Officer has produced a detailed Regional Investment Prospectus to promote and attract commercial investment in all core industries within the Murray River LGA. The Prospectus is now available to download via the Live, Work, Invest website.</p> <p>The Economic Development Officer has shared the Investment Prospectus with RDA Riverina Murray, Invest Regional NSW and RAI for distribution amongst their networks and has targeted four premium and luxury accommodation providers to attract new hotel and accommodation development within the Murray River LGA.</p> <p><i>JANUARY</i></p> <p><i>A Regional Investment Prospectus has been completed and work to promote investment opportunities is ongoing. The Economic Development Officer, Director and Manager met with the Investment Manager and Regional Development Manager, Murray from</i></p>	

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								<i>the Department of Primary Industries and Regional Development in January to discuss investment opportunities and ongoing promotion of these. A 6 weekly meeting will be arranged to discuss ongoing opportunities.</i>	
Theme 5 – Goal 1 – Encourage and support economic development across the region.									
5.3 – Prepare an Employment Lands Strategy									
Prepare an Employment Lands Strategy (\$ DCED)	Deliver	(DP 5.3.1) Prepare and implement an Employment Lands Strategy	B: MEDT P: O:		✓	✓		JULY The draft strategy was endorsed by Council at its July meeting, to be placed on public display during July/August. Once feedback is received, it will be updated and presented back to Council for final adoption. AUGUST Public exhibition closed in August and feedback is being incorporated into the strategy, ready to present to the October Council meeting for adoption.	●
		(DP 5.3.2, DP 5.33. DP 5.3.4, DP5.3.5)						All line items relocated to and reported under (DP 5.10.1)	
	Advocate	(DP 5.3.6) Continue to support and assist with Murray Connect project	B: MEDT P: O:		✓			ONGOING NOVEMBER & DECEMBER The Economic Development Officer worked with Murray Connect to re-launch the initiative at the Small Business Breakfast on 6 December 2024 and coordinated their involvement in the event. The Officer also assisted the group in sourcing a host for their Governance Workshop in 2025. Support and assistance for the Murray Connect project is ongoing.	●
	Deliver, Advocate	(DP 5.3.7) Continue to support and develop business opportunities across the region	B: MEDT P: O:	✓	✓	✓	✓	ONGOING Council's Economic Development and Tourism Strategy has been adopted and the Action Plan will support and help develop business opportunities across the region. JULY Finalists in the Campaspe Murray Business Awards were announced and judging is underway. Staff continue to work with various tourism stakeholders to progress destination marketing activities following the announcement that Echuca Moama Tourism Association plans to dissolve. Staff attended the Destination NSW Experience Development Workshop with local businesses to enhance collaborative efforts and participated in a Campaspe Shire tourism networking night to foster connections within the tourism sector. SEPTEMBER: Economic Development Officer coordinated the filming of four additional business success stories in October and November 2024, each to promote and support economic growth and development. Three business success stories have been filmed and facilitated by the Economic Development Officer to date with editing of each underway. Marketing of the success stories will commence in November 2024 in tandem with the launch of the Live, Work, Invest Website to promote business development and investment. The Economic Development Officer also met with Murray Connect in Barham to discuss and plan a Small Business Workshop for the community in November 2024. Work to produce the event in underway. Eco dev and planning staff undertook a site visit with a new business operator to better understand their operation and to see how we can assist. Staff also met with proponents of two separate prospective business development projects. OCTOBER: The Economic Development Officer finalised three Business Success Stories videos in October, ready to launch with the Live, Work, Invest website. Each participating business has received a copy of their video and expressed high satisfaction with the results. These initial videos will be promoted through Murray River Council's Business Newsletter, social media channels, and the Live, Work, Invest website, celebrating local businesses and highlighting regional opportunities. Editing for the next two videos is in progress, with filming for the sixth business scheduled in November. The EDO also launched a Small Business Breakfast in partnership with Murray Connect, set to take place on 6th December 2024 at CluBarham. Weekly social media posts and newsletters to the business community are scheduled and ongoing. NOVEMBER & DECEMBER The Economic Development Officer finalized two additional Business Success Stories in November, which will be promoted via the Live, Work, Invest website and social media. Two of the seven success stories filmed to date have been featured and promoted on the Live, Work, Invest Facebook and LinkedIn pages, as well as in the Business Newsletters distributed in November and December.	●

								<p>The Economic Development Officer also delivered a Small Business Breakfast on 6 December, which saw over 40 businesses gather to learn about low-cost marketing strategies and cyber security best practices for small businesses.</p> <p>JANUARY</p> <p>The Economic Development Officer has completed all Business Success Stories filmed in 2024, which are now ready for promotion via the Live, Work, Invest website and social media. Three success stories have been released so far, with the remaining four scheduled for monthly releases.</p> <p>Weekly social media posts continue to highlight local businesses and opportunities, alongside the monthly Business Newsletter, which keeps our business community informed. Additionally, the EDO is collaborating with Campaspe Shire Council to organise a Business Networking Event in April 2025 (Campaspe Murray Business Connect).</p>	
Theme 5 – Goal 1 – Encourage and support economic development across the region.									
5.5 – Chamber of Commerce									
Chamber of Commerce (S DCED)	Advocate	(DP 5.5.1) Assist with marketing of local Chambers of Commerce / Progress Associations.	B: MEDT P: O:	✓	✓	✓	✓	ONGOING Eco Dev staff work with local business groups and endeavour to strengthen partnerships and deliver improved outcomes for our communities.	●
Theme 5 – Goal 2 – Continue to develop strong and resilient communities.									
5.6 – Increased Educational opportunities									
Review the education services available and required by our community including early childhood and adult community education. (S DCED)	Deliver, Partner, Advocate	(DP 5.6.1) Prepare a report and submit to Council on educational services available and required and advocate for the findings	B: MEDT P: O:				✓	<p>JULY</p> <p>Council received notification that its joint grant application for a Country University Centre to be established in Moama was unsuccessful. Staff are considering alternative ways to progress this project.</p> <p>AUGUST:</p> <p>Economic Development Officer delivered a Workforce Research report outlining the education services available and the challenges relating to childcare and education access and availability in the region.</p> <p>The Economic Development Officer also attended a Hospitality and Tourism Skills Roundtable at TAFE Echuca to discuss educational services for this sector and the future requirements.</p> <p>Staff are working with potential partners to consider an application for funding to establish a Study Hub in Echuca Moama.</p> <p>SEPTEMBER:</p> <p>Economic Development Officer attended the launch of the C4EM Workforce, Education, Training and Leadership Subcommittee in the month of September and will continue to support the committee to develop and implement workforce and education strategies to upskill, reskill and attract new talent to the area.</p> <p>Staff have formed a partnership with local stakeholders (including C4EM, Campaspe Shire Council and Bendigo TAFE – Echuca campus) to pull together a grant application to establish a Country University Centre in Moama.</p>	
Theme 5 – Goal 2 – Continue to develop strong and resilient communities.									
5.7 – Development of a resilient economy									
Develop Action Plans for each community to sit alongside the Adverse Events Plan which covers all of MRC. (S DCED)	Deliver, Partner, Advocate	(DP 5.7.1) Development and implementation of community actions plans	B: MEDT P: O:		✓	✓	✓	ONGOING Council’s Community Recovery Officer continues to meet with community groups to discuss their challenges and needs.	●
Theme 5 – Goal 3 – Promote and grow tourism across the region.									
5.8 – Promotion of local attractions									
Yearly Events Strategy and Marketing and Promotions Plan developed. (S DCED)	Deliver, Partner, Advocate	(DP 5.8.1) Prepare a yearly Events, Marketing and Promotion Plan taking into account community suggestions and innovation forums.	B: MEDT P: O:		✓	✓	✓	Eco Dev have developed an annual marketing plan and will continue its implementation throughout the year. JULY Staff continue to work with various tourism stakeholders to progress destination marketing activities following the announcement that Echuca Moama Tourism Association plans to dissolve. AUGUST: Staff managed production of an updated Official Visitor Guide (OVG) for Echuca Moama. Launched the Visit River Country Spring campaign partnering with McPherson Media for a targeted digital and Google Ads campaign. Collaborated with Campaspe Shire on a similar campaign for the Echuca Moama brand. Updated the Visit River Countrv website to reflect the Sprina season. The	●

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							<p><i>Tourism Marketing and Events Officer took over social media content, resulting in 45 new followers, a 17% increase in post interactions, and a 48% increase in clicks. A new digital partnership was established to manage targeted ads for River Country and were up and running at the end of August.</i></p> <p><i>Met with Mathoura Events Committee to assist with Mathoura Christmas Carols as well as to revive the Mathoura Fishing Classic. Promoted and supported events such as Hudsons Circus, Moama Golf Club Fishing on the Greens event, Mathoura Speed Shear, Tooleybuc Murray Muster and Moulamein Show N Shine.</i></p> <p>September:</p> <p>Key initiatives include:</p> <ul style="list-style-type: none">• The Spring campaign for Visit River Country and Echuca Moama is progressing smoothly, with the campaign gaining the desired traction. Engagement metrics show strong interaction from target audiences, highlighting the success of our promotional efforts.• A new partnership was established to support the development of the Visit River Country website, ensuring a refreshed digital platform to better promote the region.• The Echuca Moama Official Visitor Guide (OVG) was successfully printed and delivered, providing both visitors and locals with a comprehensive guide to local attractions, events, and businesses.• We are collaborating with We Are Explorers to produce targeted content for marketing campaigns, enhancing our digital reach and promoting the unique experiences available within the region. <p>These efforts are central to our overall marketing and promotional strategy, designed to boost tourism and community engagement throughout the year.</p> <p>October:</p> <ul style="list-style-type: none">• Spring Campaign Progress with Visit River Country: The Visit River Country Spring campaign is advancing well in collaboration with McPherson Media, featuring a targeted digital campaign that aims to attract both locals and visitors by showcasing seasonal highlights and unique experiences within the region.• Visit River Country Website Launch: The new Visit River Country website layout has been approved, and the project is on track for a January launch. The revamped website will offer an enhanced user experience, presenting information on regional events, attractions, and services in a visually engaging and accessible format.• Content Development with We Are Explorers: Ongoing preparations are in place with We Are Explorers to produce targeted content that amplifies digital marketing campaigns. This content will spotlight the distinctive experiences and local businesses across the region. The scheduled mid-November shoot will include local businesses, adding authenticity and regional pride to the campaign. <p>November/December</p> <ul style="list-style-type: none">• Content Creation with We Are Explorers: Hosted We Are Explorers in Barham, Moama, and Mathoura to capture award-winning content for use in future marketing campaigns. This content highlights the unique experiences and landscapes of the region, inspiring both local and visitor engagement.• Targeted Digital Campaign: Ran a targeted digital campaign throughout November, designed to encourage Summer visitation and showcase the region's seasonal attractions.• Marketing Transition for Echuca Moama: With the disbandment of Echuca Moama Tourism, Council assumed responsibility for marketing the Echuca Moama region. Work began on a new website and Facebook page to ensure the area remains a premier tourism destination.• Visit River Country Website Updates: Updated the Visit River Country website with Summer-themed content and photos, reflecting seasonal highlights and providing fresh, engaging visuals to attract visitors. <p><i>January</i></p> <p><i>The Tourism, Events, and Marketing Officer has implemented key marketing and promotional initiatives to support regional tourism and local businesses. Key activities include:</i></p> <ul style="list-style-type: none">• <i>Echuca Moama Campaign: Assisted in a targeted TV advertising campaign running throughout the Australian Open to boost regional visitation.</i>• <i>Website Updates: The Visit River Country website was updated daily to ensure accurate and relevant information for visitors.</i>• <i>Accommodation Support: Liaised with the Echuca Moama Accommodation Association to help accommodation providers maximize bookings and receive marketing support when availability remained.</i>• <i>New Website Development: Progressed the launch of the new Visit River Country website, with a confirmed launch date of February 25.</i>
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								<ul style="list-style-type: none">• Social Media Growth: The Visit River Country Facebook page saw significant engagement over the busy period, increasing followers by up to 50 per month through engaging and informative content.• Tourism Business Support: Worked closely with local tourism operators to ensure they were well-stocked with brochures and Visitor Guides for guests.• Brochure Distribution: Brochure racks were distributed to Murray Downs Golf Club, Tooleybuc Services Club, Moulamein Heritage Village, and the Moulamein Café/Art Gallery, ensuring visitors have easy access to Visit River Country brochures.	
Theme 5 – Goal 3 – Promote and grow tourism across the region.									
5.9 – Promote advantages to visit, live, work and invest									
Live, Work and Play in River Country Project further developed and implemented. (S DCED)	Deliver, Partner, Advocate	(DP 5.9.1) Development and implementation of Live, Work and Play in River Country Project.	B: MEDT P: O:		✓	✓	✓	<p>A Workforce Attraction Plan has been developed and will be implemented during 2024 and 2025.</p> <p>SEPTEMBER: Economic Development Officer delivered a Workforce Research Report outlining the challenges and opportunities for attracting and retaining talent in the region. Strategies to highlight the liveability, job and investment opportunities have been developed as part of the report and will be implemented by the Economic Development team to drive ongoing economic growth and development.</p> <p>A Live, Work, Invest Website is currently in development to promote living, working and investing in the region. MRC have joined the Country Change Program with one social media posts shared in the month of September and a dedicated page for Murray River Council launched on the Country Change website.</p> <p>A Murray River Council Regional Investment Prospectus has been drafted and is in production.</p> <p>OCTOBER:</p> <ul style="list-style-type: none">• The Live, Work, Invest website has been completed and has received positive internal feedback. It will be presented to the ELT in mid-November for approval for public launch.• A Community Directory to foster community connections has been developed as part of the Live, Work, Invest website and will also launch in mid-November.• The Murray River Council Regional Investment Prospectus was finalised in October and will be presented to the ELT in mid-November for approval for external promotion. This prospectus highlights the region's advantages and investment opportunities.• Ongoing promotion through the Country Change Platform continues to spotlight regional liveability. <p>NOVEMBER & DECEMBER</p> <ul style="list-style-type: none">• Launch of the Live, Work, Invest Website The Live, Work, Invest website officially launched on December 4, 2024. This platform serves as a hub for showcasing the region's unique advantages in liveability, business, and investment opportunities.• Community Directory Launch As part of the website, a Community Directory was introduced to promote local services, groups, and organisations. It has been well-received, with four businesses registering to be part of the directory in December.• Regional Investment Prospectus Finalised The Murray River Council Regional Investment Prospectus was completed and is now available for download on the website. This comprehensive resource provides detailed economic profiles, statistics, and information on key local industries, designed to attract and promote investment in the region.• Ongoing Regional Promotion Through the Country Change Platform, continued efforts spotlight the region's exceptional liveability, drawing interest from individuals and families seeking a better quality of life.• New Social Media Channels On December 1, Live, Work, Invest launched its dedicated Facebook and LinkedIn pages. These platforms provide channels for sharing success stories, business news, investment opportunities, and insights into the region's liveability.	●
Theme 5 – Goal 3 – Promote and grow tourism across the region.									
5.10 – Growing Tourism across the LGA.									
Develop an Economic Development and Tourism Strategy. (S DCED)	Deliver	(DP 5.10.1) Economic Development and Tourism Strategy developed and implementation has begun	B: MEDT P: O:	✓	✓	✓		<p>ONGOING Council’s Economic Development and Tourism Strategy has been adopted and the Action Plan is being delivered.</p> <p>JULY</p>	●

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								<p>Staff attended a steering committee meeting for Western Murray Land Improvement Group’s biochar project. Work has started on the development of an MRC Investment Prospectus. The New Residents Kit has been finalised. Development of a new Live, Work Invest website is underway. A project to showcase local business success stories is underway. Moama Lights ran throughout July. Staff have had discussions with potential new events interested in coming to our region. Support has been provided to operators in attracting and planning new events. Delivery of the Campaspe Murray Business Awards is underway. Staff have investigated data collection options to increase the data available, to better monitor and evaluate our activities. Ongoing discussion with Echuca Moama Tourism regarding the allocation of existing marketing assets. Attended the Destination NSW Experience Development Workshop with local businesses to enhance collaborative efforts and participated in a Campaspe Shire tourism networking night to foster connections within the tourism sector.</p> <p>August TOURISM</p> <ul style="list-style-type: none">Completed production of an Official Visitor Guide (OVG) for Echuca Moama.Launched the Visit River Country Spring campaign partnering with McPherson Media for a targeted digital and Google Ads campaign.Collaborated with Campaspe Shire on a similar campaign for the Echuca Moama brand. Updated the Visit River Country website to reflect the Spring season.The Tourism Marketing and Events Officer took over social media content, resulting in 45 new followers, a 17% increase in post interactions, and a 48% increase in clicks. <p>SEPTEMBER ECONOMIC DEVELOPMENT</p> <ul style="list-style-type: none">Economic Development Officer delivered a Workforce Research Report outlining the challenges and opportunities for attracting and retaining talent in the region. Strategies to highlight the liveability, job and investment opportunities have been developed as part of the report and will be implemented by the Economic Development team to drive ongoing economic growth and development.A Live, Work, Invest Website is currently in development to promote living, working and investing in the region.MRC have joined the Country Change Program with one social media post shared in the month of September and a dedicated page for Murray River Council launched on the Country Change website.A Murray River Council Regional Investment Prospectus has been drafted and is in production.Development of an Expression of Interest process to redevelop the old Council office in Meninya Street is underway. <p>OCTOBER:</p> <ul style="list-style-type: none">The Live, Work, Invest website has been finalised to promote opportunities for living, working, and investing in the region, with promotion starting in November to boost awareness and support regional economic growth.Ongoing promotion through the Country Change website and social media continues to highlight regional liveability.The Murray River Council Regional Investment Prospectus has been completed and is set to be promoted in November.An Expression of Interest process is underway to redevelop the former Council office on Meninya Street.A Workforce Information Series is being developed in partnership with Workforce Australia and the Murray Riverina Local Jobs Program to support local workforce attraction, retention, and growth.Staff have engaged with the Western Murray Land Improvement Group on multiple occasions to support the Agri-Precincts project in Barham.	
Deliver, Partner, Advocate	(DP 5.10.2) Increase signage in and around townships relating to tourism	B: MEDT P: O:	✓	✓	✓	✓	<p>This work is ongoing and signage is updated as it becomes evident there needs to be improvements made.</p> <p>JULY Interpretive signage for Old Moama Installed. Additional town signage for Barham, Goodnight and Wakool delivered and ready to be installed in coming weeks.</p> <p>JANUARY New Interpretive Walk signage is in development by the Economic Development Officer for Barham River Walk, Moulamein Big Tree and Horseshoe Lagoon to celebrate local history and cultural importance. A new Road Sign for the Dharnya Centre has also been installed in January and a new town entry sign for Murray Downs is in production.</p>		

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	Advocate	(DP 5.10.3) Advocate for steam trains and replica train stations across the region	B: MEDT P: O:				✓ <div>Council’s Tourism Officer investigated the potential for and viability of having steam trains and replica train stations across the region. Below outlines some of the challenges and reasons why steam trains are not a viable tourism option. Economic Viability Fuel Costs: steam trains require large quantities of coal or wood to produce steam, and water to generate the steam. The cost of these fuels can be significant, especially if coal is used, as it must be mined, transported, and stored. Labor Intensive: operating a steam locomotive requires a skilled crew, including an engineer and a fireman, who are responsible for managing the fire and water levels, as well as operating the locomotive. This labour can be expensive. Maintenance: steam locomotives are complex machines with many moving parts that require regular maintenance and repair. The cost of maintaining a steam locomotive is very high, especially if it's an antique or historical piece. Steam trains must meet strict safety regulations, and operators must adhere to safety protocols. Meeting these standards can be complex and expensive. Steam trains typically have limited passenger capacity compared to modern trains, which can make them less economically viable for mass tourism. Infrastructure Challenges Operating a steam train requires specific infrastructure, including tracks, stations, and maintenance facilities. Upgrading or maintaining this infrastructure to accommodate steam trains can be costly and time-consuming. Other requirements include water towers and coal depots, which adds to the operational costs. Modern diesel and electric trains can be refuelled or recharged more easily and quickly. Modern railway systems (like the recently updated Echuca Station) are not compatible with steam train operations due to differences in track gauges, signalling systems, and electrification. Adding a steam train to the existing schedule will interrupt the already in demand current V-line train schedule. The train lines are already under pressure due to aging infrastructure, environmental issues and keeping up with technology upgrades. Safety Concerns Steam locomotives pose safety risks that modern trains have largely mitigated. Boiler explosions, hot embers, and other safety hazards can pose risks to passengers and operators. Environmental Concerns Steam trains emit smoke and pollutants, which can be a concern in terms of air quality and environmental impact. Steam trains emit smoke, ash, and other pollutants, which can lead to increased costs related to environmental regulations and cleanup efforts. In an era where sustainability and environmental consciousness are important, this can be a drawback. Weather Dependence Steam trains are sensitive to weather conditions. Extreme temperatures like the ones experienced in the MRC LGA over Summer can affect their operation leading to cancellations or disruptions. Low Demand/ Practicality We already have established transportation networks, visitors have access to more convenient and cost-effective transportation options, such as buses, cars, or regular train services. Steam trains are generally slower than modern trains, which means longer travel times. Tourists may prefer faster transportation options, especially for long distances. Traveler preferences have evolved over the years, most people prefer fast, efficient, and reliable transportation options. Steam trains don’t meet the demands of today's commuters and travellers. Steam trains are not as accessible to people with mobility and disability challenges. As they lack the amenities and accommodations found on modern trains, older people tend to take the more convenient option of public transport. A steam train tour currently brings visitors to Echuca-Moama, however due to lack of demand (mainly due to high cost required to cover expenses), the tours only run 2-3 times a year. While steam trains and replica stations may have some tourism appeal, they don’t address the broader transportation needs of residents, potentially leaving them underserved by modern, efficient transit options. As budgets are often limited, and prioritising steam train initiatives over other transport options that will benefit both residents and tourism will be more beneficial. While there is significant interest in steam trains it is far more practical to focus on preserving steam train heritage through museums and occasional special events (such as the Steam Rally) to showcase to tourists with an interest in steam trains rather than as a regular mode of transportation for tourism. While preserving steam trains and heritage stations has cultural and historical value, it's essential to consider the practicality, costs, and broader transportation needs of a region when advocating for their adoption. In most cases it is more appropriate to focus on heritage railway tourism as a niche attraction rather than a comprehensive transportation solution and attraction.</div>
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Theme 5 – Goal 4 – Partner with industry, community, and government organisations to promote and nurture innovation.									
5.11 – Innovation									
Be engaged in innovation and technology platforms and networks. (S DCED)	Partner, Advocate	(DP 5.11.1) Investigate and undertake pilot programs – cropping	B: MEDT P: O:		✓	✓	✓	Eco Dev staff are participating in the Barham Biochar Working Group, coordinated by Western Murray Land Improvement Group. JULY Staff are investigating new platforms to enable us to obtain and analyse high-value data (e.g. Planwisely, Spendmap and CommBank Destination IQ data). Staff are investigating options for a new tourism website platform as the existing site agreement will cease by the end of the year. AUGUST: <i>The Economic Development Officer is investigating options for new Email Marketing platform to maximise efficiencies and ensure quality marketing.</i> OCTOBER: The Economic Development Officer has implemented a new Email Marketing Platform to deliver efficient, quality marketing campaigns and newsletters to the Murray River Council Community.	●
Theme 5 – Goal 4 – Partner with industry, community, and government organisations to promote and nurture innovation.									
5.12 – Research & Development (R&D)									
Engage with universities and research institutions. (S DCED)	Partner, Advocate	(DP 5.12.1) Investigate and undertake pilot programs (including seeking funding sources) – cropping	B: MEDT P: O:		✓	✓	✓	Eco Dev staff are participating in the Barham Biochar Working Group, coordinated by Western Murray Land Improvement Group.	●
	Advocate	(DP 5.12.2) Consideration of opportunities to identify problem waste streams and implement circular economy options	B: MEDT P: O:				✓		
	Partner	(DP 5.12.3) Investigate options for Indigenous employment for trial projects Darts	B: MEDT P: O:				✓		
Theme 6 – Goal 3 – Advocate for improved public transport.									
6.6 – Public Transport that connects towns									
Develop a Public Transport Strategy and advocate for implementation (S DCED)	Advocate	(DP 6.6.2) Advocate for improved public transport for our communities	B: MEDT P: O:			✓	✓		
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.									
7.3 – Apply data sources to improve corporate decision making.									
Enable interoperability between internal and Smart City systems (S DCS)	Deliver, Partner	(DP 7.3.2) Implement data capture mechanisms at attractions to collect data relating to use of locations and collection of on-the-spot feedback	B: MEDT P: O:			✓		JULY Staff are investigating new platforms to enable us to obtain and analyse high-value data (e.g. Planwisely, Spendmap and CommBank Destination IQ data). Staff are investigating options for a new tourism website platform as the existing site agreement will cease by the end of the year. AUGUST: <i>Staff are utilising various platforms providing detailed data for analysis.</i> <i>The Economic Development Officer is investigating options for new Email Marketing platform to maximise efficiencies and ensure quality marketing.</i> OCTOBER: The Economic Development Officer has implemented a new Email Marketing Platform to deliver efficient, quality marketing campaigns and newsletters to the Murray River Council Community.	
Collaborate with Telecommunication providers to gather public information for improved tourism	Partner	(DP 7.3.5) Partnership in place and information is being used for effective decision making	B: MEDT P: O:				✓		

murray river council Monthly Operational Report – January 2025

Economic Development and Tourism

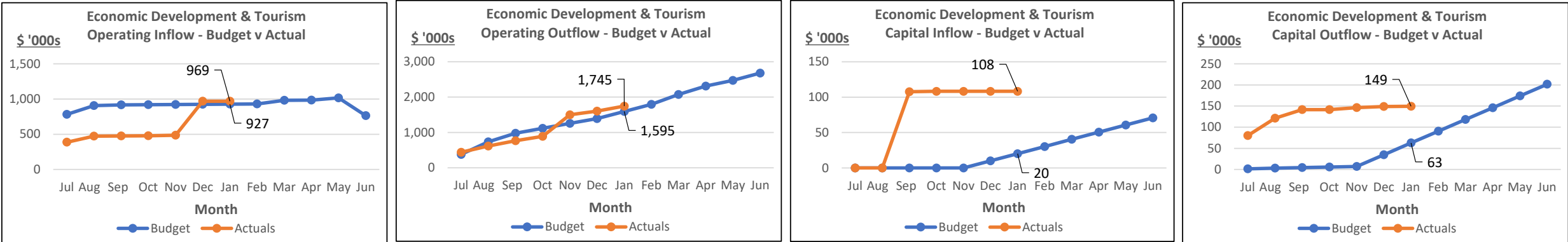
promotion and Economic Development decision making. (S DCED)									
Theme 7 – Goal 2 – Explore technologies to forecast possible future opportunities.									
7.6 – Promote advanced technologies.									
Support local business to access or develop and introduce advanced technologies. (S DCED)	Deliver	(DP 7.6.1) Business case to develop a technology hub completed.	B: MEDT P: O:				✓		
	Advocate	(DP 7.6.2) Continue to align strategic plans to future scenario planning	B: MEDT P: O:		✓	✓	✓	Council's Economic Development Strategy has been adopted and the Employment Lands Strategy is in draft form and will be regularly reviewed and adjusted as appropriate.	●
	Advocate	(DP 7.6.3) Continue being an active member of advocacy groups to promote research and advancement	B: MEDT P: O:	✓	✓	✓	✓	Council will provide support to advocacy groups where possible.	●
Support local business to access or develop and introduce advanced technologies. (S DCED)	Advocate	(DP 7.6.4) Promote the region as a node for New Fibre Optic Network.	B: MEDT P: O:	✓	✓	✓	✓	Council will provide support as required to advocate for improved connectivity for our communities and businesses.	●
Theme 7 – Goal 3 – To encourage, educate and enable environmentally sustainable approaches to energy management.									
7.7 – Community based energy generation (Micro-grids).									
Support community led energy generation enterprises. (S DCED)	Advocate	(DP 7.7.1) Support Micro-grid developments across the region.	B: MEDT P: O:		✓	✓	✓	As potential projects arise, Council will provide support as required. JULY Staff engaged with CleanPeak (solar farm in Moama) and provided input into their Community Engagement Plan. AUGUST The Mayor and staff attended the sod turning event of new Clean Peak solar farm in Moama on 26 August.	●
Theme 7 – Goal 3 – To encourage, educate and enable environmentally sustainable approaches to energy management.									
7.9 – Electric Vehicle charging stations.									
Align public infrastructure with customer and community requirements. (S DCED)	Deliver, Advocate, Partner	(DP 7.9.1) Explore options for external funding of EV charging stations to meet demand.	B: MEDT P: O:			✓		October The Grants Officer is collaborating with the EV Destination Charging Program.	
	Deliver	(DP 7.9.2) Prepare a changing station plan for installation locations for EV charging stations	B: MEDT P: O:			✓			
	Deliver	(DP 7.9.3) Develop and begin implementation of an Electric Vehicle Strategy	B: MEDT P: O:			✓		JULY Ongoing discussions held with several potential consultants to finalise the strategy brief and define key requirements.	
Theme 7 – Goal 4 – Monitor and assess emerging global technology trends.									
7.12 – Be prepared to leverage emerging technologies for Economic & Community Development									
Use technology to create interactive / talking tours for our region. (S DCED)	Advocate, Partner	(DP 7.12.4) Investigate options and create a plan to develop interactive tours.	B: MEDT P: O:			✓	✓	JULY Staff met with Silo Arts Australia and discussed their new App and opportunities to work together once the River Country Art Trail is completed.	

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Economic Development and Tourism

PART C: Financial Outcomes



PART D: Project Status

- MOAMA LIGHTS
- July: Event delivered successfully during July, with over 21,000 tickets sold, 19,000 of these were from outside Echuca Moama.
 - September: Post event report to be shared during October.
 - October: Council moved the recommendation to discontinue Moama Lights. While the event has brought significant economic and social benefits to the region, it is no longer sustainable from a financial or resource perspective, nor does it retain its unique value proposition in a highly competitive space.
- EVENT ATTRACTION
- Negotiations continuing to attract a significant event to Moama in February 2025.
- SIGNAGE
- AUGUST: Updated signage installed in Old Moama.
 - October: Upgrades underway for the following signs and locations:
 - Moulamein River Walk interpretive signs
 - Barham River Walk interpretive signs
 - Horseshoe Lagoon interpretive signs in Moama
 - Welcome sign at Moama Botanic Gardens
- CAMPASPE MURRAY BUSINESS AWARDS
- July: Finalists announced and judging underway.
 - October: Successful awards night was held.
- RIVER COUNTRY ART TRAIL
- October:
- FORM – Conducted site visits at all locations to finalise site preparations
 - Installation schedules confirmed for Mathoura and Moama, with Mathoura set for November and Moama in December.
 - Meeting with FORM and Barham Steering Committee – Signage for Barham Water Tower Committee discussed
- November/December
- Mathoura water Tower completed (Images in report above)
 - Interview conducted with Artist Dulk
 - Moama art installation has begun by artist Twoone(progress pics above), who plans to complete by Christmas (weather pending).
 - Interview with Twoone is scheduled for 19 December 2024
- January
- Moama Water Tower completed (Images)
 - Interview conducted with Artist Twoone
 - Scheduling for Barham and Moulamein sites underway

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Economic Development and Tourism

- Interpretative Signage templated designs finalised
- Moulamein turnaround area siteworks completed

PART E: Business as Usual

January – Grants

Round 2 of MRC Community Grants – Open, Closes April 7th

Grant Program	Project	\$ Requested	Outcome
Local Small Commitments Allocation	Mathoura Recreation Reserve Playground Renewal	\$9,750 toward – possible project of \$60,871	Recently submitted/Pending
NSW Heritage Grants	Local Heritage Advisor Service: Provide a Heritage Advisor Service in the local government area of Murray River Council. Local Heritage Fund (Small Community Grants Program)	\$25,000	Recently submitted/Pending
Regional University Study Hubs	CUC Echuca Moama: Establish a new university study hub.	\$1,571,568	Unsuccessful
Regional Housing Strategic Planning	Moama Infrastructure Strategy - develop a comprehensive 25-year Infrastructure Strategy for Moama, focused specifically on the sewer and raw water networks to support ongoing growth.	\$99,025	Pending
Crown Reserves	Picnic Point Caravan Park Refurbishment of Amenities Block	\$100,818	Pending
Get Active NSW	Active Transport Strategy - The proposed Active Transport Plan aims to address the need for better walking and bike riding infrastructure within the Murray River Council (MRC) area, supporting community health, connectivity, and sustainability.	\$62,370	Pending
HSP – Enabling Infrastructure	Meninya St, Moama Public Infrastructure and Accessibility Enhancements: Car Parks, Footpaths, and Community Facilities Upgrade.	\$ 3,800,000	Pending
Country Passenger Transport Infrastructure Grant Scheme	6 New Bus Shelters to replace identified broken and damaged existing shelters.	\$84,282	Pending
Community Energy Upgrades	Renewable energy and efficiency initiatives for 8 Council buildings (solar PV and battery storage).	\$116,355	Pending

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

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Economic Development and Tourism

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>

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

SEPTEMBER

- New Resident’s Kit is available to new and existing residents via the Murray River Council Website and hard copies at customer service centres and local real estate agents.
- Economic Development Officer delivered a Workforce Research report outlining the education services available and the challenges relating to childcare and education access and availability in the region.
- River Country Art Trail is progressing, 3 artists across Moama, Mathoura and Moulamein have been engaged. The Tooleybuc and Barham artists are to be decided at Council’s 22 October meeting.
- Held a meeting with Murray Downs Golf Club to discuss the upcoming NSW Open and explored ways in which we can support and facilitate the successful execution of the event, focusing on marketing, logistics, and community engagement.
- Continuing to work with **Campaspe Shire** to deliver the **Campaspe Murray Business Awards**. Preparations are underway for the awards dinner, scheduled to take place on **30 October**.
- Staff have formed a partnership with local stakeholders (including C4EM, Campaspe Shire Council and Bendigo TAFE – Echuca campus) to pull together a grant application to establish a Country University Centre in Moama.
- The **Spring campaign** for **Visit River Country** and **Echuca Moama** is progressing smoothly, with the campaign gaining the desired traction. Engagement metrics show strong interaction from target audiences, highlighting the success of our promotional efforts.

October:

- *The Live, Work, Invest website, including a community directory, is now complete, with a public launch scheduled for mid-November.*
- *The Murray River Council Regional Investment Prospectus has been finalised to promote regional investment and is set for ELT review in November.*
- *Three Business Success Stories videos have been completed to celebrate local businesses, ready for launch on the Live, Work, Invest website.*
- *Established successful partnerships with local groups for community events, including Moama Christmas Carols, Riverdaze 2025, and Moulamein Races.*
- *Launched a new Email Marketing Platform to streamline communications with the Murray River Council community.*
- *The Tourism, Events, and Marketing Officer attended the Australian Regional Tourism Convention in Mackay, gaining valuable insights from Tourism Australia, the First Nations Tourism Council, and Agri Tourism Australia. These learnings will help shape regional, Indigenous, and agritourism initiatives.*
- *The Campaspe Murray Business Awards, held in partnership with Campaspe Shire, attracted 300 attendees. This event celebrated local business achievements, promoted excellence, and strengthened community support for regional enterprises, reinforcing the role of local businesses in driving employment and prosperity.*
- *An Expression of Interest process is underway to redevelop the old Council office in Meninya Street, with potential for future impact on council operations and local economic growth.*

November/December:

- Live, Work, Invest Website Launch: Successfully launched on 4 December, featuring a Community Directory and New Resident’s Kit. The directory has four registered businesses and will continue to grow in 2025.
- Social Media Expansion: Dedicated Facebook and LinkedIn pages for Live, Work, Invest launched on 1 December to share success stories, business updates, and regional insights.
- Small Business Breakfast: Held on 6 December with over 40 attendees, providing training on low-cost marketing and cybersecurity, delivered by expert speakers and highly praised by participants.
- Business Success Stories: Two additional stories were finalised, celebrating local businesses, and shared on the Live, Work, Invest platforms.
- Grant Activity: Seven major grant applications submitted, totalling over \$5.8 million. Outcomes are pending.
- Community Engagement: Economic Development Officer supported multiple events, including the Mathoura and Moama Carols by Candlelight, and began planning several 2025 initiatives such as the Moama Cycling Club Winter Race Series and Tough Tilly Day.
- Tourism and Marketing Efforts: Hosted "We Are Explorers" to create promotional content, launched a targeted summer visitation campaign, and updated the Visit River Country website with fresh, seasonal content.
- Regional Investment Prospectus: Finalised and made available for download, showcasing key economic data and industry opportunities.
- Workforce Development: Collaborated with Workforce Australia to plan employment information sessions for 2025, with the first event on apprenticeships and traineeships scheduled for 29 January.
- Art and Culture: Significant progress on the River Country Art Trail, including completion of the Mathoura Water Tower project and continued work on the Moama installation.
- Community Support: Supported various groups and projects, including grant applications for the Moama Cricket Club, planning the “Abilities Unleashed” event, and relaunching the Murray Connect initiative at the Small Business Breakfast.

JANUARY

- *Distributed Community, Business, and Visitor Newsletters, promoting grants, resources, events, and tourism opportunities.*
- *Provided strategic and promotional support for local events, including Australia Day celebrations, fishing competitions, and the Southern 80 Boat Display.*
- *Progressed planning for major events including a music event, grey nomads’ event, and world bowls event.*
- *Collaborated with stakeholders on potential winter activations and large-scale summer attractions.*
- *Enhanced online presence with social media growth, daily website updates, and targeted campaigns like the TV advertisements.*
- *Distributed brochures to key locations and supported local accommodation providers.*

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Economic Development and Tourism

- *Scheduled free Grants Writing Workshops in March across key locations.*
- *Collaborated with the Museums Advisor to organise a Museum Custodians Workshop, providing training and disaster readiness.*
- *Launched the Murray Workforce Series with a successful Trainee & Apprenticeship Workshop attended by 28 businesses and stakeholders.*
- *Completed the Regional Investment Prospectus and initiated ongoing meetings with investment partners.*
- *Advanced promotional efforts with the release of business success stories and plans for an upcoming Business Networking Event in April.*
- *Completed the Moama Water Tower mural, scheduled works for Barham and Moulamein, and finalised interpretative signage designs.*
- *Developed interpretive walk signage for Barham River Walk, Moulamein Big Tree, and Horseshoe Lagoon.*
- *Installed a new road sign for the Dharnya Centre and progressed the production of a new town entry sign for Murray Downs.*

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Planning and Environment Directorate

PART A: Director Accountabilities and Key Performance Indicators

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

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

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Planning and Environment Directorate

NSW Government with regional planning issues and policies.	<p>Further work has been completed with establishing a rates Sub-Category that looks at fringe residential development to activate newly zoned residential land or pipeline residential land in a timely manner.</p> <p>A response to Minister Scully in relation to his Council expectations has been completed.</p>	
Jointly project manage the input into re-development of the Planning Portal	24/4/2023 - Lead and delivered the EOI process for the integration with the EPlanning Portal. Prepared EOI statement and documentation to run the process and lead the interview process for 5 x IT providers. Two IT providers were determined as being the strongest in the process, which RAMJO councils will be given the opportunity for ‘economy of scale’ type contracts with a provider with multiple councils. Process concluded 24/4/2023.	● Complete
By Dec 23 Gain a mandate for a revised Developer Contribution Plan	Draft Developer Contribution Plan has been completed, awaiting budget confirmation to move to a % based model from Finance and the 2023/2024 budget to understand capital project forecasts.	●
By Dec 23 Gain a mandate for a disincentive to land bank.	<p>Legal advice sought in relation to legal pathways for establishing a sub-category for residential rates, including any potential IPART processes. Perr review of legal advice obtain by planning Barrister, further meetings scheduled in October to confirm a direction forward.</p> <p>Lot yield legal advice has been obtained regarding a sub-categorisation of land for “fringe residential/farmland”. Further consideration and the timing of an approval to NSW government officials will be confirmed sometime in 2024. This has been confirmed as positive and could be considered in future</p>	● Complete
By Dec 23 in conjunction with the Director of Community and Economic Development lead the investigation and subsequent re-zoning of suitable land for IN1 (Industrial Land)	<p>Employment land strategy will determine the type and location of industrial and commercial land to be rezoned. The consultant has been appointed, with workshops scheduled for early September 2023, to commence the data gathering exercise and site investigations (issues and discussion type analysis with key stakeholders). Dec 23 will be tight timeframes. Employment lands Strategy will identify industrial and commercial land for investigation.</p> <p>A number of conversations with potential developers and land owners have occurred in the past few months, with a developer forum planned to bring potential investors together to activate existing and new commercial land in Murray Downs and Moama. This will occur early to mid 2024.</p> <p>The ELS is currently on display that has identified the outcomes of the investigation of further industrial land, once this process has concluded and endorsed by the community, rezoning of land can occur.</p>	●
By March 24 provide a detailed design for the Meninya Street Precinct	<p>Procurement for successful supplier has occurred with Spiire being the successful consultant to undertake the work. It is doubtful that the March 24 timeline will be archivable.</p> <p>Spiire Australia Pty Ltd was awarded the contract in November 2023 an initially aimed to complete design by December 2024. Survey, functional layout plans and detailed investigation into car parking has been complete with final tasks including electrical network design, civil design of stormwater, water and raw water and landscaping. Additional time was taken to further investigate parking due to Council and community feedback during the design lifecycle. In January 2025, Council moved to retain angled parking which will delay the projects completion date due to redesign required.</p>	●
By Sept 23 produce a prospectus for the Meninya Street Precinct and EOI for the redevelopment of the old council offices (in conjunction with the Employment Lands Strategy Process).	<p>Lucid Economics has been engaged for the development of a Prospectus for the Meninya old council office redevelopment. It is unlikely that this component will be completed by September 2023 but work on the prospectus continues. However, the Meninya Street Precinct plan has been completed, with the detailed design component works commencing following the award of contractor Spiire Australia Pty Ltd. The project manager is working with the Economic Development division identify and apply for relevant funding streams to progress the project.</p> <p>Crown Lands NSW have provided a significant challenge in relation to part of the on council offices being Crown land , with limited pathways to include in the prospectus. Conversations at a high level in NSW will be required to allow this to process as it is not a good outcome for the project if only ½ of the planned site can be activated.</p> <p>Prospectus has been drafted, with a new footprint to exclude the Crown land component and by changing the configuration of the current car park. Prospectus and land use to be resolved in 2025.</p>	●
By Sept 24 assist the Director of Corporate Services and the CEO in developing the funding model for the Meninya Street Precinct.		

PART A: Section Accountabilities and Team Roles

murray river council

Monthly Operational Report – January 2025

Planning and Environment Directorate

Manager of Development Services	Manager Parks, Gardens, Open Spaces & Biosecurity	Manager Waste and Regulatory Services	Meninya Street Project Manager	Acting Senior Administration Officer/Executive Officer –																																																																																																																																																																																		
<p>The Manager Development Services is responsible for the management and delivery of all planning and certification services within Council. The role requires detailed knowledge of all relevant legislative requirements in New South Wales, a strong customer service focus and the ability to negotiate and resolve conflicts to achieve required outcomes.</p> <p>The Manager works closely with colleagues with internal and external stakeholders on a variety of issues in order to ensure effective communication, streamline and fast track processes and to produce effective planning and building outcomes for the community.</p>	<p>The Manager Parks, Gardens, Open Spaces & Biosecurity manages and coordinates parks, gardens and biosecurity within the Murray River Council and the public spaces and amenities including but not limited to playgrounds, trees swimming pools, sport and recreation facilities and grounds and public amenities in the Murray River Council area.</p>	<p>The Manager Waste and Environmental Protection ensures quality programs and initiatives are provided to Council in the delivery of waste and environmental services, and compliance. Ensure the ratepayers are provided with appropriate, effective and efficient services, which encourage the community in the areas of recycling and waste minimisation.</p>	<p>This is a contracted position to manage the Meninya Street Precinct Project.</p>	<p>The Acting Senior Administration Officer/Executive Officer is to provide administrative support to the Development Services team, Manager Development Service and Director Planning & Environment. Additional to this the role services customers/applicants in relation to planning and building related development approvals and certificates.</p>																																																																																																																																																																																		
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Management</td></tr><tr><td>B</td><td>Heritage Services</td></tr><tr><td>B</td><td>Planning Services</td></tr><tr><td>P</td><td>Statutory Planning Projects</td></tr><tr><td>P</td><td>Development of Local Environment Plan</td></tr><tr><td>P</td><td>Planning Projects</td></tr><tr><td>P</td><td>LG ACT Approvals, ATO</td></tr><tr><td>O</td><td>Planning Advisory Services</td></tr><tr><td>O</td><td>Implement Local Environment Plan</td></tr><tr><td>O</td><td>Implementation of Flood Study Data Interpretation</td></tr><tr><td>O</td><td>Planning Development Assessment Services</td></tr><tr><td>O</td><td>Heritage Information Service</td></tr><tr><td>O</td><td>Private Tree Regulation Service</td></tr><tr><td>O</td><td>Planning DA Processing</td></tr><tr><td>O</td><td>Private Planning Compliance Approvals</td></tr><tr><td>O</td><td>Statutory Planning Certificate Services</td></tr></table></div>	SBPO	Accountability	B	Building Compliance Management	B	Building Services	B	LG Act Approvals (eg Caravan 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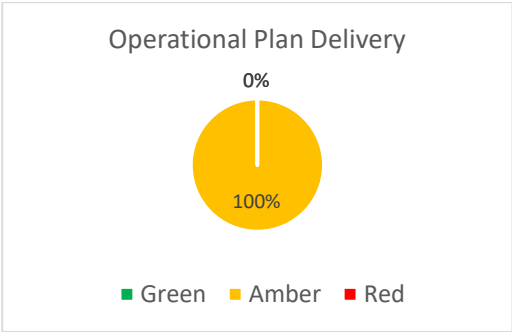
PART B:

4 Year Delivery Program and 1 Year Operational Plan

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

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

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							<p>Spiire has now reached a key stage as part of the Preliminary Design, where the finalisation of the road cross section will occur. This includes footpath, bike path, roadways, medians and nature-strip/commercial zones. Car Parking has been finalised with designs honouring the Council adopted Concept Design layout with parallel parking bays. Upon detailed investigation it was determined that the overall objectives of street beautification would be limited by retaining angled parking bays as this would restrict any outdoor dining areas and limit available nature strip buffers. This was then put to Council to note in the April meeting which was approved by Councillors.</p> <p>Spiire commenced the process of service location within the Road Reserve through non-destructive digging processes. This initially has utilised Ground Penetrating Radar technology to locate and identify services. GPR is used to capture indicative locations that will be then confirmed later during hydro-excavation and hand-excavation to confirm heights and alignments. Confirmed locations will then inform detailed design outputs. Council is now undertaking the process to determine service upgrades including potable and non-potable water, and stormwater management networks. Council is also working with Spiire to include a stand-alone fire water service supply network to negate the need for onsite fire fighting system</p> <p>May Key Design Updates:</p> <ol style="list-style-type: none">Parallel Parking was adopted as the parking approach for the extent of Meninya StreetBike Path was revised from a separated 2.5m bike path to a 4.0m Shared User Path to resolve safety and design issues.Off-street parking was revised at the Meninya Street Office to relocate long vehicle parking to a more functional location. <p>July Key Updates:</p> <p>Functional Layout Plans were provided to MRC and have undergone extensive review by all relevant departments. Functional Layout Plans will be revised to include feedback before being recirculated with Councillors. Revisions include maximisation of car parking facilities, revision of footpaths and pedestrian crossings, alterations to intersections and realignment of kerbs and line marking.</p> <p>During the month of July, the project received a short period of press related to car parking and a business led petition related to the removal of parking bays. Council’s Director of Planning and Environment responded to questions received with facts regarding improvements to overall parking provisions within the Moama CBD.</p> <p>August September:</p> <p>Design continues with Spiire Australia Pty Ltd for the detailed design of Meninya Street. Functional Layout Plans were returned to Council for comments following revisions implemented by Spiire. In addition, Spiire and Council met to kick off landscape design by completing a full walkthrough to identify key areas, critical public infrastructure and existing businesses.</p> <p>As part of the Functional Design process, Council and Spiire identified further improvements to the design inline with feedback from the community and Council. This included:</p> <ul style="list-style-type: none">Improvements to pedestrian crossing locations including the removal of excess crossing points to achieve a balance of pedestrian safety and traffic calming.Reconfiguration of bus stops to improve connectivity and accessibilityImprovements to parking provisions including kerb outstands and DDA parking provisions.Reconfiguration of parking and pathways on Boundary Road to improve connectivity to the twin town walk and points of interest.Spiire also completed surveying works on 6 Meninya Street and 8 Blair Street to confirm boundary locations as part of the Meninya Street Precinct Project. <p>October:</p> <ul style="list-style-type: none">Revision C (third iteration) of Functional Layout Plans were returned to Council for review which included maximising car parking in all areas, improving pedestrian accessibility, footpath networks and public infrastructure.Landscape Concepts were developed by Spiire reviewed by the Project Board with minor revisions identified primarily related to plant and tree species.Electrical Network Design is currently being delayed by Essential Energy due to unknown factors.Contract Completion date is now estimated as March 2025.	
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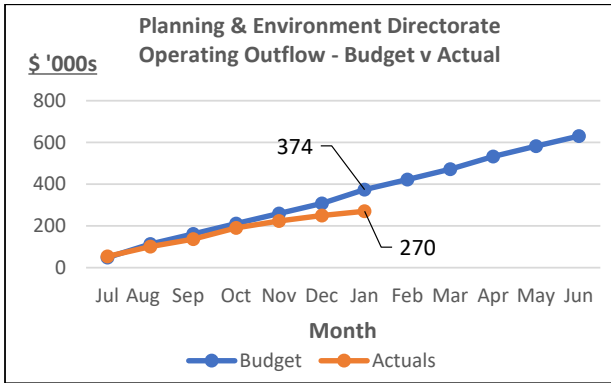
								January: - Council moved to retain angled parking in the three existing locations on Meninya Street in January 2025. Variation Requests have been issued to Spiire Australia to obtain costings for the redesign of the streetscape in these key areas. - Functional Layout Plans which include angled parking are to be developed and reported back to Council at future meetings - Detailed design on hold until Functional Layout Designs are approved (including angled parking).	
Theme 3 – Goal 4 – Strategic planning which produces consistent, strategic, transparent outcomes.									
3.10 – Streetscaping / Master planning / Placemaking									
Investigate and prioritise townships for placemaking, masterplans and streetscaping, to be well-planned, design and implemented. (S DPE)	Deliver	(DP 3.10.1) Review of priority Streetscapes and Masterplans within MRC, to be undertaken with community consultation considering township identity and sense of place.	B: DPE P: O:		✓	✓		Murray Downs Precinct Structure Plan, Moulamein and Mathoura Mainstreet redevelopments	
	Deliver	(DP 3.10.2) Meninya Street Moama is the initial priority for MRC	B: DPE P: O:	✓	✓	✓	✓	Refer Meninya Street Precinct Project update above for progress on this project.	●
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.									
3.15 – Water Play									
Investigate commercial and public sector opportunities for splash and water parks throughout the region. (S DPE)	Partner, Advocate	(DP 3.15.1) Advocate for private investment of these facilities at appropriate locations linked to commercial business arrangements to allow sustainable funding model to maintain the asset and renew when required.	B: DSP P: O:	✓	✓	✓	✓	A private developer is in the early stages of designing a splash park, that will reside in the commercial/retail hub of a residential estate in Moama. Other opportunities will be advocated for in other townships outside of Moama.	●
Theme 7 – Goal 3 – To encourage, educate and enable environmentally sustainable approaches to energy management.									
7.8 – Waste to Energy.									
Maintain currency with EPA’s Energy from Waste Policy. (S DPE)	Deliver	(DP 7.8.1) Energy from waste is embedded in the Environmental Sustainability Strategy.	B: DPE P: O:				✓		
	Partner	(DP 7.8.2) Investigate feasibility and provide a report to Council on options for future use of the WW2 fuel storage area in Mathoura in relation to waste to energy uses on the site.	B: DPE P: O:			✓			

PART C: Financial Outcomes

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PART D: Project Status

Project	Update Summary
Meninya Street Streetscape Upgrade	<p>Overview:</p> <ul style="list-style-type: none">- Master Plan was developed in 2018 based on feedback from the community and businesses to identify needs and wants from the streetscape- 2022, Project Manager and Advisory Committee commenced scoping discussions for a detailed Concept Plan- June 2022, Concept Plan endorsed by Advisory Committee and Council. Public consultation continued with a key focus on car parking to ensure supply meets demand.- September, 2022 – Consultation Report presented to Council outlining all feedback received and areas of investigation for future improvement.- October 2022, Procurement and award of contract for video animation ‘fly through’ of Meninya Street.- April, 2023, Video Animation endorsed by Advisory Committee and Council following the completion of public consultation.- May 2023, Procurement commenced for Meninya Street Detailed Design, advertised by Public Tender.- September, 2023, Contract Awarded to Spiire Australia Pty Ltd for the detailed design of Meninya Street.- December 2023 – March 2024 – Feature Surveying Completed- March 2024 – Geotechnical Testing of Streetscape, Laneways and Footpath areas completed (minor service location undertaken to assist with bore-hole placement)- April 2024 – Finalisation of streetscape cross section widths to progress with detailed design. Cross sections are inline with adopted concept designs and objectives set by Council for the project.- May 2024 – Major design changes adopted by Council following expert advice including:<ul style="list-style-type: none">o Parallel parking adoptedo Removal of designated bike path, and adoption of a shared user path to improve safetyo Revision of off-street parking at Blair Street South to support redevelopment.o Completion of ground penetrating radar (GPR) service location.- June/July – Draft Functional Layout Plans were provided to Council for Review. All Asset Owners were provided the opportunity to identify revisions and commentary to be returned to spire. Revision focused primarily on the improvements to parking provisions, pedestrian crossing and alterations to intersections through the improvements of kerb and line marking. In this period, the project received a high number of enquiries from Businesses on Meninya St related to parking due a public petition. Council responded via media with information regarding existing and proposed parking provisions within the streetscape. <p>August September - Design continues with Spiire Australia Pty Ltd for the detailed design of Meninya Street. Functional Layout Plans were returned to Council for comments following revisions implemented by Spiire. In addition, Spiire and Council met to kick off landscape design by completing a full walkthrough to identify key areas, critical public infrastructure and existing businesses. As part of the Functional Design process, Council and Spiire identified further improvements to the design inline with feedback from the community and Council. This included:</p> <ul style="list-style-type: none">- Improvements to pedestrian crossing locations including the removal of excess crossing points to achieve a balance of pedestrian safety and traffic calming.- Reconfiguration of bus stops to improve connectivity and accessibility- Improvements to parking provisions including kerb outstands and DDA parking provisions.- Reconfiguration of parking and pathways on Boundary Road to improve connectivity to the twin town walk and points of interest.- Spiire also completed surveying works on 6 Meninya Street and 8 Blair Street to confirm boundary locations as part of the Meninya Street Precinct Project. <p>October:</p> <ul style="list-style-type: none">- Revision C (third iteration) of Functional Layout Plans were returned to Council for review which included maximising car parking in all areas, improving pedestrian accessibility, footpath networks and public infrastructure.- Landscape Concepts were developed by Spiire reviewed by the Project Board with minor revisions identified primarily related to plant and tree species.- Electrical Network Design is currently being delayed by Essential Energy due to unknown factors.- Contract Completion date is now estimated as March 2025 <p>January:</p>

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Planning and Environment Directorate

	<div><div>- Council moved to retain angled parking in the three existing locations on Meninya Street in January 2025. Variation Requests have been issued to Spiire Australia to obtain costings for the redesign of the streetscape in these key areas.</div><div>- Functional Layout Plans which include angled parking are to be developed and reported back to Council at future meetings</div><div>- Detailed design on hold until Functional Layout Designs are approved (including angled parking).</div></div>
Moama Soundshell Playground	Please refer to update in Parks and Bio-Security MOR – project commenced in august 2024
Horseshoe Lagoon Upgrade:	Please refer to update in Parks and Bio-Security MOR – Project was completed in August 2024 funded by the Stronger Country Community Fund.

PART E: Business as Usual

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>
15/2/2023	Development Services resourcing	<div>Attracting and retaining planning and building staff to Moama remains a challenge. These issues aren’t isolated to MRC, there appear to be national shortages across Australia.</div> <div>Investment NSW is conducting a review in relation to the number of planners that are in NSW to service the needs of the State and Local Governments.</div> <div>MRC have advertised a “try before you buy” type deal where Council will pay accommodation, flights etc from anywhere in Australia to work for MRC as a planner or building surveyor for a month at no cost to the applicant. There has only been one interested candidate at this stage, and therefore we will extend the advertisement to herald sun and the Age newspapers nationally to see if we can’t attract candidates.</div>	<div>- Continue to advocate for “stocktake process” to be completed Nationally via local government forums and consider international recruitment of planning staff</div> <div>- Advocacy at high levels through NSW Government to understand the impact on MRC growth etc.</div> <div>- A proposed Development Services realignment has been proposed internally to organise the team in a higher functioning and less administrative way. This has created no increase in Full time Equivalent staff but will change positions to allow a better field of applicants via the recruitment process.</div> <div>- A new development services structure has been designed and confirmed where roles have been changed to entice different skills sets to fill roles where the pinch points are in workloads across the development services directorate. Therefore, Council can algin skills and experience with the technical work and admin staff with more admin tasks. First stages of advertisement will be advertised in Early April.</div> <div>- Para planner roles and local government approval role has been filled. Senior technical roles and planning staff are being advertised currently until filled.</div> <div>- A council report will be seeking Council support for a longer term consulting arrangement to lower the cost of senior planning staff contracts, whicl securing longer term resources with in the department.</div> <div>- Regional Placemaking planner interviews in May, New Parra Planner appointed.</div>	<div><div></div><div></div><div></div></div>

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

Moama Soundshell Playground Site Established – Works to commence in February 2025 on the completion of stage 2 and 3.

murray river council

Monthly Operational Report – January 2025

Development Services

PART A: Section Accountabilities and Team Roles

Manager Development Services	Senior Building Surveyor	Building Surveyor (Including Cadet BS)	Senior Town Planners	Administration Officers	Subdivision Engineer																																																																																																				
<p>The Manager Development Services is responsible for the management and delivery of all planning and certification services within Council. The role requires detailed knowledge of all relevant legislative requirements in New South Wales, a strong customer service focus and the ability to negotiate and resolve conflicts to achieve required outcomes.</p> <p>The Manager works closely with colleagues with internal and external stakeholders on a variety of issues in order to ensure effective communication, streamline and fast track processes and to produce effective planning and building outcomes for the community.</p>	<p>The objective of this role is to provide a very high level of advice, support and leadership to the building services team and to support the customers of Murray River Council in accordance with set policies and procedures and legislative requirements.</p> <p>To carry out all duties and functions prescribed under the various Planning and Environmental Acts, Regulations, Codes and Council Policies and Procedures in an efficient, expedient, and professional manner without favour to ensure the protection of the built and natural environment.</p>	<p>The objective of this role is to provide developers, ratepayers, staff, and Council with specific advice on all building related matters. To carry out all duties and functions prescribed under the various Planning and Public Health and Environmental Acts, Regulations, Codes and Council Policies and Procedures in an efficient, expedient, and professional manner without favour to ensure the protection of the built and natural environment.</p>	<p>The objective of this role is to ensure that all planning and development activity, and Town Planners, in the Council is controlled under Council Policy and in accordance with applicable legislation.</p> <p>Managing Development Applications assessment and determination and prepare Local Environmental and Development Control plans and policies in accordance with Councils Strategic Plans and other legislative requirements.</p> <p>Professional Planners dealing with both strategic and statutory planning matters.</p>	<p>The objective of this role is to provide administrative support to the planning service team, with specific planning administration duties under the direction of the supervisor. The incumbent will be expected to make a valuable contribution to the level and quality of support provided to the Development Services Department.</p>	<p>The objective of this role is to negotiate and carry out all functions associated with Subdivisions (pre-construction) managed by Murray River Council in accordance with legislation, policy and procedure.</p> <p><i>Multiple stages of subdivision plans for development in the next six month have been completed and released.</i></p>																																																																																																				
Accountabilities <table><tr><th>SBPO</th><th>Accountability</th></tr><tr><td>B</td><td>Subdivision Planning</td></tr><tr><td>B</td><td>Local Environment Plan Preparation</td></tr><tr><td>B</td><td>Statutory Planning Management</td></tr><tr><td>B</td><td>Strategic Land Planning Statement</td></tr><tr><td>B</td><td>Section 45 Notices</td></tr><tr><td>B</td><td>Planning Advisory Services</td></tr><tr><td>B</td><td>Private Trees Management</td></tr><tr><td>B</td><td>Heritage Services</td></tr><tr><td>B</td><td>Planning Services</td></tr><tr><td>P</td><td>Statutory Planning Projects</td></tr><tr><td>P</td><td>Development of LEP</td></tr><tr><td>P</td><td>Planning Projects</td></tr><tr><td>O</td><td>Planning Advisory Services</td></tr><tr><td>O</td><td>Implement LEP</td></tr><tr><td>O</td><td>Implementation of Flood Study Data Interpretation</td></tr><tr><td>O</td><td>Planning Development Assessment Services</td></tr><tr><td>O</td><td>Heritage Information Service</td></tr><tr><td>O</td><td>Private Tree Regulation Service</td></tr><tr><td>O</td><td>Planning DA Processing</td></tr><tr><td>O</td><td>Private Planning Compliance Approvals</td></tr><tr><td>O</td><td>Planning Proposals</td></tr><tr><td>O</td><td>Statutory Planning Certificate Services</td></tr></table>	SBPO	Accountability	B	Subdivision Planning	B	Local Environment Plan Preparation	B	Statutory Planning Management	B	Strategic Land Planning Statement	B	Section 45 Notices	B	Planning Advisory Services	B	Private Trees Management	B	Heritage Services	B	Planning Services	P	Statutory Planning Projects	P	Development of LEP	P	Planning Projects	O	Planning Advisory Services	O	Implement LEP	O	Implementation of Flood Study Data Interpretation	O	Planning Development Assessment Services	O	Heritage Information Service	O	Private Tree Regulation Service	O	Planning DA Processing	O	Private Planning Compliance Approvals	O	Planning Proposals	O	Statutory Planning Certificate Services	Accountabilities <table><tr><td>B</td><td>Building Compliance Management</td></tr><tr><td>B</td><td>Building Services</td></tr><tr><td>B</td><td>LG Act Approvals (e.g. Caravan Park)</td></tr><tr><td>O</td><td>Building Codes</td></tr><tr><td>O</td><td>Caravan Park Regulation Compliance</td></tr><tr><td>O</td><td>Post Certificate Services</td></tr><tr><td>O</td><td>Building Advisory Service</td></tr><tr><td>O</td><td>Building & Information Certificate Services</td></tr><tr><td>O</td><td>Building Development Applications</td></tr><tr><td>O</td><td>Compliance Certificates</td></tr><tr><td>P</td><td>LG ACT Approvals, ATO</td></tr></table>	B	Building Compliance Management	B	Building Services	B	LG Act Approvals (e.g. Caravan Park)	O	Building Codes	O	Caravan Park Regulation Compliance	O	Post Certificate Services	O	Building Advisory Service	O	Building & Information Certificate Services	O	Building Development Applications	O	Compliance Certificates	P	LG ACT Approvals, ATO	Accountabilities <p>Accountabilities cannot be split between people. If there is more than one person performing a role, they will undertake tasks to support the person holding the accountability.</p>	Tasks <p>Accountabilities cannot be split between people. If there is more than one person performing a role, they will undertake tasks to support the person holding the accountability.</p>	Accountabilities <p>Accountabilities cannot be split between people. If there is more than one person performing a role, they will undertake tasks to support the person holding the accountability.</p>	Accountabilities <table><tr><th>SBPO</th><th>Accountability</th></tr><tr><td>P</td><td>Street Light Planning</td></tr><tr><td>P</td><td>Subdivision Planning</td></tr><tr><td>P</td><td>Section 45 Projects</td></tr><tr><td>P</td><td>Gifted Assets</td></tr><tr><td>P</td><td>Plan approvals for Parking</td></tr><tr><td>P</td><td>Post DA Approvals</td></tr><tr><td>O</td><td>Subdivision Certificate Processing</td></tr><tr><td>O</td><td>Engineering Plan Checking</td></tr><tr><td>O</td><td>Issuing of Section 45 notices</td></tr><tr><td>O</td><td>Subdivision Works as Executed</td></tr><tr><td>O</td><td>Subdivision Certificates</td></tr><tr><td>O</td><td>Subdivision Works Certificates</td></tr><tr><td>O</td><td>Section 138 DA’s</td></tr><tr><td>O</td><td>Section 138 Internal Advisory Service</td></tr><tr><td>O</td><td>Inspection/Compliance of Section 138’s</td></tr></table>	SBPO	Accountability	P	Street Light Planning	P	Subdivision Planning	P	Section 45 Projects	P	Gifted Assets	P	Plan approvals for Parking	P	Post DA Approvals	O	Subdivision Certificate Processing	O	Engineering Plan Checking	O	Issuing of Section 45 notices	O	Subdivision Works as Executed	O	Subdivision Certificates	O	Subdivision Works Certificates	O	Section 138 DA’s	O	Section 138 Internal Advisory Service	O	Inspection/Compliance of Section 138’s
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Development Services

PART B:

4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery

0%
36%
64%

■ Green ■ Amber ■ Red

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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments						
				1	2	3	4							
Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment.														
1.4 - Improving areas of natural habitat														
Identify and enhance natural values/habitats as part of any landscape upgrades to Council Reserves (S DPE)	Deliver	(DP 1.4.1) Development of the Waterfront Strategy - encompass protection of the riverine environment regeneration and restoration of river frontages including erosion and bank stabilisation works	B: MDS P: O:	✓	✓			A new waterfront strategy for the Riverina Region is under development by DPE. Specific waterfront requirements are to be included in the DCP currently under development. No timeline for the delivery of the DPIE strategy is known. MRC DCP Review occurring now with Housing Strategy to be reviewed as a priority to the DCP.	●					
Sensitive urban design, green spaces included in developments where appropriate. (S DPE)	Deliver, Partner	(DP 1.4.2) New subdivisions will incorporate green spaces in their urban design for Council to manage in the future.	B: MDS P: O:	✓	✓	✓	✓	Council is currently managing a high volume of green spaces that are donated to Council for maintenance. Moving forward, green spaces will be looked at closely for on-going management so as to reduce costs to Council and ratepayers.	●					
Theme 2 – Goal 1 – Deliver exceptional and consistent service to our internal and external community.														
2.4 - Statutory Planning and Building														
Encourage improved standards of development applications. (S DPE)	Deliver	(DP 2.4.1) Percentage of approvals completed within statutory timeframes. Update Development Services Charter.	B: MDS P: O:	✓	✓			Development Services continue to enhance and develop streamlined process along with additional resources with the objective to fast track approvals. Council currently has a fast-track team consisting of 6 staff working on domestic and residential developments with average processing times of 27 days.	●					
		(DP 2.4.2)						All line items relocated to and reported under (DP 3.11.1)						
		(DP 2.4.3)						All line items relocated to and reported under (DP 3.11.2)						
	Deliver	(DP 2.4.4) Waterfront Strategy developed and implemented	B: MDS P: O:	✓	✓	✓		Project to be revisited and reevaluated upon further information from DPIE. The matter is to be addressed in the new DCP currently under development.	●					
Provide sufficient resources to meet statutory delivery timeframes. (S DPE)	Advocate	(DP 2.4.5) Undertake and complete process mapping of planning processes and efficiencies.	B: MDS P: O:	✓	✓			Underway as a part of the Tech One process.	●					
	Advocate	(DP 2.4.6) Undertake and complete process mapping of planning processes and efficiencies.	B: MDS P: O:	✓	✓				●					
Provide improved communication measures for planning enquiries. (S DPE)	Deliver	(DP 2.4.7) Reduced number of general planning enquiries into Council. Allowing more focus and timely approvals of DA's.	B: MDS P: O:	✓	✓			New Checklists for internal and external use released 2024. A new version of the checklists including updates and guides is to be released in 2025 AND UPDATED ROUTINELY.	●					
	Deliver Advocate	(DP 2.4.8) Increase education and training for locals on use of NSW Planning Portal and other requirements.	B: MDS P: O:	✓	✓				●					

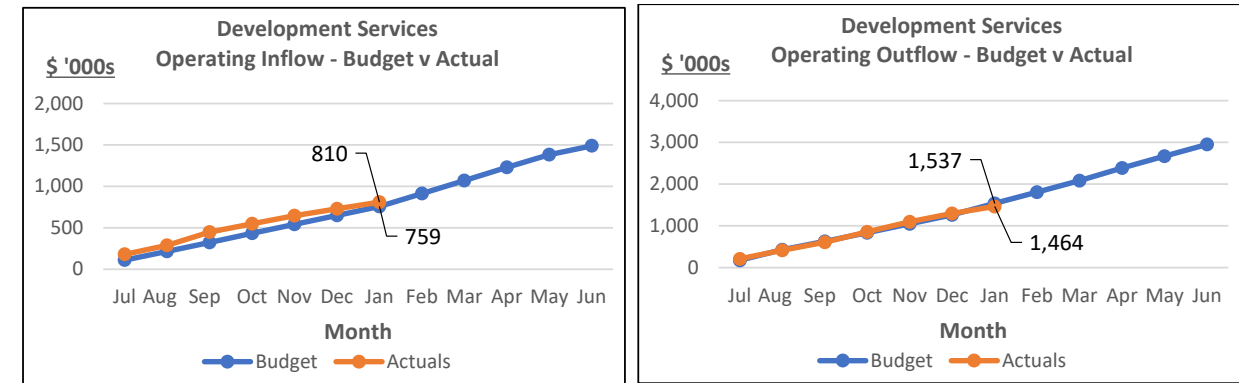
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Monthly Operational Report – January 2025

Development Services

Theme 3 – Goal 2 – Enable development of sustainable liveable communities.									
3.7 – Housing Strategy									
Development of a Residential Housing Strategy which will guide the rezoning of future residential land over the next 5-10 years and beyond. (S DPE)	Deliver	(DP 3.7.1) Develop a Residential Housing Strategy.	B: MDS P: O:	✓	✓			Final Copy uploaded onto Council website February 2024. HS currently under review by DPIE & MRC.	●
	Deliver	(DP 3.7.2) Review and update the Local Environment Plan in relation to the Housing Strategy Outcomes.	B: MDS P: O:			✓	✓		
Theme 3 – Goal 4 – Strategic planning which produces consistent, strategic, transparent outcomes.									
3.11 – Town Planning / Land Use Strategies									
Prepare new Development Control Plan and New Local Environment Plan for MRC (S DPE)	Deliver	(DP 3.11.1) Review and develop a new Development Control Plan	B: MDS P: O:		✓	✓		MDS is working with Council’s consultant Louise Collins to develop Council’s new DCP for the whole LGA. The framework/outline for the DCP is underway with a FIRST DRAFT expected late 2024. The timeline has been amended to take into consideration flood controls.	●
	Deliver	(DP 3.11.2) Review and develop a new Local Environment Plan	B: MDS P: O:			✓	✓	Action to commence 2025	●
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.									
3.13 – Upgrade, enhance and maintain Parks and Open Spaces that connect Communities and are accessible.									
Investigate and review current standards of existing parks and identify upgrades required including accessibility and amenity blocks where appropriate. Consider new areas of Parks & Open Spaces where they link to high use areas, such as residential subdivisions. (S DPE)	Deliver	(DP 3.13.3) Feasibility and demand investigated for teenage hangout spaces across the region	B: MDS P: O:			✓			
	Deliver Partner Advocate	(DP 3.13.5) Increase in public access points to rivers – being assessed via the Waterfront Strategy		✓	✓	✓	✓	This matter maybe addressed in the DPE’s Waterfront Strategy however will also be addressed in the DCP.	●

PART C: Financial Outcomes



PART D: Project Status

August 2022	Residential Housing Strategy	Expected to be reported to the Council meeting September 2023 as per advice from Wakefield Planning.	HS under review.
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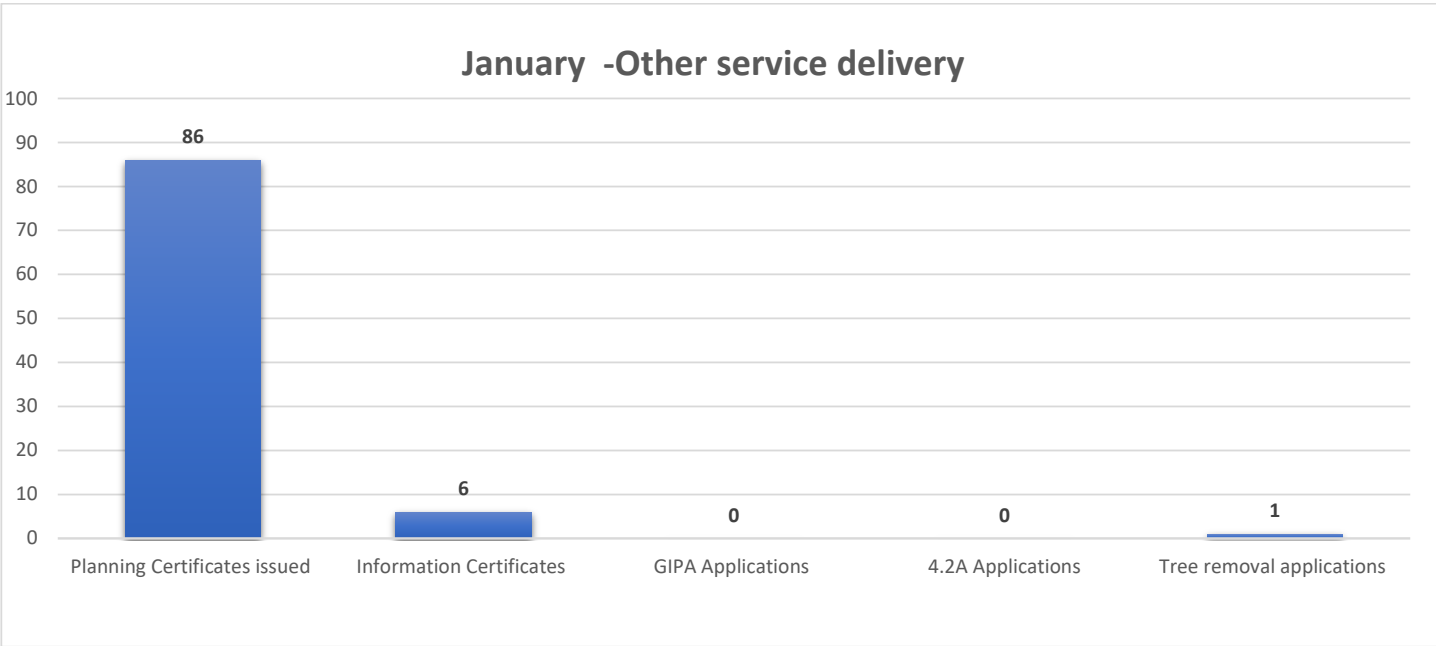
Monthly Operational Report – January 2025

Development Services

August 2022	Waterfront Strategy	Project to be reassessed.	WATERFRONT MATTERS TO BE INCLUDED IN NEW DCP CHAPTER/STRATEGY BY DPIE
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PART E: Business as Usual

Planning Certificates issued	86
Information Certificates	6
GIPA Applications	0
4.2A Applications	0
Tree removal applications	1

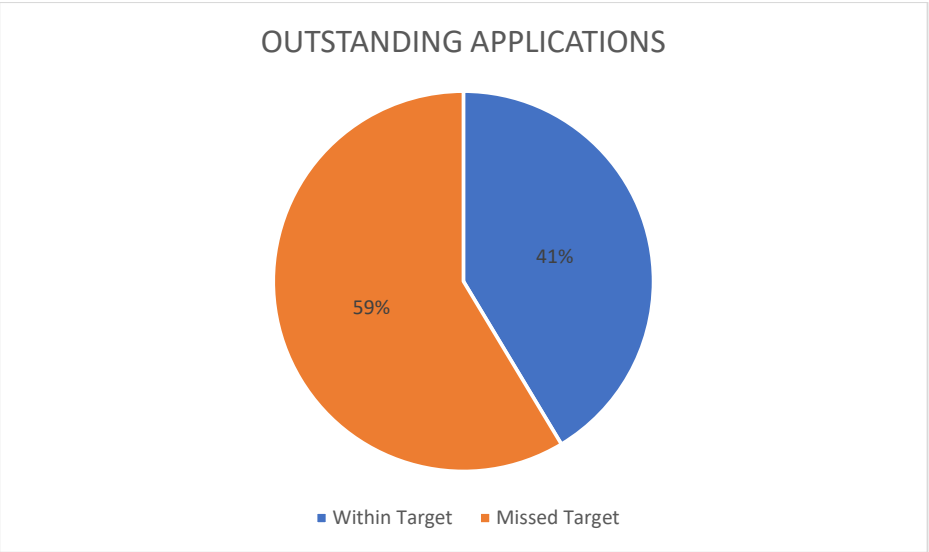
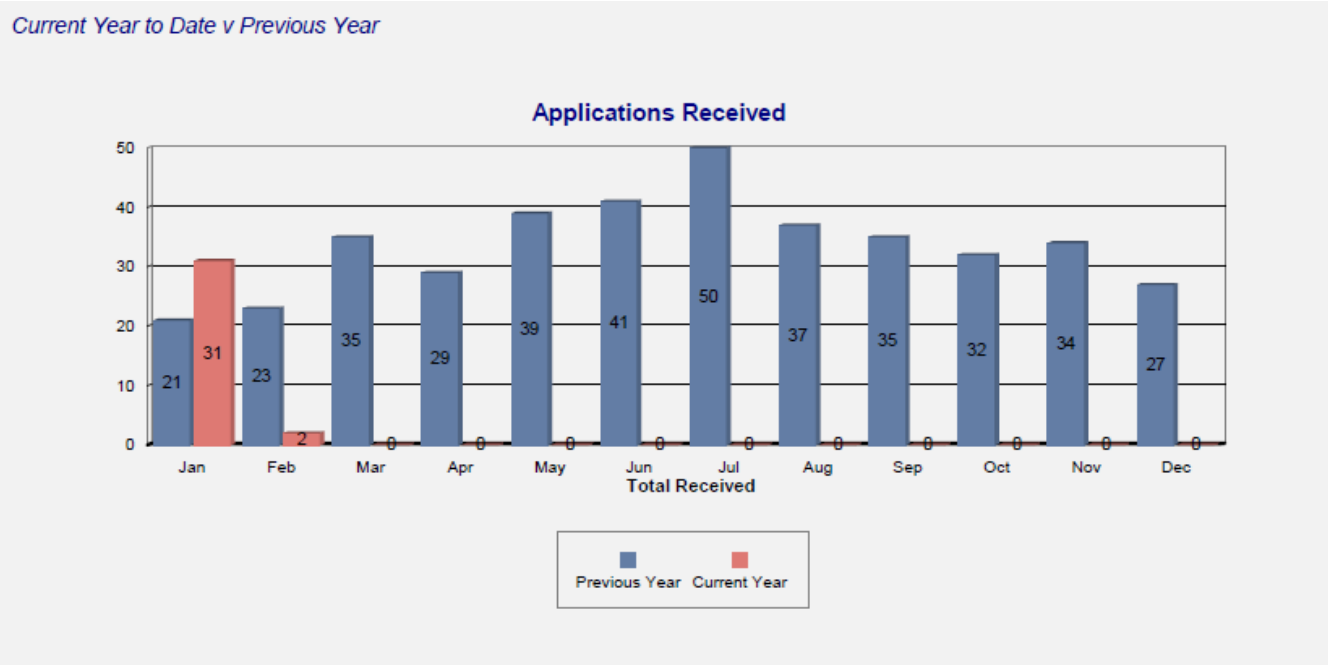


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Development Services

DEVELOPMENT APPLICATIONS:



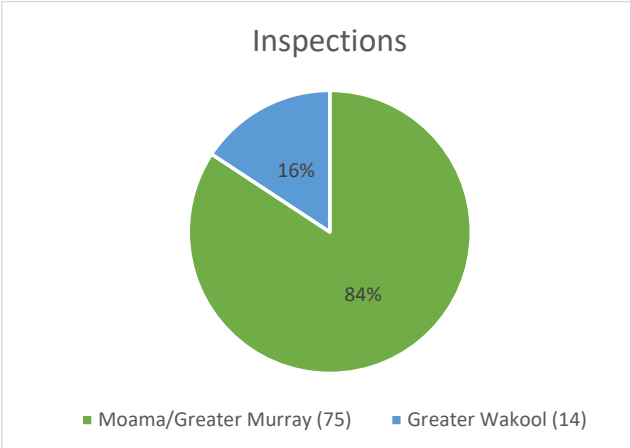
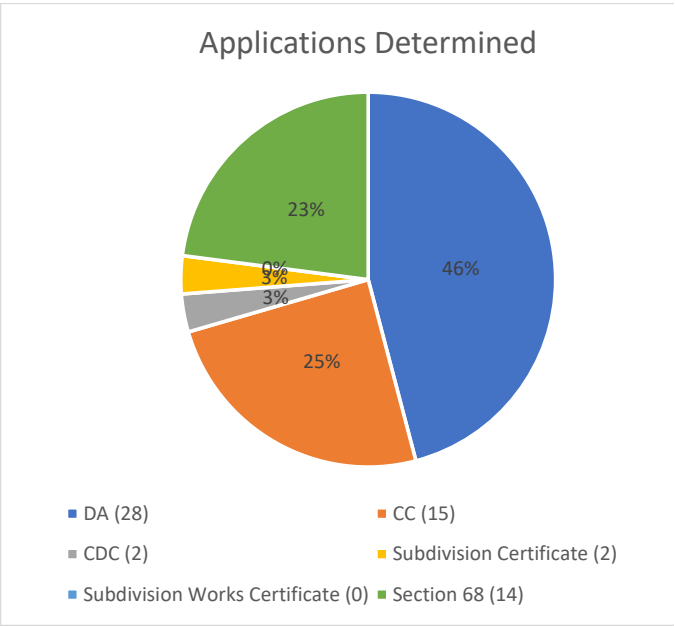
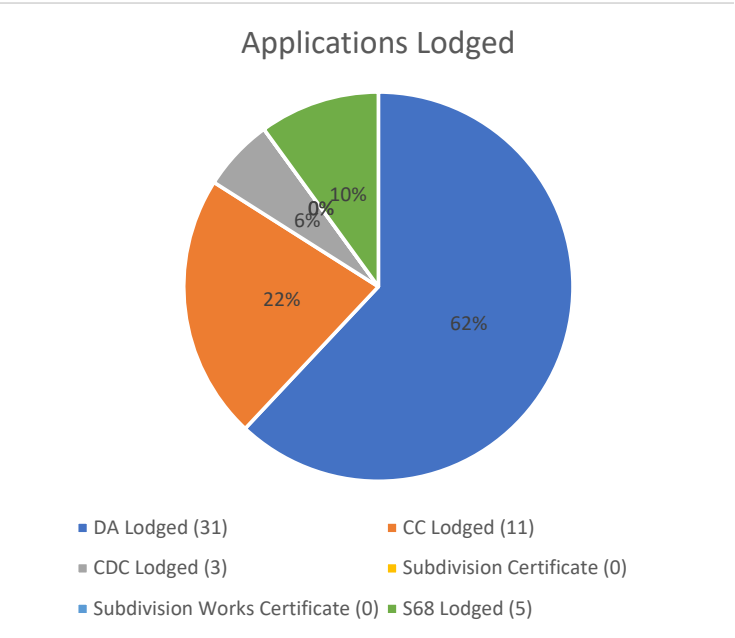
ALL COMBINED APPLICATIONS LODGED, DETERMINED and INSPECTIONS

Applications Lodged:

DA Lodged	31
CC Lodged	11
CDC Lodged	3
Subdivision Certificate	0
Subdivision Works Certificate	0
S68 Lodged	5

Applications Determined:

DA	28
CC	15
CDC	2
Subdivision Certificate	2
Subdivision Works Certificate	0
Section 68	14



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Development Services

Applications in the Portal, under Request for Information:

Development Applications – 24

Construction Certificates- 15

Section 68 -7

Complying Development Certificate – 14

Occupation Certificates – 7

Building Information Certificates – 2

Subdivision Works Certificate –5

Subdivision Certificate - 6

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>
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Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>
June 2022	E Planning Portal Errors	Log and record the errors and raise these issues with the E Planning Portal technical support team.	<p>Council staff have contacted ‘E Planning technical support’ to resolve errors and issues as there is an issue in the system in relation to processing building related certificates and post consents.</p> <p>Issues with the E planning portal system are being documented and have been discussed with DPE. Council has released a Development Update to the Development Forum Group acknowledging the issues with the portal and describing the function and processes of the portal in a straightforward way. This information may assist developers to understand how the portal works and the processes both Council and applicants need to adopt when using the portal.</p> <p>Update: June 2022- Council’s Director of Planning and Environment met with the Minister of Planning and Minister of Local Government to discuss the NSW Planning Portal functionality.</p> <p>Update May 2023 – As the portal evolves Council is exploring software and options that integrate with the portal for as much ease of use as possible. The main issue is that customer service at the portal is still minimal and Council staff continue to receive various requests for support from the community.</p> <p>Update October 2024 – DPIE held workshops around NSW with NSW Council’s to discuss the issues with the portal, how they can be fixed and to prioritise matters most urgent to Council’s. These workshops were interactive and informative with the first round of updates to the Portal coming in October 2024 which will allow greater permissions for Admin users to correct errors from inside the portal including those made by applicants. This is a huge change to the current restrictions with portal use and will prevent many cases being sent to the portal for correction. Further updates are due in December 2024 and these changes will be subject to feedback from users.</p>	<div><div></div></div>
May 2022	Builder’s Forum / Industry Forum	In May 2022, Council launched a ‘Builder’s Forum’ which is aimed at sharing industry information amongst developers, builders and the like to assist in ensuring smoother transition of development applications from the portal to the assessment officer and back to the applicant resulting in faster turnaround times for approvals. This forum focuses on the use of Council’s various checklists to ensure better quality applications to ensure faster acceptance in the portal, thus ensuring faster assessment times amongst other issues such as inspections, applications, town planning matters etc.	Most recent forum held November 2023 – great feedback and about 12 attendees, mostly online. Council received important feedback in regards to improved communications and timeframes, however discussed resourcing issues and matters in relation to town planning and the use of external resources.	<div><div></div></div>
April 2023	Standard conditions of consent and standard format notice of determination	More information to come on how the changes affect our timeframes, whether positively or negatively during the transition stage. MDS to ensure all staff are kept on top of the changes to promote seamless transition into the process.	The introduction of standard conditions of development consent is an initiative under the NSW Planning Reform Action Plan . From 30 June 2023, councils and planning panels will be required to use the standard format notice of determination on the NSW Planning Portal.	<div><div></div></div>

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Development Services

Council Annual Report Checklist		
Description	Reference	Included?
Disclosure of how development contributions and development levies have been used or expended under each contributions plan. (Commencing 1 July 2022. Reporting does not apply retrospectively – not required 21-22)	Environment Planning and Assessment Regulation 2021 cl 218A (1)	No
Details for projects for which contributions or levies have been used must contain: <ul style="list-style-type: none">› project identification number and description.› the public amenity or public service the project relates to› amount of monetary contributions or levies used or expended on project.› percentage of project cost funded by contributions or levies.› amounts expended that have been temporarily borrowed from money to be expended for another purpose under the same or another contributions plan.› value of the land and material public benefit – other than money or land.› Whether project is complete. (Commencing 1 July 2022. Reporting does not apply retrospectively – not required 21-22)	Reg 218A (2)(a), (b), (c),(d),(e),(f),(g)	No
Total value of all contributions and levies received and expended during the year. (Commencing 1 July 2022. Reporting does not apply retrospectively – not required 21-22)	Reg 218A(3)(a), (b)	No

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

DS welcomes three new key staff in December, with Vishal Chandra commencing as Senior Town Planner, Leeyana Thokala as Placemaking Officer and Mitchell McKenzie as Regional Placemaking Project Officer. Vishal, Mitch & Leeyana fill the final Planning positions of the Development Services Department and we welcome them to MRC and look forward to working with them to achieve big goals for the community.

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Parks, Gardens, Open Spaces and Biosecurity

PART A: Section Accountabilities and Team Roles

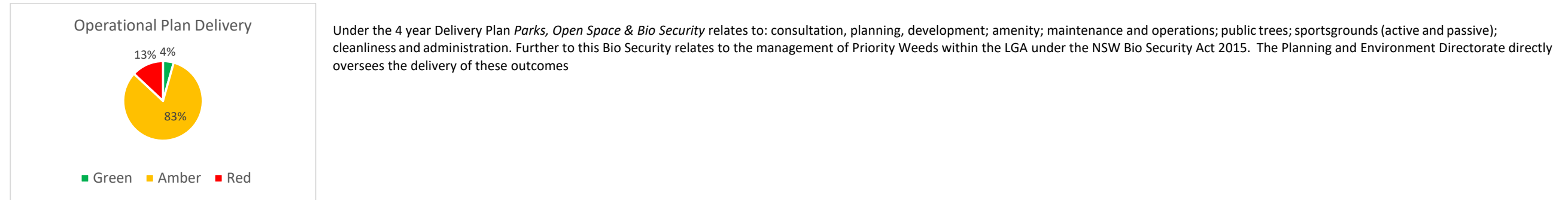
Manager Parks and Biosecurity	Superintendent Parks and Biosecurity	Parks Team Leaders (By Location)																																																																																																																																																		
<p>To manage and coordinate parks, Open spaces and Bio Security within Murray River Council and the public spaces and amenities including but not limited to playgrounds, trees swimming pools, sport and recreation facilities and grounds, public amenities and natural areas in the Murray River Council area.</p> <p>Accountable for the effective management of major sections or projects within their area of expertise. As a specialist, advice would be provided to executive level and to the employer on major areas of policy or on key issues of significance to the organisation. The position’s influence would have an important role in the overall performance of the function.</p>	<p>The Superintendent Parks and Biosecurity role leads and supervises the Biosecurity officers and Parks teams to conduct operational services daily. Key elements of the role are to manage the operational service delivery in Parks, Recreation Reserves and Cemeteries in accordance with Murray River Council’s policies and procedures and any legislative requirements. Further to this manage services relating to priority and invasive weeds throughout Murray River Council boundaries in accordance with the <i>NSW Biosecurity Act 2015</i>. The role is also a key leadership and management role for the Parks and Biosecurity disciplines where all activities are undertaken and prioritised in a consistent, sustainable, and efficient manner across the Murray River Council area.</p>	<p>The Team Leader is responsible for the supervision of staff and resources in the Parks & Gardens unit to ensure that all operations, maintenance and reporting related to the relevant services are carried out in accordance with relevant legislation and Murray River Council’s Policies and Procedures. To assist with the management of external contractors and new capital infrastructure under the direction of the Manager Parks & Open Space. Responsibility as a trainer/coordinator for the operation of a small section which uses staff and other resources, or the position completes tasks requiring specialized technical/administrative skills.</p>																																																																																																																																																		
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PART B:4 Year Delivery Program and 1 Year Operational Plan



4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	<div><div></div><div></div><div></div></div>
				1	2	3	4		
Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.									
3.1 – Sports and recreation facilities and spaces									
Outcomes of the Asset and service delivery review to be planned for and prioritised. (S DPE)	Deliver	(DP 3.1.1) Develop a Service standards strategy for all Parks, Recreation reserves.	B: MPOSB P: MPOSB O:CPG	✓	✓			Parks and Open Space Strategy 2024-34 Adopted. Parks operational Service Delivery plan adopted.	<div><div></div><div></div><div></div></div>
	Deliver	(DP 3.1.2) Investigate and plan for development of various boat ramps across the region.	B: MPOSB P: MIP O:CPG	✓	✓	✓	✓	Murray Downs Boat Ramp project ongoing. Ramp complete. Council adopted extra budget to complete entry road, carparking and vegetation removal.	<div><div></div><div></div><div></div></div>
	Deliver	(DP 3.1.3) Ongoing monitoring and management of sports grounds across the region.	B: MPOSB P: CPG O:CPG	✓	✓	✓	✓	All sportsgrounds currently maintained in accordance with service delivery schedules and applicable adopted master plans. Sportsgrounds and facilities managed in consultation with user groups and relevant Section 355 committees of management. Individual user agreements currently under development for all sporting clubs expected to be sent out late March 25.	<div><div></div><div></div><div></div></div>
	Deliver	(DP 3.1.4) Investigate and develop business cases and feasibility studies for outdoor exercise stations across the region	B: MPOSB P: O:				✓		<div><div></div><div></div><div></div></div>
	Deliver, Partner	(DP 3.1.5) Investigate and develop business cases for change of ownership of Moulamein swimming pool and associated facilities	B: MPOSB P: O:			✓		Project not commenced. Waiting for commencement of Aquatic Strategy to provide detailed community consultation.	<div><div></div><div></div><div></div></div>
	Deliver, Partner	(DP 3.1.6) Ongoing monitoring and management of Moama and Mathoura outdoor swimming pools and associated facilities	B: MPOSB P: MPOSB O:SPG	✓	✓	✓	✓	Tender awarded to Belgravia Leisure at September 2023 Council meeting for Management of Moama & Mathoura outdoor Pools. 2024/25 Season preparation commenced. Maintenance on pools completed. Pool operations ongoing with visitation numbers high during holiday period. Nil shutdowns due to operational failure.	<div><div></div><div></div><div></div></div>
	Deliver	(DP 3.1.7) Investigate and plan for development and upgrades of Skate Parks across the region.	B: MPOSB P: O:		✓	✓	✓	Project not yet commenced.	<div><div></div><div></div><div></div></div>
	Deliver	(DP 3.1.8) Ongoing monitoring and management of existing sports and recreation buildings.	B: MPOSB P: MPOSB O:CBF	✓	✓	✓	✓	All sports & recreation buildings currently maintained in accordance with service delivery schedules and applicable adopted master plans. Facilities managed in consultation with user groups and relevant Section 355 committees of management. Individual user agreements currently under development for all sporting clubs to list responsibilities. Tooleybuc Rec Reserve/ Hall to receive upgrade to facade and entry after the TMFNC were successful in receiving grant funds, works expected to be completed in early 2025 and will also include an outdoor kitchen and social area.	<div><div></div><div></div><div></div></div>
	Deliver	(DP 3.1.9) Undertake Master Planning for new sport and recreation buildings and grounds across the region.	B: MPOSB P: MPOSB O:MPOSB		✓	✓	✓	Project commenced and ongoing subject to approved budgets. Koraleigh Recreation Reserve budget bid prepared for Draft 25/26 budget consideration.	<div><div></div><div></div><div></div></div>
	Deliver	(DP 3.1.10) Undertake feasibility study for development of BMX / Mountain / Motor bike / Pump tracks across the region.	B: MPOSB P: MPOSB O:CPG		✓	✓	✓	Project not yet commenced.	<div><div></div><div></div><div></div></div>

	Deliver	(DP 3.1.11) Review and rationalise requirements for sports and recreation facilities, based on demands of such services, usage of existing facilities and affordability of maintaining and renewing such facilities.	B: MPOSB P: MPOSB O: MPOSB		✓	✓	✓	All sports & recreation facilities currently maintained in accordance with service delivery schedules and applicable adopted master plans. Facilities managed in consultation with user groups and relevant Section 355 committees of management. Multiple S355 committees now dissolved with several more also requesting dissolution by council. Further review and assessment of current usage trends to be undertaken. Noting decline in volunteers to continue to maintain sport and recreation facilities. Increased requests for support for grant funding applications by sporting and user groups. Moulamein South Netball courts to be scoped for repairs prior to 2025 season due to surface cracking and drainage issues, contractors engaged.	●
Theme 3 – Goal 2 – Enable development of sustainable liveable communities									
3.8 – Community / Botanical Gardens									
Review and support the finalisation of existing community & Botanical gardens. (S DPE)	Deliver	(DP 3.8.1) Continue to support existing community and botanical gardens	B: MPOSB P: MPOSB O: CPG	✓	✓	✓	✓	Maintenance and support provided in accordance with Parks Operational Service Delivery plan and budgets.	●
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.									
3.13 – Upgrade, enhance and maintain Parks and Open Spaces that connect Communities and are accessible.									
Investigate and review current standards of existing parks and identify upgrades required including accessibility and amenity blocks where appropriate. Consider new areas of Parks & Open Spaces where they link to high use areas, such as residential subdivisions. (S DPE)	Deliver	(DP 3.13.1) Investigate level of services and complete an asset review for all Parks and Open Spaces.	B: MPOSB P: MPOSB O: CPG	✓					●
	Deliver, Partner, Advocate	(DP 3.13.2) Murray Downs Yellowmog Park – designed and implementation has begun	B: MPOSB P: MIP O: CPG	✓	✓	✓	✓	Concept design completed by Thompson Hay Landscape Architects. Boat ramp stage has been designed and is currently under construction with ramp completed awaiting construction of entry road and carpark.	●
	Deliver	(DP 3.13.4) Ongoing installation of drinking water fountains across the region	B: MPOSB P: CPG O: TLPG	✓	✓	✓	✓	Project commenced and ongoing in accordance with Capital budget allocation.	●
	Deliver	(DP 3.13.6) Deliver Township Beautician Projects in accordance with Master Plans / Streetscape Plans	B: MPOSB P: O:			✓	✓	Project not yet commenced. Meninya Street design ongoing.	●
	Deliver	(DP 3.13.7) Review of Council wide toilet / amenity blocks, their future use and accessibility features including parents room, disability access, amenity	B: MPOSB P: O:		✓	✓		Public amenities strategy to be scoped and completed as an action of the Buildings Strategy. Due to commence early 2025.	●
	Deliver	(DP 3.13.8) Ongoing feasibility assessments for new and existing picnic areas.	B: MPOSB P: O:			✓		Project commenced and ongoing in accordance with Capital budget allocation and Parks & Open Space Strategy 2024-34. New areas currently under construction to complement viewing areas for water tower artworks in Barham, Moulamein, Mathoura & Moama. Furniture upgrades continue in accordance with Parks & Open Spaces Strategy 24-34 asset inclusion list.	●
	Deliver, Partner, Advocate	(DP 3.13.9) Smarty benches (USB charge stations, power points, wifi hot spots) - Consideration in future design and grant opportunities	B: MPOSB P: O:	✓	✓	✓	✓	Project commenced and ongoing. Inclusion of these items is currently being considered and assessed in all open space planning and design concepts.	●
	Deliver	(DP 3.13.10) Playgrounds - Feasibility and demand investigated for various locations across the region, complete an asset review and define level of service	B: MPOSB P: O:		✓	✓		Level of services included in the Parks & Open Space Strategy. Current assets reviewed and inspected in accordance with Parks Operational Service Delivery Plan. Asset Management plan reviewed.	●
	Deliver	(DP 3.13.11) Park bench program of works to be developed and considered for various locations across the region	B: MPOSB P: MPOSB O: TLPG	✓	✓	✓	✓	Project commenced and ongoing in accordance with Capital budget allocation. Furniture recently procured for installation across LGA to replace old assets, installation ongoing.	●
	Deliver	(DP 3.13.12) Shade Sails program of works to be developed and considered for various locations across the region	B: MPOSB P: CPG O: TLPG	✓	✓	✓	✓	Project commenced and ongoing in accordance with Capital budget allocation and external funding opportunities. Recently storm damaged sail at Koraleigh Recreation Reserve to be replaced.	●

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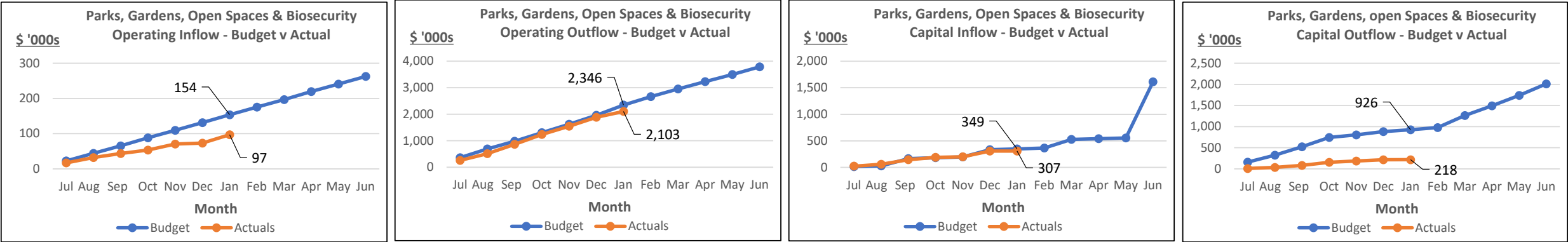
	Deliver	(DP 3.13.13) Investigate opportunities for Jetties, Pontoon's and floating wharfs around the region.	B: MPOSB P: MIP	✓	✓	✓	✓	Project not yet commenced.	●
	Deliver	(DP 3.13.14) Investigate and develop feasibility studies for retaining walls around the region.	B: MPOSB P: MIP	✓	✓	✓	✓	Outstanding projects from 2022 floods have received CAT D funding approval. Projects include Riverside Caravan Park small section of wall beside cabin alongside Sewer Pump out station, procurement has been completed and works are expected to be delivered early 2025. Barham Tourist Caravan Park – Bank Stabilisation Completed.	●
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.									
3.14 – Public Space Waste and Recycling									
Investigate and implement a program for waste and recycling bins in public spaces. (S DPE)	Deliver	(DP 3.14.1) Ongoing installation of dog poo bag dispensers across the region	B: MPOSB P: CPG O:TLPG	✓	✓	✓	✓	Project commenced and ongoing in accordance with Capital budget allocation and Council's Compliance Officers recommendations.	●
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.									
3.16 – Weed Management									
Review and further development the Weed Management Strategy (S DPE)	Deliver, Partner	(DP 3.16.1) Development of an Urban Weed Management Plan for adoption by Council.	B: MPOSB P: CB O:CB	✓	✓	✓	✓	Project commenced and ongoing. Biosecurity Co-ordinator currently developing the Plan for adoption by Council. Current draft document in development.	●
	Deliver, Partner, Advocate	(DP 3.16.2) Weed Management Priorities are communicated annually with the community.	B: MPOSB P: CB O:CB	✓	✓	✓	✓	Project commenced and ongoing. 2024/25 WAP allocations and targets identified. Stakeholder and land owner engagement and education included in the WAP targets. Monthly BIS reports submitted to NSW DPI. Operations ongoing. WAP funding application currently being completed and due to be submitted late February 2025.	●
	Deliver	(DP 3.16.3) A reduction of priority weeds reducing over time.	B: MPOSB P: CB O:CB	✓	✓	✓	✓	Project commenced and ongoing. 2024/25 WAP allocations and targets identified. GIS mapping and reporting of priority weeds ongoing. Biosecurity staff engaged with Murray Regional Weeds Committee to discuss invasive species.	●
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.									
7.2 – Leverage the GIS to improve the extent, efficiency and effectiveness of data capture.									
Use new technology and software to capture information. (S DI)	Deliver	(DP 7.2.3) Implement artificial intelligence to assist in identification of priority weeds	B: MPOSB P: CB O:CB			✓	✓		
Theme 7 – Goal 1 – Embed a geospatial driven system into Council processes, including public interface.									
7.3 – Apply data sources to improve corporate decision making.									
Better management of Biosecurity risks through the use of AI (data capture) (S DI)	Deliver	(DP 7.3.4) Implement Artificial Intelligence to assist in the management of priority weeds	B: MPOSB P: CB O:CB			✓	✓		

PART C: Financial Outcomes

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Moama	SCCF5	Horseshoe Lagoon Landscaping	Complete	100%	Complete.	<p>100% of Works Completed. Photos of Before vs After:</p>  
Moama	LRCI	Moama Soundshell Playground	Procurement	40%	In Progress	<p>Moama Soundshell Playground – Stage 2 and 3 funded by Local Roads and Community Infrastructure Fund (LRCI)</p> <p>Construction of stage 2 and stage 3 of the playground design.</p> <p>Scope of works:</p> <ul style="list-style-type: none">• Concrete path and edging• Softfall, mulch, sand pit and turf• Log play equipment• Slides, seesaws and swings• Balance beams, logs, play ropes and climbing walls• Mounds, climbing logs and retaining walls.• Street furniture including park seats. <p>Progress to date: Procurement has commenced for all play equipment and landscaping materials with several orders confirmed and production underway. Contract awarded for construction and site establishment has occurred with the arrival of temporary fencing and machinery onsite. Construction to be underway in February 2025.</p> <p>Photos Prior to Construction and Proposed Design:</p>

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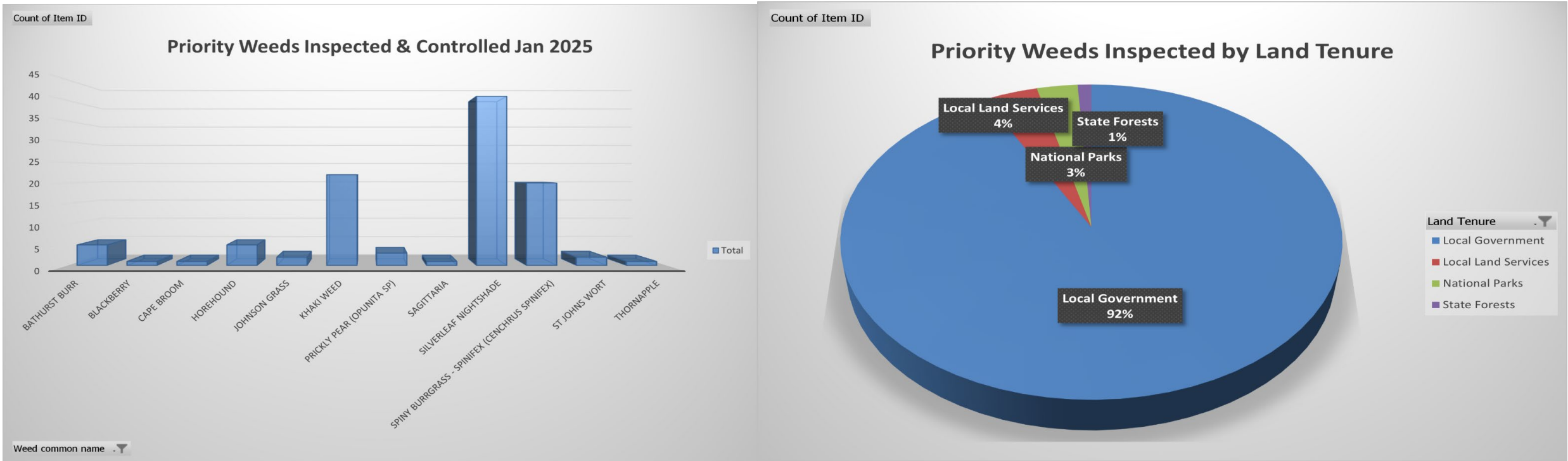


PART E: Business as Usual

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

- OPERATIONS:
- Weed Action Plan Targets met and reported to NSW DPI & Murray Local Land Services.
 - **WEED ACTION PLAN – 106** Points recorded and reported to BIS.
 - NIL infestations –1
 - Infestations – 105

18 Sites Inspected and 926km Roads inspected.



GENERAL WEED CONTROL - Road Spraying 395km sprayed.

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MRC roadside shoulders	Moama Sports fields	Moulamein South RR Sport Field	Barham Township	Tooleybuc Township	KoraleighTownship



Yellow Water Lily infestation-Perricoota State Forest



Mathoura TSR Inspection with Local Land Service Officer



Castor Oil Plant infestation Mathoura TSR

Ongoing monitoring of high risk sites. Boneseed, Cape Broom, Castor Oil Plants etc.

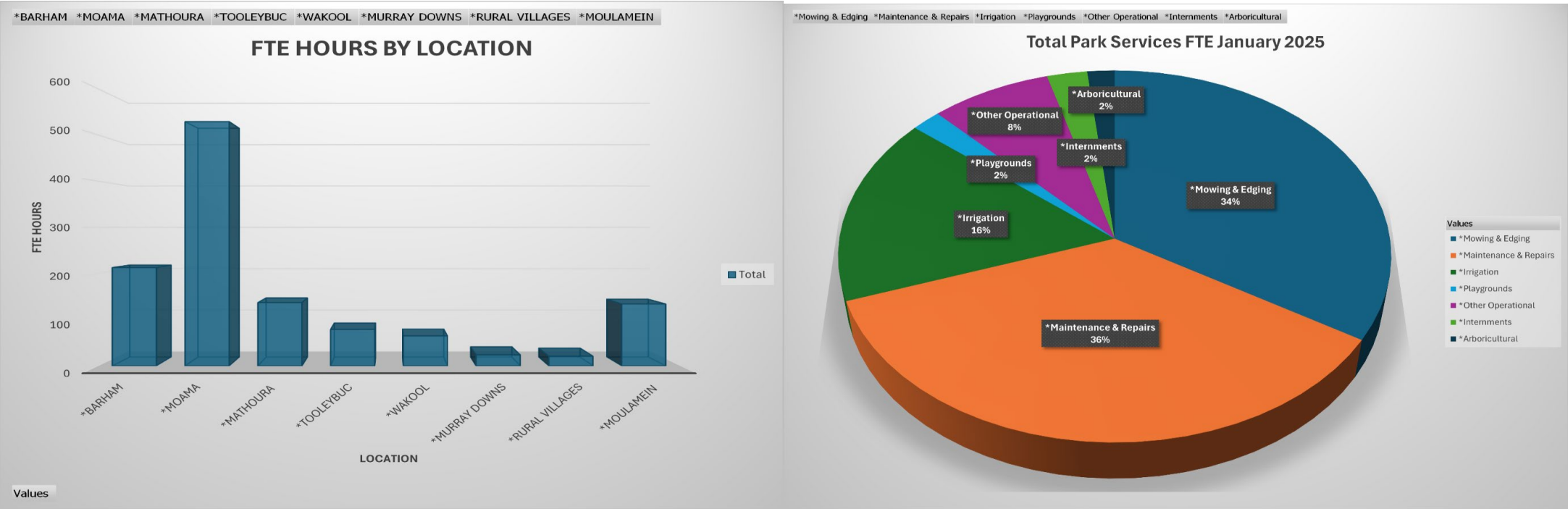
- New Cape broom infestations found at Mathoura and Barham have been treated by relevant property managers.
- New Cape Broom seedling found in Moama. It has been removed and destroyed.
- New Wheel cactus infestation found at Barham has been treat by the relevant property managers.
- Yellow Water Lily in Perricoota State Forest is thriving. Control will be implemented once in flower.
- Castor Oil Plant infestation Mathoura on TSR
- Silverleaf Nightshade

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GENERAL PARKS OPERATIONS:



MOULAMEIN:

- **Town Maintenance (M&R)**-General mowing and cleaning of main street. Construct new car park water tower, install bollards and furniture slabs.
- **Horticulture (M&R):**
- **Playgrounds:** Nil
- **Irrigation-** Top up Moulamein Lake sprinkler trenches
- **Mowing-** As per service delivery Plans.
- **Furniture (M&R):** Install slabs: Triangle, Howard Park & Cemetery
- **Burial service-** NA
- **Inspections-** NC due to staff shortages
- **Recreation (M&R):** Broadleaf & Insecticide applications, Sprinkler repairs, turf repairs after bird damage (request from volunteers S355)

BARHAM:

- **Town Maintenance (M&R)**- Cleaning of main street, general weed spraying.
- **Horticulture (M&R):** NIL
- **Playgrounds-** NIL
- **Irrigation-** Repairs-Riverside Park & Recreation Reserve

TOOLEYBUC:

- **Town Maintenance (M&R)**-General mowing and cleaning of main street, general weed spraying.
- **Horticulture (M&R):** General pruning.
- **Playgrounds-** Softfall top up Mensforth Park & Goodnight Recreation Reserve.
- **Irrigation-** Nil.
- **Mowing-** As per service delivery Plans.
- **Burial service-** NIL
- **Inspections-** NC due to staff shortages
- **Arboriculture:** Tree clean up after storm event
- **Recreation (M&R)**- Drainage works in front of Hall pavilion ongoing. Broadleaf herbicide and insecticide application.

WAKOOL:

- **Town Maintenance (M&R)**- Cleaning of main street, general weed spraying.
- **Playgrounds-** Nil.
- **Irrigation-** Repairs-Wakool Hall Surrounds & Park
- **Mowing-** As per service delivery Plans.

MURRAY DOWNS:

- **Town Maintenance (M&R)**- General weed spraying.
- **Horticulture (M&R):** General weeding of medians and estate entries. Pruning Sandpiper Drive entry
- **Playgrounds:** Maintenance to Playground.
- **Mowing-** As per service delivery Plans.
- **Irrigation-** Repair Sandpiper Drive entry
- **Arboriculture-** remove fallen branches along walk path.
- **Inspections-**NA

MATHOURA:

- **Town Maintenance (M&R)**- Cleaning of main street, general weed spraying.
- **Horticulture (M&R):** Landscaping Livingston street. Garden weeding.
- **Playgrounds-** Nil.
- **Irrigation-** General programming.

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<ul style="list-style-type: none">• Mowing- As per service delivery Plans.• Furniture: Installation cemetery.• Arboriculture: Manual Tree watering.• Burial service-2• Inspections- NC due to staff shortages• Recreation (M&R): Nil.	<ul style="list-style-type: none">• Arboriculture: NIL• Inspections- NC due to staff shortages• Recreation- Mowing as per Service Delivery Plan	<ul style="list-style-type: none">• Mowing- As per service delivery Plans.• Furniture: Art Traislabs prepared.• Arboriculture: Manual tree watering• Burial service-Nil• Aquatic: Chemical delivery• Inspections- Monthly park inspections completed.• Recreation (M&R)- Scheduled mowing.
MOAMA: <ul style="list-style-type: none">• Town Maintenance (M&R)- Cleaning of main street, general weed spraying.• Horticulture (M&R): Weeding and spraying.• Playgrounds- Soft fall top up, minor repairs.• Irrigation- General M & R multiple locations.• Arboriculture- High wind damage clean up• Furniture (M&R): Nil.• Mowing- As per service delivery Plans.• Burial service- Multiple internments.• Aquatic: Chemical delivery, Plant room repairs- Electrical fault & filter repair.• Inspections-Monthly park inspections completed.• Recreation (M&R)- All ovals insecticide & herbicide applications. Growth regulator application.	RURAL VILLAGES-BUNNALOO, WOMBOOTA & CALDWELL: <ul style="list-style-type: none">• Town Maintenance (M&R)-General mowing and general weed spraying.• Playgrounds- Nil.• Irrigation- Repairs at Bunnaloo Recreation Reserve- Pump & sprinkler repairs• Horticulture (M&R): NA• Furniture (M&R): NA• Mowing- As per service delivery Plans.• Inspections- Monthly park inspections completed.• Recreation (M&R)- Bunnaloo Recreation Reserve mowing as per service delivery plans.	



PART F: Service Metrics			
Escalated Customer Service Reconciliations to CEO level			
Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

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Risk Management				
Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>
	Injury/illness or property damage to users of Council's recreational spaces	Regular inspection and maintenance Remote Supervision signage	Project - Ensure all required signage is erect and visible	<div><div></div></div>

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

Highlights:

- Biosecurity Staff conducted joint inspections with Murray Local Land Services on TSR around Mathoura
- Multiple recruitment opportunities- Parks Team Leader West, Parks & Biosecurity Business Unit Support Officer, Apprentice Parks Attendant.
- Kerrabee Soundshell Playground Commenced
- Cat D works at Barham Tourist Caravan Park completed.

Threats:

- New Cape broom infestations found at Mathoura and Barham
- New Wheel cactus infestation found at Barham.
- Yellow Water Lily found on private property at Womboota and in Perricoota State Forest
- Negative feedback in relation to Parks Operational Service Delivery Plan introduction due to some service reductions in accordance with adopted plans.
- Climate- Storm events mainly high winds impacting on urban street trees, Parks and natural reserves.

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Waste and Compliance

PART A: Section Accountabilities and Team Roles

Manager Waste and Regulatory Services – Brian Holmes	Coordinator Compliance Ranger	Coordinator Waste Management	Environmental Health Coordinator	Business Unit Support Officer																																																																																																																																																								
<p>To ensure quality programs and initiatives are provided to Council in the delivery of Waste and Regulatory services. Ensure the ratepayers are provided with appropriate, effective and efficient services, which encourage the community in the areas of recycling and waste minimisation. Provide strong leadership and direction to the waste and compliance team in relation to legislation, projects and operations.</p> <p>Areas of Focus/Accountability: Compliance & Regulatory management, Waste and recycling kerbside and street management, Waste facility management.</p>	<p>To provide high quality monitoring, control and awareness programs and initiatives to ensure compliance by the community with statutory requirements for environmental and animal control standards, as well as investigate, action, and represent Council in relation to complaints and breaches in legislation and local government laws and to prepare documentation and represent Council in Court hearings within the scope of the position.</p> <p>Areas of Focus/Accountability: Compliance operations, Staff rostering and on call, Companion animals, Parking and abandoned vehicles, unauthorised signage, and animal management, POEO and any legislation applicable to MRC and its constituents.</p>	<p>To provide leadership to the Waste Management team to achieve Council’s Waste Strategy objectives and outcomes with a focus on teamwork, service delivery, productivity, and customer service, as well as ensuring ratepayers are provided with appropriate, effective, and efficient provision of waste related services, which encourages and educates the community in all areas of waste minimisation and recycling</p> <p>Areas of Focus/Accountability: Waste facility operation, kerbside & street litter collection operation, waste customer service and resource recovery.</p>	<p>The objective of this role is to provide a very high level of effective and efficient environmental services support to customers of Murray River Council in accordance with set policies and procedures and legislative requirements.</p> <p>Areas of Focus/Accountability: Underground petroleum storage systems management of compliance, Liquid trade waste agreements compliance, Regulating food premises and food vans, Pool inspections/ compliance</p>	<p>To provide a high standard of administrative support to the Waste and Regulatory Services Business Unit through effective, efficient, and flexible customer service. Coordinate the business unit’s day to day diary management, meetings, training needs, phone calls & purchasing requirements in an effective and efficient manner. Collate and collect data to work with team members to drive the business unit forward and capture any operational data to tighten efficiencies.</p> <p>Areas of Focus/Accountability: Waste and Compliance customer service, work scheduling, administration, data collection and project functions.</p>																																																																																																																																																								
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murray river council

Monthly Operational Report – January 2025

Waste and Compliance

PART B:

4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery

0%
40%
60%

Green Amber Red

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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments						
				1	2	3	4							
Theme 1 – Goal 1 - Facilitate Circular Economy														
1.1- Designing and promoting products that last and that can be reused, repaired and remanufactured														
An increase of waste diversions of reclaimed, recycled and remanufactured materials out of the landfill sites. (S DPE)	Deliver, Partner, Advocate	(DP 1.1.1) Plan for and build an Automated Depot to recycle bottles and cans at Moama Landfill.	B: MWCS P: CWS O: CWS	✓	✓			The site is now officially open and receiving containers from the public.	●					
Theme 1 – Goal 1 - Facilitate Circular Economy														
1.2- Enhance waste and recycling programs to increase resource recycling across LGA														
Investigate, design and construct a resource recovery facility in Moama. With further programs to be considered across the Council area. (S DPE)	Deliver	(DP 1.2.1) Encourage Council’s Community to participate in the National Garage Sale Trail. Council to support the National Garage Sale Campaign.	B: MWCS P: CWS O: MCE	✓	✓	✓	✓	Promotion of the Garage Sale Trail will be undertaken in the lead up to the event in November.	●					
Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment														
1.5 - Landfill Rehabilitation works														
Develop & begin implementation of Waste Management Strategy to rehabilitate landfill sites over the next 10 years. (S DPE)	Deliver	(DP 1.5.1) Upgrades to landfills and transfer stations to be carried out on a risk-based approach.	B: MWCS P: MWCS O: CW	✓	✓	✓	✓	Landfill Risk Assessment project is complete, and outputs have been included in the 10 Year Waste Capital Program. Transfer Station upgrade designs are being completed for all other sites and will also be included in the 10 Year Waste Capital Program. Projects will then be prioritised for delivery over the coming years giving consideration to risk presented and available funding. The push pit at Moama Waste Management Facility has been updated and now moves to the planning phase before going out for tender.	●					
Theme 3 – Goal 3 – Delivering best practice and compliant waste and recycling service and infrastructure that meets community needs.														
3.9 – Kerbside, landfill and waste collection services and facilities														
Design and implementation of the Food Organics and Garden Organics (FOGO) program. (S DPE)	Deliver	(DP 3.9.1) FOGO kerbside collection service rolled out to all townships across the Local Government Area	B: MWCS P: CW O: CW	✓					●					
Develop & begin implementation of the	Deliver	(DP 3.9.2) Additional waste and recycling options investigated and actioned as per the strategy.	B: MWCS P: CW O: CW	✓	✓	✓	✓	This is an ongoing action that is considered by the Waste Unit continuously.	●					

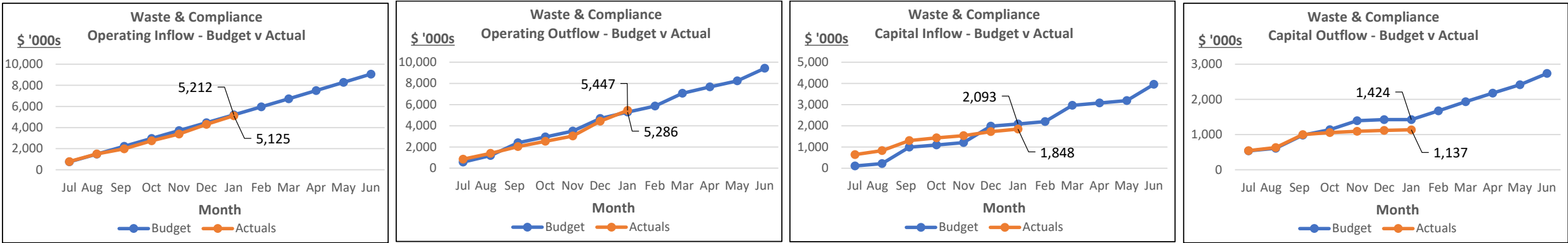
murray river council

Monthly Operational Report – January 2025

Waste and Compliance

Waste Management Strategy. (S DPE)								
Theme 3 – Goal 5 – Update and review our open spaces to reflect community wants and needs.								
3.14 – Public Space Waste and Recycling								
Investigate and implement a program for waste and recycling bins in public spaces. (S DPE)	Deliver	(DP 3.14.2) Ongoing installation of public space waste and recycling services across the region	B: MWCS P: O:	✓	✓	✓	✓	Public space waste and recycling services are considered adequate.

PART C: Financial Outcomes



PART D: Project Status

Waste

- The Moama Landfill Push Pit project redesign has been finalised, a bill of quantities received, and tender schedules developed. The Planning and Building Department are now reviewing all documentation before progressing the project through a Complying Development Consent process. The waste and project management team met to review documentation and designs to ensure the documents are clear and tender ready. A number of points were raised, and a list of changes have been received back from the consultant and a fire services consultant has now been engaged to certify the designs to satisfy the building team requirements.
- The first phase of the new landfill project to investigate the suitability of the northern block (adjacent to the current landfill) for landfilling is drawing to a close before progressing to the Development Consent phase. Engineering, site soil suitability reports and a planning pathway report have been received. Council has reviewed this along with designs and met with the project team to provide feedback to the consultant.
- Council has received the methane gas pumping trial report from Run Energy following the 3-month gas pumping trial. Further recommendations have been made and a quote to install a permanent system based on the data from the trial has been received and reviewed. Information has been requested to investigate the viability of installing a small power generation unit to be able to pump power back into the grid using a generator unit that is run off methane gas.
- Council has commenced an application for the NSW EPA Landfill Consolidation and Rehabilitation grant to apply for funding to help rehabilitate the Koraleigh Landfill and applied for polystyrene and cardboard bailing systems for Moama Waste facility.
- The Barham Transfer Station has received Starlink to the site to improve connectivity and allow for cameras to be installed after a recent burglary of the site.

Compliance

- The team has commenced implementation of Hazard Inspection Report at Barham and Moama Pounds and working together in addressing identified hazards and updating some equipment.
- Officers have been still attending to annual fire hazard inspections utilising the Crest SE program.
- Compliance team and Development Services meeting fortnightly for panel meetings to address ongoing issues of non-compliance to development approvals and unpermitted or prohibited land use issues.
- Ongoing TechOne Compliance Module being developed with testing almost completed.
- Standard Operating Procedure (SOP) has been developed for the Moama and Barham pounds and will be document controlled pending dissemination.
- Animal Destruction Policy, Compliance and Enforcement Policy, Companion Animal Policy and Firearms Policy all drafted and will be sent out for comment.

murray river council

Monthly Operational Report – January 2025

Waste and Compliance

- Capital Works proposal currently being drafted for Moama and Barham pounds.

Environmental Health

- Leah Gullan from Osbourne Richardson Australia has been working with residents and businesses to approve various applications.
- Ongoing TechOne Environmental Health module testing continued during the month.

PART E: Business as Usual

Waste

- Councils waste team have been investigating tyre recycling options and will look at their first tyre collection with Tyrecycle in the coming month.
- The Return and Earn facility is starting to attract some volume with over 520,000 containers processed through the facility and the largest volume to date was 29,000 in a day thus far.
- The Waste team have setup new tyre and mattress recycling bunkers to keep correct separation distances between materials at the site.
- The Return & Earn staff have made some improvements to bin lifters and operations to keep glass from shattering when it is tipped.

Compliance

- New Panasonic Toughbooks have been received and now in use, enabling fire hazard inspections to be completed in the field using the most efficient product available.
- There have been over 80 animals through the Moama and Barham pounds to date.
- Compliance Officer – Ranger appointment. Tim Roeszler to commence with MRC on Monday February 24.

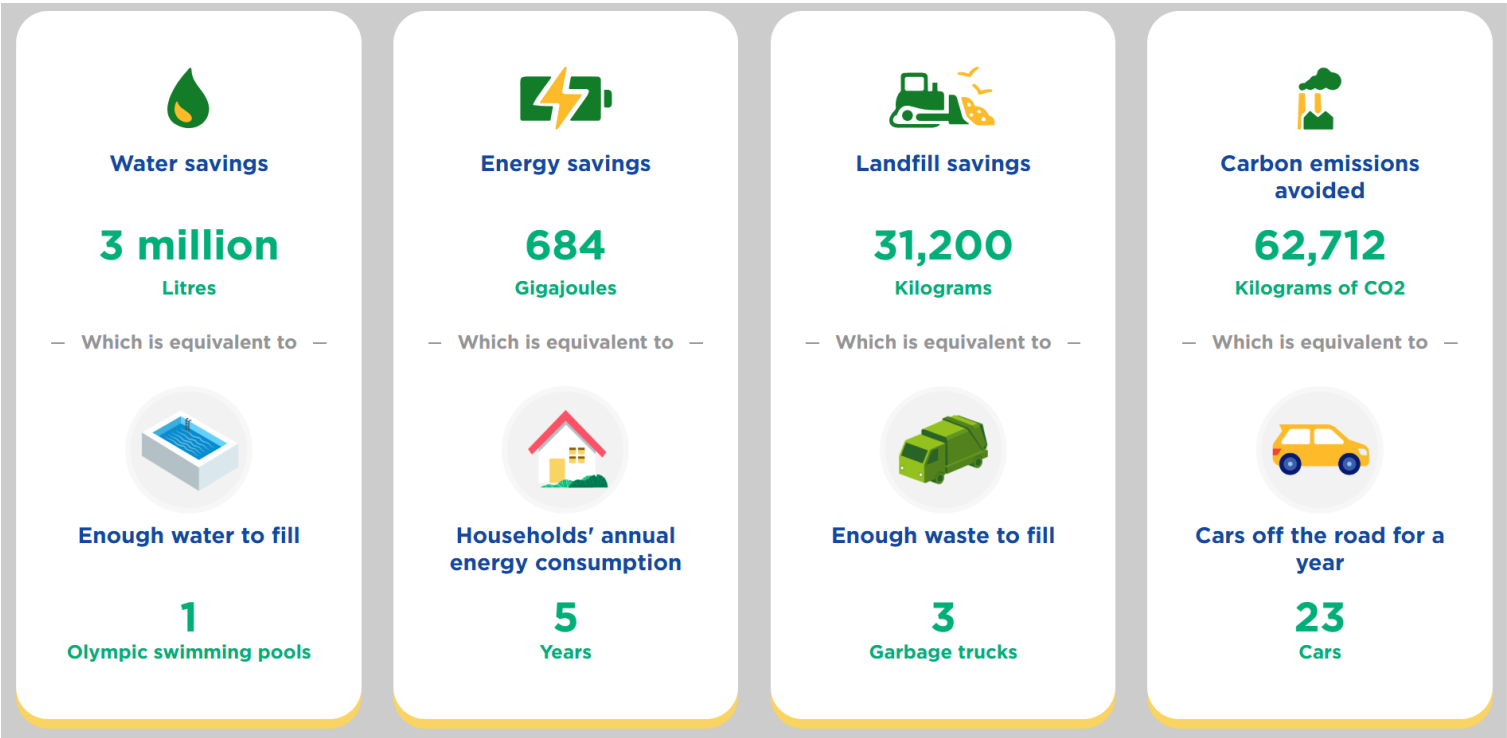
Environmental Health

- A number of food business applications have been received and assessed during the month.
- Responding to various enquiries from the public including, skin penetration, hair, beauty and food businesses.

murray river council

Monthly Operational Report – January 2025

Waste and Compliance



Data showing the positive impact the Return & Earn has had on the Community & Environment since operating



Mark from Engineering fabricated a smudge bar for the new 938 Cat loader to use at Moama Landfill



New tyre and mattress drop off bunds are being constructed by the staff to comply with the site Standard Operating Procedure separation distances.

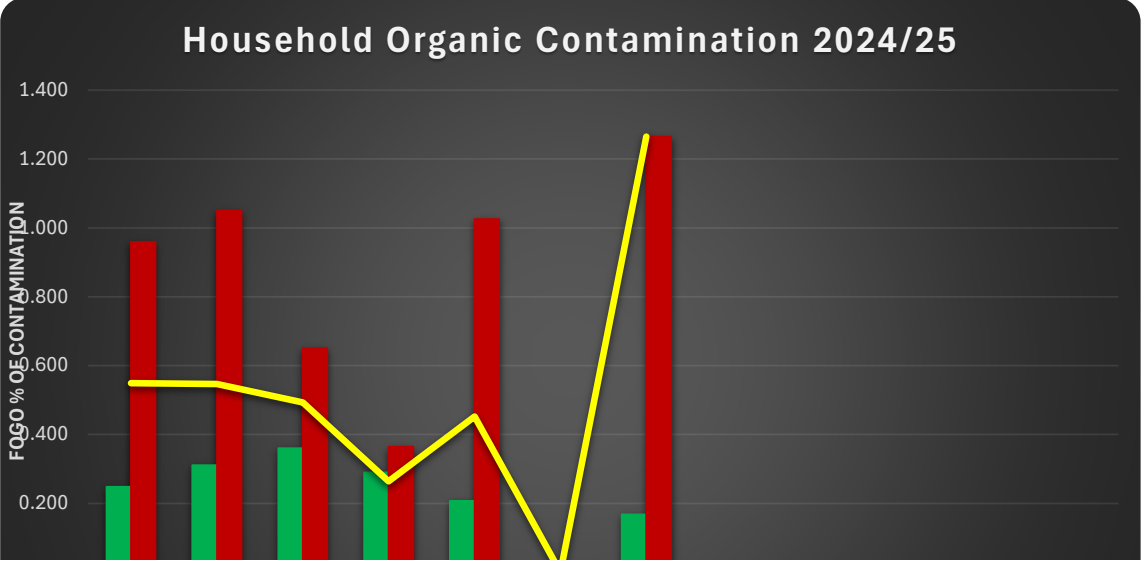
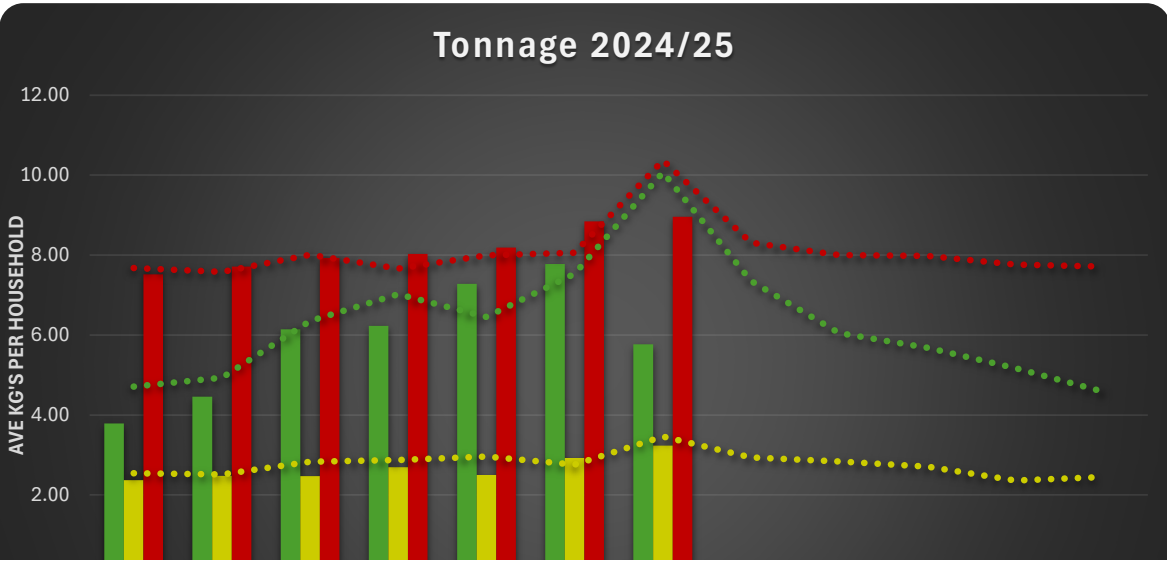
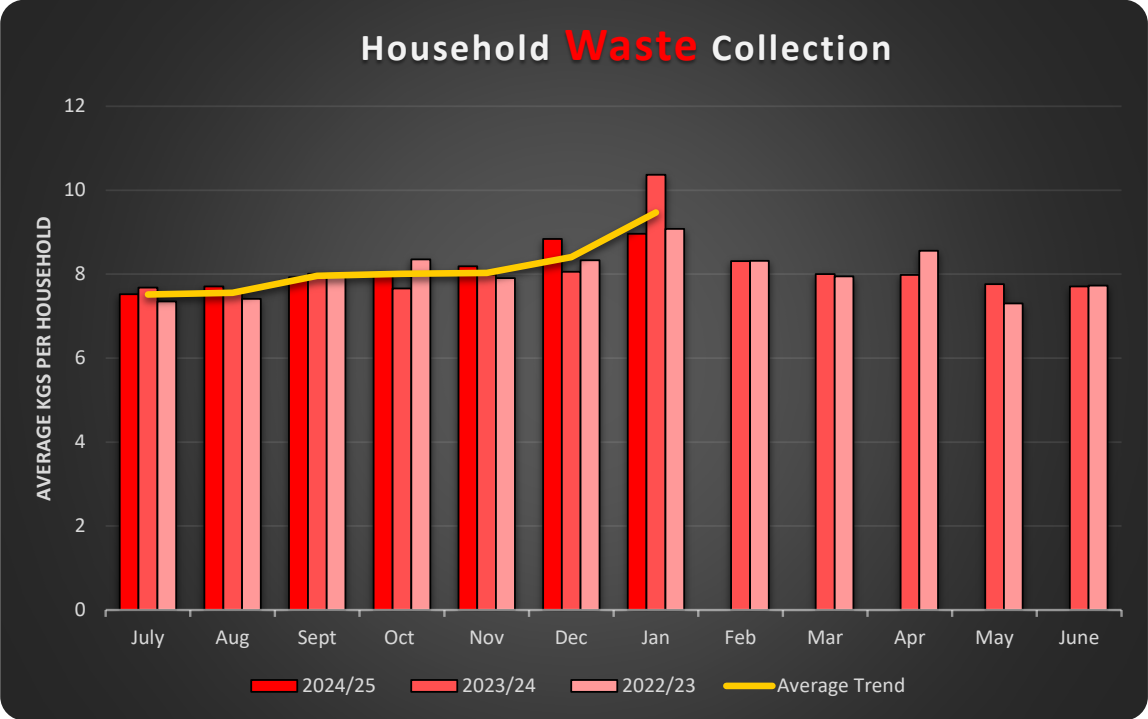
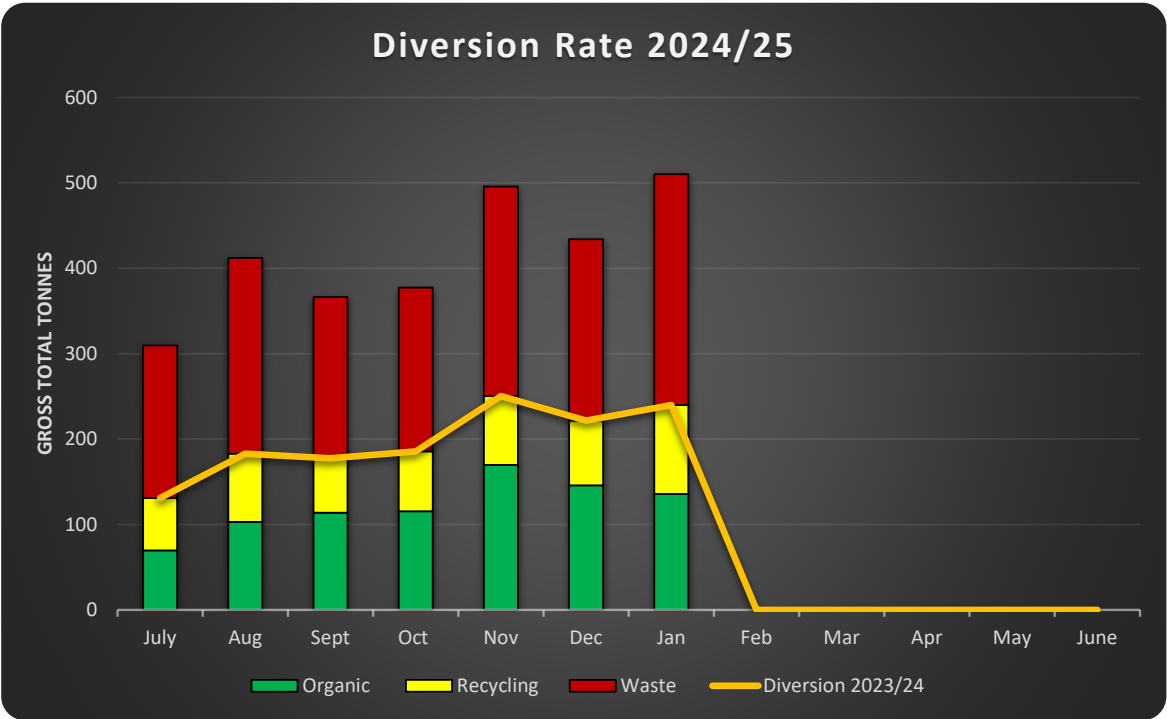
murray river council

Monthly Operational Report – January 2025

Waste and Compliance

Fridges and air conditioners were recently degassed and the staff have started neatly stacking them.

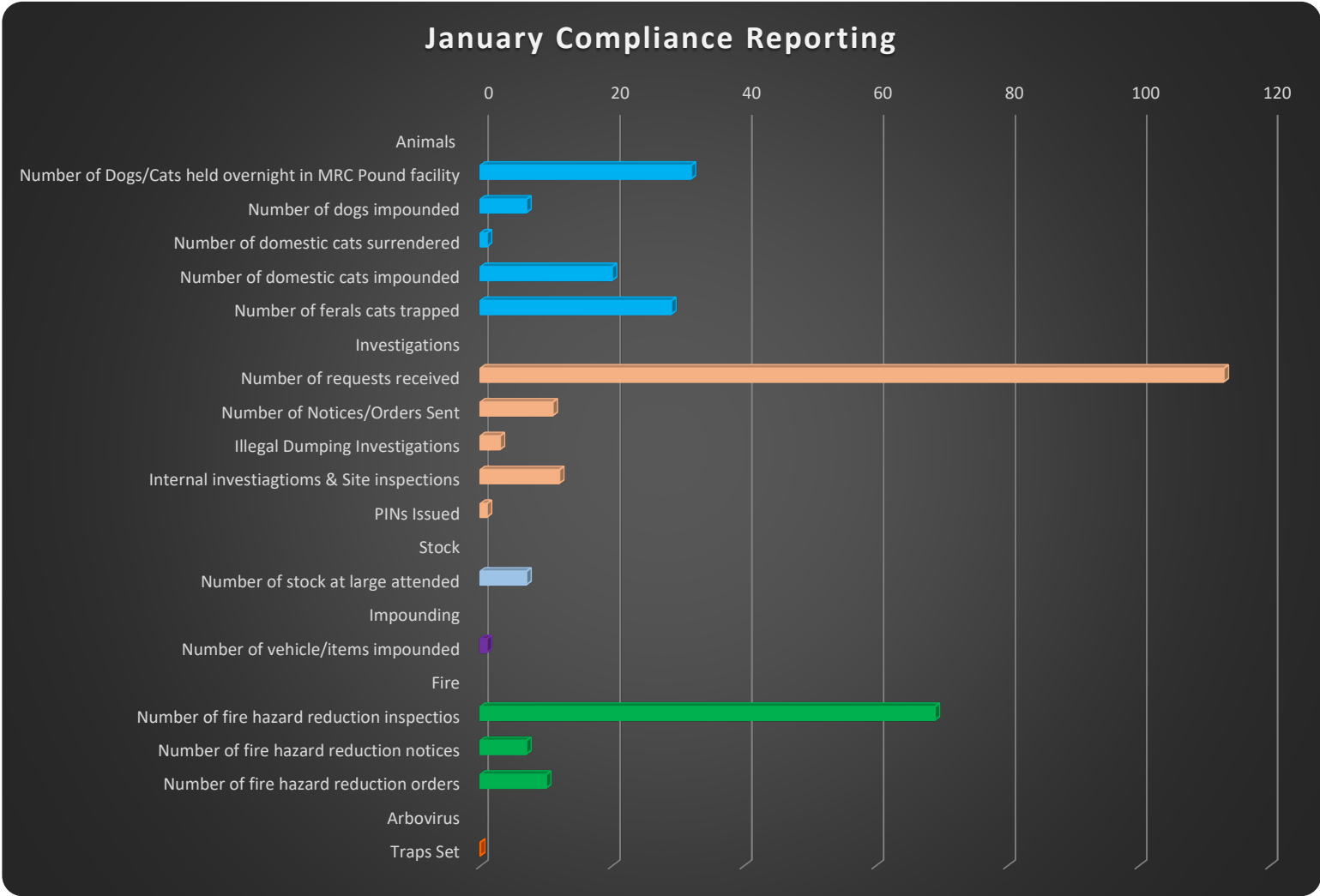
PART F: Service Metrics



murray river council

Monthly Operational Report – January 2025

Waste and Compliance



Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	
			<div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	
12/09/22	No CCTV cameras at Barham Pound facility. High risk to on call Ranger who may be required to attend 24/7 should a break in occur. Identify / reduce incidents.	No existing controls.	Cameras have been installed	<div></div>
09/05/2021	Public dropping waste at Moama landfill directly to cell around heavy equipment.	Low height skip bins placed at the front of house to get majority of the public to drop into these and have them transferred to the waste cell.	The design for the push pit at Moama Waste Management Facility has been updated to tender. Planning requirements are now being worked through so tender and construction can commence in early 2025.	<div></div>
09/05/2021	Barham and Wakool waste facility fencing is damaged and outdated providing easy unauthorised.	Boundary checks and facility monitoring.	Budget to upgrade fencing at both locations. Barham complete. Wakool site has been closed and has become a component of landfill rehabilitation project.	<div></div>

murray river council

Monthly Operational Report – January 2025

Waste and Compliance

28/05/2022	Working in isolation/ limited phone signal / locating team members	Phone calls and team meetings to understand members work	Remote and Isolated Work Risk Assessment completed. GPS vehicle and personal GPS locators installed in all vehicles. Call centre identified to monitor after hours call outs. 3x units fitted. 1x unit to be installed.	●
29/08/2022	Exposure to Japanese Encephalitis Virus through mosquito trapping and working outdoors.	Long sleeve clothing and insect repellent spray	Environmental Health Coordinator and Rangers have received Japanese Encephalitis Vaccination	●

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

- The Return and Earn facility is starting to attract some volume with over 520,000 containers processed through the facility and the largest volume to date was 29,000 in a day thus far.
- Council has received the methane gas pumping trial report from Run Energy following the 3-month gas pumping trial. Further recommendations have been made and a quote to install a permanent system based on the data from the trial has been received and reviewed. Information has been requested to investigate the viability of installing a small power generation unit to be able to pump power back into the grid using a generator unit that is run off methane gas.
- There have been over 80 animals through the Moama and Barham pounds to date this financial year.
- Standard Operating Procedure (SOP) has been developed for the Moama and Barham pounds and will be document controlled pending dissemination.
- Animal Destruction Policy, Compliance and Enforcement Policy, Companion Animal Policy and Firearms Policy all drafted and will be sent out for comment.
- Ongoing TechOne Environmental Health module testing continued during the month.

murray river council

Monthly Operational Report – January 2025

Infrastructure Directorate

PART A: Section Accountabilities and Team Roles

Director of Infrastructure –			Key Performance Indicator		Evidence/Comments:		<div><div></div><div></div><div></div></div>																												
Aligning and giving direction for all Council infrastructure of the Council region. A focus of ensuring an adequate level of service and expectation is delivered for our communities.			By Nov 23 Investigate and work with other councils to harvest synergies.		Monthly meeting with Edward, Berrigan, and Murrumbidgee Director Engineering.		<div><div></div><div></div><div></div></div>																												
			By Dec 23 lead the council wide energy reduction and management program: investigate, plan, business case, funding and delivery.		Energy Efficiency projects being prioritized. Federal Government have announced funding for Local Government Energy Efficiency Projects that will have guidelines released in December.		<div><div></div><div></div><div></div></div>																												
			Consider opportunities to on-sell services, eg other councils, Transport for NSW etc				<div><div></div><div></div><div></div></div>																												
			Flood expenditure under the DRFA to be claimed and reimbursed within 6 months.		Yes. Refer to Works update for up to date break down of submission		<div><div></div><div></div><div></div></div>																												
			Advocate on behalf of MRC, in concert with RAMJO if required, to influence the NSW Government with regards to infrastructure issues and policies.		I am chair of the RAMJO Local Water Utility group. Recenelty commenced and starting to see some improvements through collaboration.		<div><div></div><div></div><div></div></div>																												
Accountabilities <table><tr><th>#</th><th>SBPO</th><th>Accountability</th></tr><tr><td></td><td>S</td><td>Water and Sewerage</td></tr><tr><td></td><td>S</td><td>Transport Services</td></tr><tr><td></td><td>S</td><td>Strategic Assets</td></tr><tr><td></td><td>S</td><td>Project Management Office</td></tr><tr><td></td><td>S</td><td>Infrastructure Integration</td></tr><tr><td></td><td>S</td><td>Intergovernmental Relations – Infrastructure</td></tr><tr><td></td><td>B</td><td>Intergovernmental Relations – Operations and Major Projects</td></tr><tr><td></td><td>B</td><td>Bridge Collapse Planning</td></tr></table>			#	SBPO	Accountability		S	Water and Sewerage		S	Transport Services		S	Strategic Assets		S	Project Management Office		S	Infrastructure Integration		S	Intergovernmental Relations – Infrastructure		B	Intergovernmental Relations – Operations and Major Projects		B	Bridge Collapse Planning	Manage the development of extra capacity in relation to the Water Filtration Plant, trunk mains, and corresponding sewerage transportation and treatment systems.		WTP Stage 1 upgrades are being prepared for tender.		<div><div></div><div></div><div></div></div>	
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	B	Intergovernmental Relations – Operations and Major Projects																																	
	B	Bridge Collapse Planning																																	
			Continue to strongly advocate and liaise with Transport for NSW and Swan Hill Regional Council to further the replacement of the one-lane bridge across the Murray River		Councils now both aligned on the alignment. Continues to be number one priority for the updating Central Murray Regional Transport Forum Strategy.		<div><div></div><div></div><div></div></div>																												



Monthly Operational Report – January 2025

Infrastructure Directorate

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

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

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

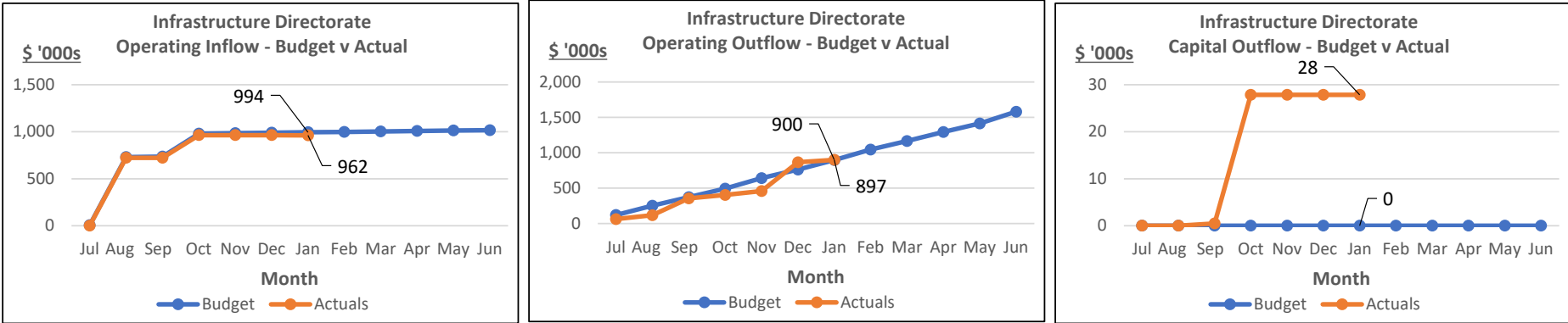
4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	<div><div></div><div></div><div></div></div>
				1	2	3	4		
Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment.									
1.3 - Integrated Water Cycle Management		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

PART C:Financial Outcomes

murray river council

Monthly Operational Report – January 2025

Infrastructure Directorate



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

PART D: Project Status

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

PART E: Business as Usual

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>

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

murray river council

Monthly Operational Report – January 2025

Buildings and Facilities

PART A: Section Accountabilities and Team Roles

Manager Buildings and Facilities	Coordinator Buildings and Facilities																																																																								
<p>Manage the ongoing viability of Council’s approximately 400 buildings and facilities through robust asset management plans and practices.</p> <p>Engage and consult with stakeholders to identify requirements, develop strategy and compile the long-term financial plan.</p> <p>Maintain an accurate inventory of contractors and consultants for the management of Council's diverse range of land, buildings and facilities.</p> <p>Manage the annual capital and operational budgets.</p>	<p>Provide an internal operational service for corporate buildings.</p>																																																																								
<div>Accountabilities<table><tr><th>SBPO</th><th>Accountability</th></tr><tr><td>B</td><td>Building Capital Works</td></tr><tr><td>B</td><td>Disability Asset Management Plan</td></tr><tr><td>B</td><td>Facilities Security Management</td></tr><tr><td>B</td><td>Pest Management (Buildings)</td></tr><tr><td>B</td><td>Council Building (Pre 2004) Asbestos Register</td></tr><tr><td>B</td><td>Open Spaces amenity buildings and facilities (public amenities, structures, BBQ’s, public furniture)</td></tr><tr><td>B</td><td>IT Security Systems</td></tr><tr><td>B</td><td>Utility Bills Management</td></tr><tr><td>B</td><td>Safety Equipment Compliance (Buildings)</td></tr><tr><td>B</td><td>Community Cultural and Heritage Buildings</td></tr><tr><td>B</td><td>Buildings and Facilities Cleaning Management</td></tr><tr><td>B</td><td>Property (Buildings & Facilities) Operations Management</td></tr><tr><td>P</td><td>Pest Management (Buildings)</td></tr><tr><td>P</td><td>Asset (Non IT) Security</td></tr><tr><td>P</td><td>Heritage Systems and Processes</td></tr><tr><td>P</td><td>Disability Asset Management Plan</td></tr><tr><td>P</td><td>Utility Bills</td></tr><tr><td>P</td><td>Caravan Park Projects</td></tr><tr><td>P</td><td>Property Operations</td></tr><tr><td>O</td><td>Location Management Site Specific Operations</td></tr><tr><td>O</td><td>Disability Asset Management Plan</td></tr></table></div>	SBPO	Accountability	B	Building Capital Works	B	Disability Asset Management Plan	B	Facilities Security Management	B	Pest Management (Buildings)	B	Council Building (Pre 2004) Asbestos Register	B	Open Spaces amenity buildings and facilities (public amenities, structures, BBQ’s, public furniture)	B	IT Security Systems	B	Utility Bills Management	B	Safety Equipment Compliance (Buildings)	B	Community Cultural and Heritage Buildings	B	Buildings and Facilities Cleaning Management	B	Property (Buildings & Facilities) Operations Management	P	Pest Management (Buildings)	P	Asset (Non IT) Security	P	Heritage Systems and Processes	P	Disability Asset Management Plan	P	Utility Bills	P	Caravan Park Projects	P	Property Operations	O	Location Management Site Specific Operations	O	Disability Asset Management Plan	<div>Accountabilities<table><tr><th>SBPO</th><th>Accountability</th></tr><tr><td>P</td><td>Heritage Projects</td></tr><tr><td>P</td><td>Council Building (Pre 2004) Asbestos Register</td></tr><tr><td>P</td><td>Safety Equipment Compliance (Buildings)</td></tr><tr><td>O</td><td>Property improvement and maintenance service</td></tr><tr><td>O</td><td>RFS Asset Maintenance</td></tr><tr><td>O</td><td>Asset (Non IT) Security Service</td></tr><tr><td>O</td><td>Caravan Park Maintenance</td></tr><tr><td>O</td><td>Council Building (Pre 2004) Asbestos Register</td></tr><tr><td>O</td><td>Pest Management Public Health (Buildings)</td></tr><tr><td>O</td><td>Safety Equipment Compliance (Buildings)</td></tr><tr><td>O</td><td>Retirement Villages</td></tr><tr><td>O</td><td>Emergency Management planning for Buildings and Facilities</td></tr><tr><td>O</td><td>Maintenance of Sport and Recreation Buildings</td></tr></table></div>	SBPO	Accountability	P	Heritage Projects	P	Council Building (Pre 2004) Asbestos Register	P	Safety Equipment Compliance (Buildings)	O	Property improvement and maintenance service	O	RFS Asset Maintenance	O	Asset (Non IT) Security Service	O	Caravan Park Maintenance	O	Council Building (Pre 2004) Asbestos Register	O	Pest Management Public Health (Buildings)	O	Safety Equipment Compliance (Buildings)	O	Retirement Villages	O	Emergency Management planning for Buildings and Facilities	O	Maintenance of Sport and Recreation Buildings
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murray river council

Monthly Operational Report – January 2025

Buildings and Facilities

PART B:

4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery

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100%

Green

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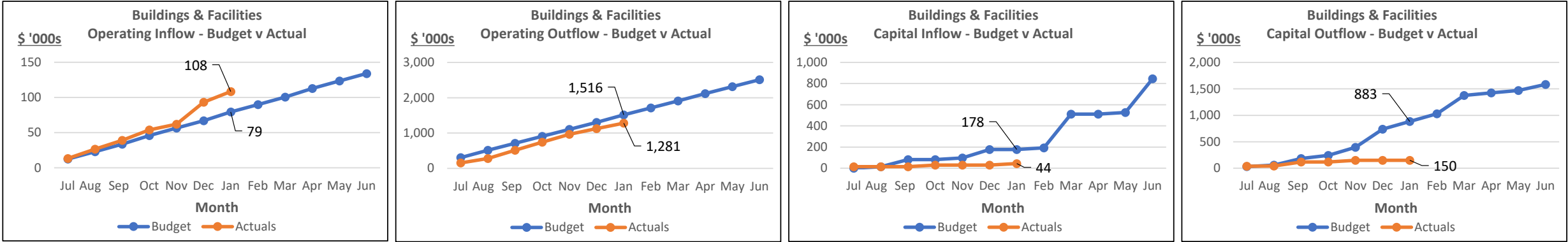
Red

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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	<div> <div></div> <div></div> <div></div> </div>
				1	2	3	4		
Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.									
3.2 – Public Buildings									
Delivery of a feasible level of service for the community in relation to public buildings. Building Asset Management Plan to determine Council’s long term financial plans to deliver fit for purpose public buildings. (S DI)	Deliver	(DP 3.2.1) Town hall / public facility upgrades will be undertaken in line with the priorities set from the Building and Open spaces review – completed 2022. Feasibility and design requirement will be subject to grant funding availability.	B: MB&F P: MP&B P: MMP O:CB&F	✓	✓	✓	✓	Asset review completed by CT Management Group. Maintenance and renewal plans being finalised and split into separate documents. Currently in the planning phase. FY25 capital works and maintenance budget for Councils buildings derived from the CTMG 10 year maintenance and renewal plan. Following capital works planned for FY25: <ul style="list-style-type: none"> Refurbishment of Mathoura Memorial Park Toilet Block – aging asset. Includes update of fixtures and fittings, replacement of defective components, render and painting. <i>Works to commence in February 2025.</i> Wakool Hall - Kitchen fit out is deteriorating in both the main area and the tea room. External ramps leading from the hall to the storage ramp are too steep and there have been several near falls. Kitchen renewal and ramp upgrade required. Caldwell Hall - Bathroom (x 2) refurbishment and re-stumping the child care building. Mathoura MVBC Park Public Toilet Upgrade - Capital upgrade of Mathoura MVBC Park Public toilets. The toilets are well patronised by travellers. They are rundown, outdated and do not cater for people with disabilities (not wheelchair accessible). Project costs include supply and installation of new toilet (\$135,311), demolition of existing (\$10,000), new path network (\$10,000), contingency and project management fees. Seek full grant funding e.g. LACI, SCCF or TfNSW. Womboota Hall – Full external repaint completed. 	<div> <div></div> </div>
		(DP 3.2.2) Review existing public buildings for community needs, fit for purpose needs and affordability of maintaining and renewing such buildings.	B: MB&F P: MP&B P: MMP O:CB&F	✓	✓	✓			

PART C:

Financial Outcomes



murray river council

Monthly Operational Report – January 2025

Buildings and Facilities

PART D: Project Status

Project Title	Total Project Budget	Expenditure to date	Budget Remaining	% Works Complete	Status/Comments	
Asbestos remediation works – Council Buildings (FY25)	\$55,500	\$3182	\$52,318	5%	Planning phase. Quotes being sort for QR codes tracking system.	●●●
Security & Compliance upgrade (FY25)	\$25,000	\$25,000	\$0	100%	Ongoing rollout of the Salto system and the commencement of the installation of the Promaster system in the western area of the Council. Installation of CCTV at Moulamein Depot completed. <i>Installation of PTZ CCTV camera at Moama WTP. SALTO rollout at Mathoura War Memorial Building completed.</i>	●
Liston CP Revitalisation	\$75,500	\$67,717	\$7,283	85%	1. Current site holder notified to fully vacate sites by 01 Sept 2022. Full site audit and associated report completed. Councillor briefing session held 31/05/2022. RFQ for options paper sent to specialist tourist park consultants 08/06/2022 (closes 22/06/2022). Awaiting legal opinion regarding several matters. MRC to send further communication to site holders once received. Additional correspondence sent to site holders 22 June 2022. Large skip bin supplied to assist site occupants with disposal of smaller items. Stage 1 works will commence in mid August 2022 to demolish derelict buildings (old toilet blocks & shed). Demolition works now scheduled for mid October – delayed due to weather. Only one site remaining which has been partially decommissioned – due to be finalised by 18/10/2022. Demolition works completed November 2022. Scope Consulting have submitted draft final report. Staff currently reviewing findings and recommendations. Report being revised based on staff review and recent advice from Crown Lands. Councillor workshop held on 12/09/2023 to discuss report and options. Report to <i>be drafted for next Council meeting. Main amenities building due for demolition February 2025. Above ground electrical infrastructure (site poles and cabinets) have been removed as well as the existing electricity meters (saving on tariff costs).</i>	●
Caldwell Hall - Bathroom (x 2) refurbishment and re-stumping the childcare building.	\$59,290	\$18,091	\$41,199	50%	Planning phase. <i>Quotes received for restumping and contractor appointed.</i> Restumping of the childcare building (as identified in the 10 year renewal plan) has been completed.	●
MVBC Park Public Toilets Upgrade	\$187,926	\$0	\$187,926	0%	Subject to successfully obtaining grant funding. Awaiting opening of suitable funding opportunities.	●
Wakool Memorial Hall – General Renewal	\$40,900	0%	\$40,900	0%	CTMG recommended capital renewal program for this asset. Kitchen fit out is deteriorating in both the main area and the tea room. External ramps leading from the hall to the storage ramp are too steep and there have been several near falls. Kitchen renewal and ramp upgrade required. Currently in planning phase. <i>Schedule of works has been completed and quotes being obtained.</i>	●
MVBC Stage 1 – Security Upgrade & Library Renovation	\$310,000	0%	\$310,000	10%	Finalising Tender documents. <i>Tender documents finalised and tender process due to start in Jan 2025. Tender delayed to March 2025 with construction commencement now scheduled for July 2025.</i>	●
Mathoura Memorial Park Toilet Block	\$23,000	0%	\$23,000	0%	CTMG recommended capital renewal program for this asset. Refurbishment of Mathoura Memorial Park Toilet Block – aging asset. Includes update of fixtures and fittings, replacement of defective components, render and painting. Planning phase. <i>Works to commence in February 2025.</i>	●
Yanga RFS Shed	\$590,674	\$567,308	\$0	99%	Tender awarded to Tony Campbell Steel Fabrications. Preliminaries underway. Construction certificate has been issued. Concrete slab and under slab plumbing has been completed. Framework has been completed and the building is at lockup stage. Internal fit is well underway and the project is due for completion at the end of May 2024. Final Inspection booked for 13/06/2024 and first claim against RFFF has been lodged with NSW RFS. <i>Build completed and now in 12 month defects monitoring period.</i>	●
Moama Water Treatment Plant - Auto Sliding Gate	\$35,000	\$32,811	\$0	99%	Quotes currently being obtained for the works. Works nearing completion. Issue with communications being investigated. <i>All issues resolved and gates are operational.</i>	●

PART E: Business as Usual

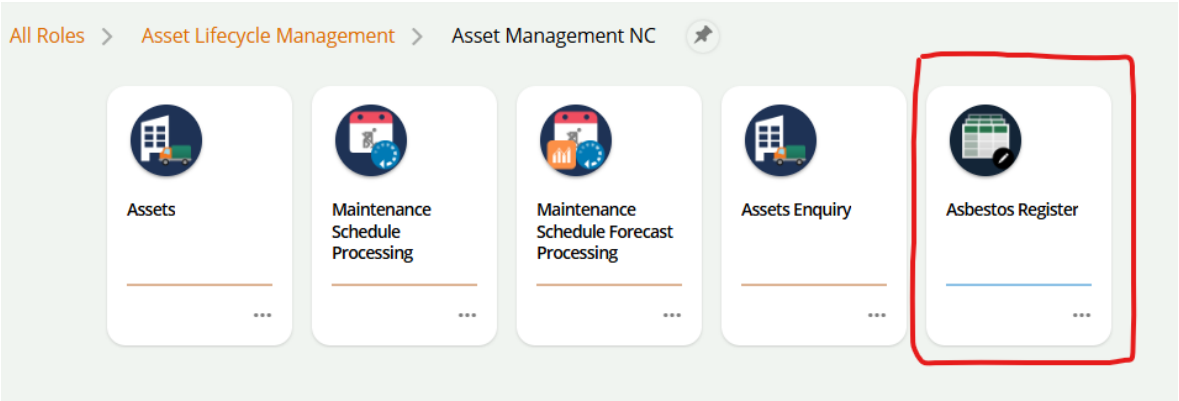
Mathoura War Memorial Building
SALTO fob access system has been installed throughout the building (including the Preschool) and users given access fobs.

Asbestos Register
The Buildings Asbestos register has been completed and loaded into TechOne.

murray river council

Monthly Operational Report – January 2025

Buildings and Facilities



PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>

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

murray river council

Monthly Operational Report – January 2025

Major Projects

PART A: Section Accountabilities and Team Roles

Project Office Manager	Project Manager																																																																																																						
<p>Manage the Major Projects Business Unit. Developing, implementing, and updating the framework and tools for project management; and the quality infrastructure design services and delivery of outsourced capital projects for roads, bridges, drainage, water, sewer and other civil infrastructure. Infrastructure design standards; infrastructure project development; investigation, design, and configuration of GPS systems for construction teams.</p> <p>Management of the Project Office; oversee the management of major projects, project managers, project teams, consultants, contractors in delivery of infrastructure projects. Ensuring that the projects are delivered within exceptions of: Scope; Time; Cost; Quality; Risk and Benefits. Design standards which satisfy Council’s adopted levels of service; best practice; legislation; Australian Standards and Codes of Practice. Accountable to users and stakeholder for project development; investigation; design; procurement; delivery and close out of projects on completion.</p> <p>Provision of major project development; investigation; design; procurement; construction/delivery; and project close out for Transport Services and Water Services and other business units.</p>	<p>Management of Infrastructure Projects. Investigation; Design; Procurement; Delivery/Construction; and Project Close out.</p> <p>Delivery of major infrastructure projects within exceptions of: Scope; Time; Cost; Quality; Risk and Benefits</p> <p>Accountable to users and stakeholder for project development; investigation; design; procurement; delivery and close out of projects on completion</p>																																																																																																						
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murray river council

Monthly Operational Report – January 2025

Major Projects

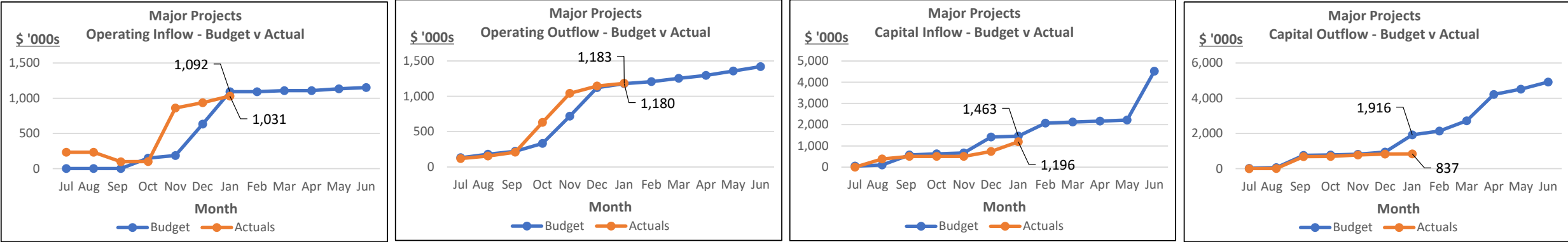
PART B:

4 Year Delivery Program and 1 Year Operational Plan

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

PART C:

Financial Outcomes



PART D:

Project Status

Projects	Comments:	<div><div></div><div></div><div></div></div>
Tooranie Road/Yarrein Creek Bridge (Fixing Country Bridges - TfNSW)	Transport for NSW (TfNSW) has recently confirmed funding. Contractor is engaged for bridge replacement. Tender for bridge approaches to be advertised in January 2025. Project to commence in February 2025 with a June 2025 completion planned. Road approach tender to be advertised following pavement design. Project to be completed by 30 th June 2025 (funding deadline)	<div><div></div><div></div><div></div></div>
Murray Downs Foreshore Boat ramp and associated works (Boating Now Round 3/Council)	Project was delayed due to high River levels. Boat ramp construction works now complete with project in closure phase. Access Road to be constructed in 2025 under Council Funding	<div><div></div><div></div><div></div></div>
Barham River Estate Levee Upgrade (Floodplain Management Program)	Project is funded under the 2023 Floodplain Management Grants. Tenders for construction works currently being assessed and outcomes are expected to be presented to the January Council meeting. Note – Council deferred decision to February 2025 Council meeting.	<div><div></div><div></div><div></div></div>
Moama major overland flow flood study (Floodplain Management Program)	Project is funded under the 2023 Floodplain Management Grants. Flood Study is in progress and has included opportunities for community input.	<div><div></div><div></div><div></div></div>
Moulamein flood study review (Floodplain Management Program)	Project is funded under the 2023 Floodplain Management Grants. Flood Study is in progress and has included opportunities for community input.	<div><div></div><div></div><div></div></div>
Moulamein Water Treatment Ring Levee, Riverine/Stormwater Backflow Prevention and upgrade of points of weakness in the levee (Disaster Ready Fund)	Design and specification of works is in progress. Design for improvements to the triangle park area in Moulamein is nearing completion. Tender for works to be advertised with Project on track to be completed by June 2025.	<div><div></div><div></div><div></div></div>
Design for Barham Sewage Treatment Upgrade	Design being undertaken by NSW Department of Public Works. Pump station design and specification nearing completion and will then be seeking funding to proceed to tender. Investigations including Review of Environmental Factors and Cultural Heritage Assessment underway for the Sewerage Treatment Plant upgrade.	<div><div></div><div></div><div></div></div>
Condition assessment of Murray Irrigation Limited Structures on the road network for Murray River Council, Edward River Council, Murrumbidgee Council, Berrigan Council and Federation Council. Project being delivered to improve road network performance (Restart NSW)	Original scope of the project has been delivered with 383 Level 2 and Level 3 inspections completed and inspection reports issued. Approval has been received to complete inspections of an additional 27 Council bridge structures using the remaining grant funds. Project on track for completion by 30 th June 2025.	<div><div></div><div></div><div></div></div>
Barham flood study review (Floodplain Management Program)	Tender currently advertised with submissions closing in March.	<div><div></div><div></div><div></div></div>
Mathoura and Picnic Point flood study (Floodplain Management Program)	Tender currently advertised with submissions closing in March.	<div><div></div><div></div><div></div></div>
Little Forest Remediation	AHIP application submitted to Heritage NSW to process to enable the works to proceed. Project to be completed by June 2025 (funding deadline)	<div><div></div><div></div><div></div></div>

murray river council

Monthly Operational Report – January 2025

Major Projects

Concept design for Moama Sewerage Scheme Upgrade (Safe Secure Water Program)	Options study review and concept design is being undertaken by NSW Department of Public Works is nearing completion. Concept design to proceed upon finalisation of the options study review and option selection.	<div></div>

PART E: Business as Usual

N/A

PART F: Service Metrics

Nothing to report.

Date	Customer Complaint	Action Undertaken	<div><div></div><div></div><div></div></div>
	Nil		

Risk Management

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

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

Confirmation of external funding for the Tooranie Road/Yarrein Creek Bridge replacement (TfNSW) and inspections of additional Council bridge structures (Restart NSW) have been significant outcomes in the past month.

murray river council

Monthly Operational Report – January 2025

Works

PART A: Section Accountabilities and Team Roles

Manager Works	Project Engineers	Transport Asset Technician	Road Safety Officer	Works Superintendents																																																																																																																																																																																																												
<p>This team is now solely focused on implementation and the “doing”.</p> <p>Ricki is the Implementation Agent.</p> <p>This team will provide these services based on Service Level agreements with Delivery Managers</p> <ul style="list-style-type: none">Civil WorksRoadsBridgesAncillary furnitureEmergency Services and After Hours Response <p>Their work will include new projects, maintenance and repair on roads, footpaths, stormwater, bridges, signage and linemarking, bus shelters, seats, kerb and gutter, pavements, verges, traffic islands, streetlighting, etc.</p>	<p>This role is responsible for the supervision and management of construction and maintenance activities for the Works program including road and drainage constructions.</p> <p>In partnership with Works Superintendents, ensure deliverables and outputs from staff and contractors involved in the Works Program are in accordance with works packages, legislation and Murray River Council Policy and Procedures.</p> <p>Management of construction and maintenance activities as instructed by Transport for NSW (TfNSW) including fulfilling Council’s commitment to the Road Maintenance Council Contract (RMCC).</p>	<p>This role is responsible for managing and maintaining transport assets such as roads, bridges, and tunnels, ensuring they meet safety standards and comply with regulations. This includes conducting inspections, analysing data, preparing reports, and collaborating with stakeholders to prioritise and execute maintenance activities.</p> <p>The team also manages the traffic counters to assess at a given site to determine:</p> <ul style="list-style-type: none">the number of vehicles per day.the vehicle travel speeds.direction of travel.percentage heavy vehicles. <p>This role also the designated Quarry Manager for Council’s gravel pits, in accordance with the Small Mines Regulator.</p>	<p>This role (half a position) is funded under the NSW Local Government Road Safety Program (LGRSP) up to 30 June 2025.</p> <p>It aims to foster important relationships with local businesses, community groups and institutions to deliver programs that improve road safety and help to integrate a ‘safe system’ approach to reducing road deaths and serious injuries at the local level.</p>	<p>This role is responsible for the coordination, logistics and delivery of capital and operational road works at Council.</p> <p>This includes reviewing customer service requests to assess and prioritise the need for unplanned maintenance works.</p> <p>Areas of Focus / Accountability is for the provision of a safe road network including roads, footpaths, stormwater, bridges, signage and linemarking, bus shelters, seats, kerb and gutter, pavements, verges, traffic islands, streetlighting, etc.</p>																																																																																																																																																																																																												
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Works

	B	Grant Funding applications for Footpaths and Bike paths under RMS						O	Physical Road Safety
	B	Private Road Maintenance						O	RFS Hazard Reduction Earth Works
	B	Emergency Traffic Response Management						O	Public Parking
	B	Sealed Road Management						O	Bridge Maintenance
	B	Road Drainage						O	Local Traffic Emergency Management
	B	Pathway Management						O	Hazardous Spills
	B	Road Opening Application Register						O	Storm Water Collection Points
	B	Major Traffic Incident Preparation and Planning						O	Road to Recovery Program
	B	Rural Road Management						O	Lift Bridges
	B	Road Safety Program						O	Depot Maintenance
	B	Works and Fleet Administration							
	B	Management of Levee Banks							
	P	Supply Requests and Budget Oversight							
	P	Major Traffic Incident Preparation and Planning							
	P	RFS Minor Construction and Maintenance							
	P	Roads Grant Funding							
	P	Transport for NSW Services							
	P	Road Cleaning							
	P	Lift Bridge							
	P	Private Road Maintenance							
	P	Rural Roads							
	P	Hazardous Spills							

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Works

PART B:

4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery

0%

100%

Green

Amber

Red

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

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments						
				1	2	3	4							
Theme 1 – Goal 1 - Facilitate Circular Economy														
1.2- Enhance waste and recycling programs to increase resource recycling across LGA														
Investigate, design and construct a resource recovery facility in Moama. With further programs to be considered across the Council area. (S DPE)	Deliver, Partner	(DP 1.2.2) Investigate options to use recycled materials in more projects across Council.	B: MWCS P: MWCS O:MWCS	✓	✓	✓	✓	In progress. Crushed concrete is used extensively at Transfer Stations and landfills to improve access. Other divisions of Council are continuously encouraged to assess the merits of recycled products for use in projects and services. Road pavement materials are recycled in reconstruction projects and if any materials are required to be removed, this can be reused at Council’s water facilities. Reviewing Project Management Framework to incorporate into future projects.						
Theme 1 – Goal 2 - Protect, enhance and sustain the natural environment														
1.3 - Integrated Water Cycle Management														
Review and update the Residential Drainage / Flood Management Strategies (S DI)	Deliver	(DP 1.3.1. A) Progress the Moama West Drainage Strategy as development grows.	B: MW P: MIP O: MW	✓	✓			The review of the Moama West Drainage Strategy was put on hold while the Echuca Moama Flood Study Project was in progress. The Flood Study was prepared to better understand and define flood behaviour of the Murray, Campaspe and Goulburn River systems and their impact on the Echuca-Moama area. Originally, the Report was commenced to consist of detailed modelling and mapping that reproduces the flooding associated with the 1993, 2011 and 2016, and later expanded to include the 2022 flood event. It also details information under existing conditions of flood levels, velocities, flows and risk for the standard set of ‘design’ flood events ranging from a 20% to a 0.2% annual exceedance probability (AEP) event, which refers to the probability of a particular flood being equalled to or exceeded in any one year. Murray River Council adopted the Flood Study Report in April 2024 and will act as an important guide to ensure safe and sustainable development in Moama. Following the Flood Study, a Risk Management Plan is now in progress. This component is investigating flood mitigation options, flood warning systems and information to assist in managing flooding. Potential mitigation options identified by the engineers and the wider community are all being assessed in terms of benefits from reduced flood damage, costs of implementation and adverse impacts on others from redirected flood flows. Some of the options under investigation for Moama include: <ul style="list-style-type: none">Protection of properties along the breakout depression near Tindarra Resort that crosses Perricoota Road.Increased security for the Moama town levee. These options, along with those proposed in Echuca and some additional areas for investigation, have been modelled to show the overall changes on flood levels and the associated impacts. Benefit cost calculations are completed on all options, which weigh up the capital cost of those works versus the longer-term benefits of reduced flood damage. The draft report is schedule for release in late 2024. In summary, the outcomes of this Study will impact on the Moama West Drainage Strategy and therefore the review will recommence at the completion of the Study. This will likely occur during the next CSP / DP process. Council’s Housing Strategy will also impact on the review.						
	Deliver	(DP 1.3.1.B) Construction of the Moulamein Levee	B: MW P: MIP O: CW		✓	✓		The construction of the Moulamein Levee is progressing. Detailed survey of the levees has already been completed, with some localised additional survey possible as part of the design work. We are now preparing for the next steps in the project to finalise						

								the design process. The total project cost comprising Commonwealth funding of \$702,631, State funding of \$577,727 and a Council contribution of \$127,272. A signed funding deed with the NSW Reconstruction Authority secures these amounts. The internal Flood Group is actively working on improvements, with the Moulamein flood study review already receiving \$108,428 in funding under the 2023 Floodplain Management Grants. Preparations for the project's delivery are now underway.	
	Deliver	(DP 1.3.1.C) Investigate and progress stormwater infrastructure upgrades across the region	B: MW P: PE O: CW	✓	✓	✓	✓	<p>Council is committed to enhancing stormwater infrastructure across the region to ensure sustainable and effective management of stormwater runoff. We continue to review our stormwater infrastructure with the intention of identifying key areas for upgrades and improvements. These efforts are part of our ongoing commitment to protect our community from flood risks and maintaining the integrity of our local environment.</p> <p>Works completed, in progress or still under investigation include, but not limited to, the following:</p> <ul style="list-style-type: none"> • Goldfinch Court, Murray Downs and surrounding overland flow and storage. • Waugorah Road, Waugorah. • Clark Court, Moama. • Moama Overland Drainage Strategy. • Barham Overland Drainage Strategy (submitted for funding). • Mathoura MUSIC modelling to assess for water treatment. • Various pit upgrades. • Various culvert and roadside drainage upgrades on road reconstruction projects. <p>These works demonstrate our proactive approach in addressing the region's stormwater infrastructure needs, ensuring resilience against future challenges.</p> <p>Furthermore, other than upgrade works, Council also completed increased maintenance works on roadside drainage, table drains, inground pipes, pits and gross pollutant traps (GPTs).</p>	●
Theme 3 – Goal 1 – Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles.									
3.5 – Lighting upgrades & improvements									
LED lighting program to be rolled out across the Council area (Street lighting and Parks and Reserves). (S DI)	Deliver	(DP 3.5.1) Progressive LED lighting replacement program to be undertaken over next 10 years. New subdivisions to use LED lighting.	B: MW P: SE O: Authority	✓	✓	✓	✓	<p>The progressive LED lighting replacement program remains ongoing, with a focus on enhancing energy efficiency and sustainability across the region. LED lighting has been successfully implemented in new developments and subdivisions in accordance with the Essential Energy Section 45 notice, ensuring that all new installations meet modern standards. Notably, the Sports Field Lighting Upgrade project has been completed, with LED lighting now in place at facilities in Barham, Bunnaloo, Mathoura, Moulamein and Tooleybuc. The project was successfully funded and the acquittal process is complete. In addition, upgrades for some parks and reserves are still in progress, with completion anticipated in the near future. Consistent with the Parks and Open Space Strategy, all updated lighting will be either LED or solar, reinforcing our commitment to sustainable infrastructure improvements.</p>	●
Theme 6 – Goal 1 – Develop strategies to deliver road and shared pathway infrastructure that is accessible to all.									
6.1 – Cycle, foot and other pathways									
Pathways Plan to be developed taking into account sensitive design of pathways to consider environmental factors, accessibility and amenity. (S DI)	Deliver	(DP 6.1.1) Develop and begin implementation of a Pathways Plan for implementation across the LGA.	B: MW P: PE O: Consultants	✓	✓	✓	✓	<p>The development and implementation of a Pathways Plan across the Local Government Area (LGA) remains a priority. While our recent submission to Get Active NSW for funding was unsuccessful, we received valuable feedback through a debriefing session with the funding body. Our submission was ranked highly; however, other submissions were prioritised due to the age and urgency of their existing strategies.</p> <p>We remain committed to advancing this initiative and will be preparing a new submission for the upcoming funding round, anticipated in October 2024. This will ensure that our Pathways Plan is well-positioned for future funding opportunities and successful implementation across the LGA.</p>	●
Theme 6 – Goal 1 – Develop strategies to deliver road and shared pathway infrastructure that is accessible to all.									
6.2 – Improved and consistent road signage across the region.									
Develop a plan to focus on updating road and pathway signage across the region (S DI)	Deliver	(DP 6.2.1) Develop and begin implementation of consistent and accurate signage across Council's roads and pathways	B: MW P: PE O: CW	✓	✓	✓	✓	<p>The development and implementation of consistent and accurate signage across Council's roads and pathways is ongoing. We are committed to ensuring that all new signage installations adhere to current standards, providing clear and reliable information for residents and visitors alike.</p> <p>As part of this initiative, we are actively identifying older signage across the LGA that requires replacement. This approach will ensure that all signage is updated to meet modern standards, enhancing safety and usability across our road and pathway networks.</p>	●
Theme 6 – Goal 1 – Develop strategies to deliver road and shared pathway infrastructure that is accessible to all.									
6.3 – Improved parking options & consideration of larger vehicles (caravan, boat, RV, trailer).									
Work with community to plan and deliver a parking options report and delivery plan for the whole of Council. (S DI)	Deliver	(DP 6.3.1) Develop and begin implementation of parking options plan for all of Council.	B: MW P: SE O: CW		✓	✓	✓	<p>The development and implementation of a comprehensive parking options plan for the entire Council area is ongoing. We are in the advanced stages of planning for a parking trial in Moama, which is nearing completion. This trial will provide valuable insights and help shape our broader parking strategy across the region, ensuring that we address current and future parking needs effectively. Future works also includes strategic planning and placemaker opportunities for our main streets and our general Council area.</p>	●
Theme 6 – Goal 1 – Develop strategies to deliver road and shared pathway infrastructure that is accessible to all.									
6.4 – Local road & drainage options									

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Develop and implement a roads and drainage program of works. (S DI)	Deliver	(DP 6.4.1) Develop and begin implementation of roads and drainage program of works for all of Council which addresses community concerns and feedback	B: MW P: PE O: CW	✓	✓	✓	✓	Ongoing. Program completed for 2024/25. Monthly meetings are also scheduled throughout the year to review the program and make the necessary adjustments based on progress, resources and other unforeseen impacts. Current survey and design package will include projects to be included in future program of works. The development and implementation of a comprehensive roads and drainage program of works is a key focus area for the Council and occurs each year after the budget has been adopted. This program is designed to address current infrastructure needs, improve road safety and enhance the effectiveness of our drainage systems. The process begins by assessing priority areas, identifying key projects and scheduling works to ensure efficient use of resources. This strategic approach will allow us to deliver targeted improvements that support the long-term sustainability and resilience of our road and drainage networks. Moving forward, we will continue to refine and execute this program, ensuring that all works align with the community's needs and expectations.	●
Sensitive design of roads to consider environmental factors, accessibility and amenity. (S DI)	Deliver, Partner, Advocate	(DP 6.4.2) Ensure Prework procedures are defined and developed to take into consideration Environmental and Heritage considerations	B: MW P: PE O: CW	✓	✓	✓	✓	Ensuring that prework procedures are well-defined and take into account environmental and heritage considerations is an ongoing priority for the Council. We utilise our Project Management Framework to meticulously document all necessary planning and approval requirements for each project. For new works, comprehensive Project Management Plans are completed, detailing all relevant environmental and heritage considerations. When required, we engage a suitably qualified environmental scientist to assess and address any environmental risks. This ensures that project designs are compliant and meet all consent requirements, safeguarding our environmental and cultural heritage throughout the project lifecycle.	●
Theme 6 – Goal 3 – Advocate for improved public transport. 6.6 – Public Transport that connects towns									
Work with state governments and local transport companies to improve service and infrastructure requirements (S DI)	Advocate	(DP 6.8.1) Upgrade and installation of infrastructure as identified.	B: MW P: PE O: CW	✓	✓	✓	✓	The upgrade and installation of critical transport infrastructure continues to be a key focus for the Council. We have successfully secured funding under the Country Passenger Transport Infrastructure Grants Scheme, specifically for the installation of new bus shelters. With this funding, the installation of new bus shelters is currently in progress, enhancing the comfort and accessibility of public transport services for our community. These upgrades are part of our ongoing commitment to improving local infrastructure and providing better services to residents and visitors alike.	●
Theme 6 – Goal 4 – Enable commercial transport and connection opportunities. 6.9 – Truck Parking									
Consult and apply for grant funding for upgrades and new truck parking sites. (S DI)	Deliver, Partner, Advocate	(DP 6.9.1) Work with the community and Transport NSW to identify and develop new truck parking locations and upgrade existing locations as required across the region. Moama Township Plan will be the initial priority.	B: MW P: MCE O: PE	✓	✓	✓	✓	We are actively working with the community and Transport NSW to identify and develop new truck parking locations and upgrade existing ones across the region. This initiative is ongoing, with a focus on improving safety and accessibility for heavy vehicles. With the recent opening of new funding under the Safer Roads program, which includes provisions for heavy vehicle rest areas, we are exploring opportunities to secure additional resources. This will allow us to enhance existing truck parking facilities and develop new ones that meet the growing needs of our transport network. Our commitment is to ensure that these improvements are aligned with both community needs and industry standards. A new parking area was complete off Moulamein Road, on Balpool Road, south of Moulamein.	●
Theme 6 – Goal 4 – Enable commercial transport and connection opportunities. 6.10 – Major Road Upgrades									
Road Asset Management Plan to deliver a financially sustainable road network across the LGA. (S DI)	Deliver, Partner, Advocate	(DP 6.10.1) Road Asset Management Plan under continual renewal with a program of deliverable projects developed for roads across the region.	B: MW P: MSA O: PE	✓	✓	✓	✓	A review of Council's Transport Asset Management Policy was commenced during FY23/24 and is expected to be finalised by the end of 2024. All assets are inspected in accordance with the Policy and the newly created Transport Asset Technician and Transport Asset Inspector roles are improving this process. Projects are delivered in accordance with the relevant road classifications while maintenance works are being package into similar works for completion against the require intervention levels.	●
	Deliver, Partner, Advocate	(DP 6.10.2) Advocate to Transport NSW for upgrades to state and regional roads.	B: MW P: PE O: CW	✓	✓	✓	✓	Advocating for upgrades to state and regional roads remains an ongoing priority for the Council. Through our continued efforts, we have secured funding for the widening of Kyalite Road, a critical improvement that will enhance safety and accessibility in the region. The funding totals \$5.7 million over three (3) years and is co-funded by Restart NSW Fund (55%) and Council contribution through the Block Grant (45%). Additionally, funding for the rehabilitation of Barmah Road (\$1.2 million) has been allocated from the Regional Emergency Road Repair Fund (RERRF) and construction will commence in FY24/25. We have also conducted productive meetings with Transport	●

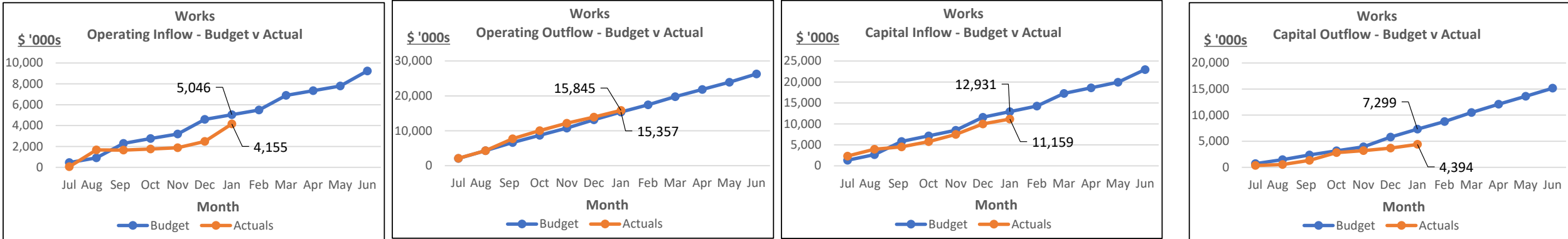
murray river council

Monthly Operational Report – January 2025

Works

							for NSW (TfNSW) along the Cobb Highway, ensuring that the needs of our community are actively represented in discussions about future road improvements.	
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PART C: Financial Outcomes



PART D: Project Status

Location	Fund	Project Title	Project Phase	% Works Complete	Status	Comments
Barham	Roads to Recovery (R2R)	Wakool Street & Chester Street Intersection Traffic Calming	Closure	98%	In progress.	Works as executed drawings to be completed and then finalise project closure.
Barham	Roads to Recovery (R2R)	North Barham Road Rehabilitation	Construction	90%	In progress.	Sealing completed and signage installed. Linemarking to be completed and then works as executed to be arranged.
Speewa	Roads to Recovery (R2R)	Speewa Road Widening & Reconstruction	Closure	98%	In progress.	Works as executed drawings to be completed and then finalise project closure.
Moama	Roads to Recovery (R2R)	Centre Road Widening & Reconstruction	Planning	7%	In progress.	Construction delayed slightly to complete other works (i.e. heavy patching). Construction commencement shifted to mid-February.
Various	Disaster Recovery Funding Arrangements (DRFA)	AGRN 1034 – NSW Flooding from 14 September 2022	Construction	90%	In progress.	152 out of 160 damages completed. Tender documentation finalised for Maddy Road and Moulamein Road bridges.
Various	Regional Emergency Roads Repair Fund (RERRF)	Regional Emergency Roads Repair Program 2024-2025	Planning / Construction	17%	In progress.	Detailed work plan approved by TfNSW. Barmah Road works commenced (see below), resealing inspections completed and final scope for heavy patching works completed. Murrabit Road resheeting (see below).
Moama	Regional Emergency Roads Repair Fund (RERRF)	Barmah Road Rehabilitation & Widening	Construction	70%	In progress.	Stage 2 works in progress. A minor hold on works of approximately one (1) week was undertaken to allow for TfNSW to complete reseals on the Cobb Highway and have no conflicts or impacts with our traffic management.
Kyalite	Co-funded Fixing Country Roads Round 6 (55%) Council – Block Grant (45%)	Kyalite Road Widening	Planning	7%	In progress.	Further testing to be completed on pit material at different locations close to site. Stage 1 drawings completed, Stage 2 & 3 to be finalised by mid-March. Planning for construction of Stage 1 nearing completion. Communication Plan ready to be implemented. Construction commencement schedule for mid-March.
Various	Council	LGA Levee Program	Planning	5%	In progress.	Project meeting completed to review scope, budget and priorities.
Various	Co-funded Council Local Roads & Community Infrastructure (LRCI) Regional Emergency Roads Repair Fund (RERRF)	Unsealed Road Resheeting	Construction	50%	In progress.	Works completed on Barnes Road. Old Deniliquin Road requires some rectification works following excess dust. Murrabit Road planning in progress.
Mathoura	Local Roads & Community Infrastructure (LRCI)	Mathoura Footpath Construction	Closure	100%	Completed.	

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Monthly Operational Report – January 2025

Works

Mathoura	Local Roads & Community Infrastructure (LRCI)	Mathoura Footpath Renewal Program	Closure	100%	Completed.	
Moama	Local Roads & Community Infrastructure (LRCI)	Cycle Path – Five Mile	Initiation	0%	Not commenced.	To be reviewed. Minor rectification works completed due to loose stones poor surface conditions, which has prolonged the life and pushed out any requirement for further upgrade works.
Moama	Local Roads & Community Infrastructure (LRCI)	Cycle Path – Solar Lights	Initiation	0%	Not commenced.	
Various	Local Roads & Community Infrastructure (LRCI)	Kerb & Gutter Renewals	Planning	5%	In progress.	Tender documentation completed.
Moulamein	Local Roads & Community Infrastructure (LRCI)	Moulamein Footpath Construction	Construction	10%	In progress.	Jebb Street works in progress. Triangle Park footpath designs completed.
Moama	Local Roads & Community Infrastructure (LRCI)	Kiely Road Footpath	Planning	2%	In progress.	Variation to be sought from funding body for a 90m extension. Survey and design to be completed.
Moama	Council	Clark Court Stormwater	Planning	5%	In progress.	Tender assessment completed, awarded and Contract to be prepared.
Various	Council	Urban Street Reseals	Planning	2%	In progress.	Awarded at Council meeting, Contract to be executed.
Various	Regional Emergency Roads Repair Fund (RERRF)	Local Road Reseals	Planning	2%	In progress.	Awarded at Council meeting, Contract to be executed.
Various	Block Grant	Regional Road Reseals	Planning	2%	In progress.	Awarded at Council meeting, Contract to be executed.
Various	Block Grant	Regional Road Signs & Guardrails	Construction	15%	In progress.	Designs completed. Construction at Moulamein Road to commence mid-February expected to take two weeks.

PART E: Business as Usual

Heavy patching works completed on Yanga Way for TfNSW ahead of schedule. Thank you to the Moama & Mathoura staff members for making the journey to Tooleybuc to complete these works.

North Barham Road reconstruction works nearing completion, well ahead of schedule.

Small Mines Roadshow coming up in February.

Continued to deliver routine maintenance and operational activities including regular road maintenance such as pothole repairs and grading of unsealed roads.

Road Opening Permit & Driveway / Crossover Applications

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

December figures were not available at the time of last reporting and are therefore provided below.

Application	Received YTD	Completed YTD	Received in December	Completed in December	Pending / To be Completed	Application Returned for Further Information
Road Opening Permits	78	78	2	2	2	0
Driveway / Crossover Applications	21	16	4	0	2	0

For the current month, 12 new applications have been processed for ROPs and driveway / crossover applications.

Application	Received YTD	Completed YTD	Received in January	Completed in January	Pending / To be Completed	Application Returned for Further Information
Road Opening Permits	89	82	11	4	7	0
Driveway / Crossover Applications	22	17	1	1	0	0

Pre-pour inspections for driveways / crossovers: 10

Culvert installation inspections: 0

Pre-application consults: 4

Flood Recovery

murray river council

Monthly Operational Report – January 2025

Works

Council has completed 152 out of 160 damages.
This includes works on the following roads.

- Amor Road
- Aratula Road
- Baldon Road
- Balpool Road
- Balranald Road
- Balshaw Road
- Barham Road
- Barmah Road
- Barnes Road
- Binbinette Road
- Blair Street South
- Brassi Road
- Caldwell Line Road
- Calimo Road
- Chanter Street
- Colligen Creek East Road
- Cornalla Road
- Cunninyeuk Road
- Dhuragoon Road
- Dungula Way
- Edgar Road
- Finn Road
- Fraser Road
- Gilmour Road
- Goldsborough Road
- Gonn Road
- Gorey Road
- Holmes Street
- Kyalite Road
- Leetham Road
- Loorica Road
- Maude Road
- Marunda Road
- Milgate Road
- Millewa Road
- Minnie Bend Lane
- Moama Street
- Morton Road
- Moulamein Road
- Nacurrie Road North
- Nineteen Mile Road
- Noorong Road
- Officer Road
- Old Barmah Road
- Old Deniliquin Road
- Old Morago Road
- Perricoota Road
- Perricoota-Forest Road
- Picnic Point Road
- Riverside Caravan Park Access Road

murray river council

Monthly Operational Report – January 2025

Works

- Sandy Bridge Road
- South Street
- Swan Hill Road
- Tarragon Road
- Tooranie Road
- Wakool Road
- Wanera Lane
- Waugorah Road
- Womboota Road

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

5 Year Crash Statistics
74% of the crashes were single vehicle crashes.
71% of the crashes were single vehicles going off the road which is usually caused by excessive speed, fatigue or distraction (e.g. mobile phone use).

Year	# Crashes	# Casualties	Degree of crash - detailed	# Crashes	% of Total	Degree of casualty - detailed	# Casualties	% of Total
2019	21	25	Fatal	5	5.9%	Killed	5	4.5%
2020	12	18	Serious Injury	7	8.2%	Seriously Injured	7	6.3%
2021	16	18	Moderate Injury	24	28.2%	Moderately Injured	30	26.8%
2022	14	23	Minor/Other Injury	49	57.6%	Minor/Other Injured	70	62.5%
2023	22	28						

Crashes with alcohol involved		Crashes with speeding involved		Crashes with fatigue involved	
9	10.6%	32	37.6%	8	9.4%

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>

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

The west construction team continue to deliver key achievements, including the successful works on North Barham Road. While construction crews in the east have provided great assistance to complete heavy patching works in Tooleybuc while progressing Barham Road reconstruction. Reseal contract to be awarded for upcoming works.

murray river council

Monthly Operational Report – January 2025

Water Services

PART A: Section Accountabilities and Team Roles

Manager Water Services	Superintendent Water & Wastewater	Supervisor Water & Wastewater (By Location)	Business Unit Support Officer																																																																																																																																																																			
<p>This team is now solely focused on implementation and the “doing”.</p> <p>Murray is the Implementation Agent</p> <p>This team will provide these services based on Service Level agreements with Delivery Managers</p> <ul style="list-style-type: none">Water source access (including alternative supply options)Water and wastewater treatment processesWater distribution and qualityWastewater collectionWater efficiency and reuseEmergency Services and After-Hours Response <p>Their work will include:</p> <p>Potable and raw water supply, safe water and wastewater treatment plant operations, stormwater reuse, leak detection & repair, planned and unplanned pipe maintenance, pump operations and repair, customer response.</p>	<p>To manage the operations and maintenance of the Water & Wastewater treatment facilities, pump stations, mains reticulation and service connections within the Murray River Council in accordance with the Water Act 1912, the Water Management Act 2000 and associated regulations and Murray River Council Policies and Procedures.</p> <p>To manage and provide strong leadership to the Water & Wastewater Team and ensure all operational requirements are carried out in accordance with set policy, procedure and regulations.</p> <p>To regularly update the Manager Water Services on issues affecting the operations and operational staff of the Water & Wastewater Department.</p>	<p>The supervisors of the Wastewater and Water teams are responsible for the day-to-day operations of the field staff.</p> <p>Ensuring this most commonly unseen business of Council is ran effectively 24/7 365 days of the year.</p>	<p>The Business Unit Support Officer provides a high standard of administrative support to the Water and Sewer Department. While also providing high level customer service to residents, contractors and working with team members to improve business unit efficiency. Areas of accountability include customer service, administration, data management, budgeting, purchasing, reporting, document management, project functions, policies, procedures and department work processes.</p>																																																																																																																																																																			
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murray river council

Monthly Operational Report – January 2025

Water Services

PART B:

4 Year Delivery Program and 1 Year Operational Plan

Operational Plan Delivery

0%

50%

50%

Green

Amber

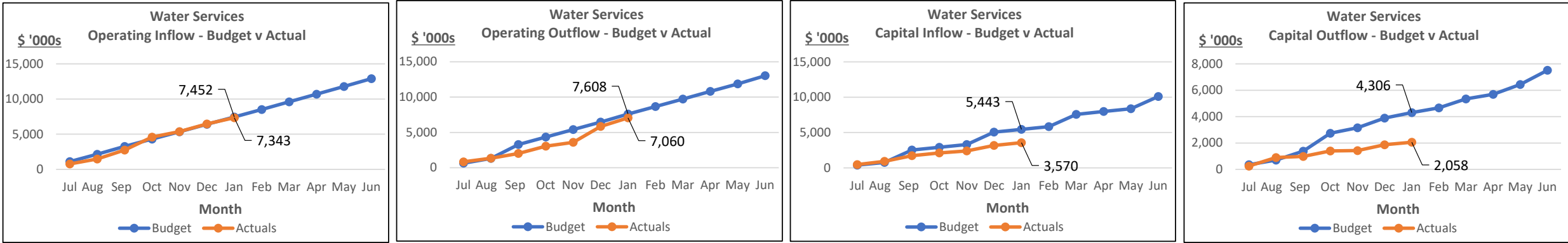
Red

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

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

PART C:

Financial Outcomes



PART D:

Project Status

Location & Service	Type of Work	Project Description	Status	% Works Complete	Comments
Barham Filtered water	Capital Upgrade	Booster pump for Barham Filtered water town supply. The project will result in a significant increase in water pressure for Barham residents.	Complete	100%	Asset has been commissioned and operational. Detailed design complete.

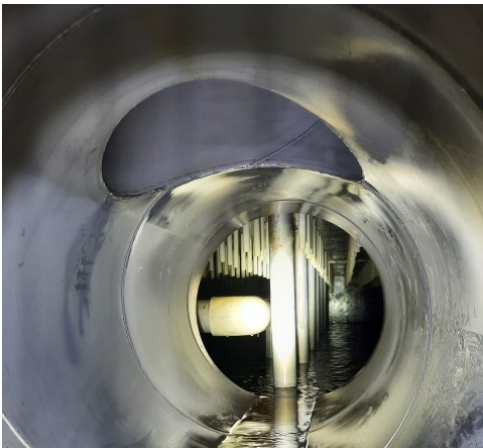
murray river council

Monthly Operational Report – January 2025

Water Services

					Essential valves and fittings installed to network for connection of pump. Contractor Engaged for construction of building required onsite. Slab and foundations complete. Pumps have arrived and the fittings are being fabricated. Power meter installed and pumps commissioned. Maintenance flushing of mains complete.
Koraleigh Raw Water network.	Capital Project	Design, consultation, and construction of Raw Water network in Koraleigh.	Complete	100%	Asset has been commissioned and operational. Design is and consultation complete. Project is out to tender for construction. Tender process completed materials ordered for construction.
Barham Sewer Scheme	Capital Upgrade	Design and construction of Barham Town Sewer Scheme.	Tender	80%	Draft designs under review. Final draft for pump station dry well conversion complete. Tender in progress Preliminary Environmental assessment drafted. Preliminary designs revised and feedback provided for consideration.
Moama Sewer Scheme	Capital Upgrade	Design of the Moama Sewer treatment to support growth and sustainability.	Tender	40%	Water reuse options under assessment for concept designs. Review of strategic documents required for design tender. Draft plans and feasibility documents completed for concept designs. DCCEEW consultation in progress for proposed concept designs.
Wakool water reservoir renewal	Capital Renewal	Replacement of the existing filtered water reservoir for Wakool water supply (Stage 1 of 2)	Under construction	50%	Construction commenced for footing and pipework, town network showdown complete for additional valve installation. Procurement and design complete. Design finalised.
Moama WTP. PAC plant	Capital Upgrade	Design and construction of Powdered Activated Carbon plant and plant augmentation	Tender	10%	Concept designs developed. Pre submission meeting with DCCEEW for section 60 approval complete

PART E: Business as Usual



Moama WTP augmentation works to outlet.



Maintenance cleaning of Moama business park sewer pump station

PART F: Service Metrics

Escalated Customer Service Reconciliations to CEO level

murray river council

Monthly Operational Report – January 2025

Water Services

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>
1/08/2023	Complaint to EPA regarding reported odour near Moama Sewer Treatment Works.	Met EPA onsite 3 rd of August to investigate odour complaint. No issues to be resolved following inspection by EPA.	<div><div></div><div></div><div></div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>
16/7/21	Contamination of water supply	Former Council Critical Control Points.	Task - Develop a Water Quality Management Plan. At Final Draft Stage. Task - Develop backflow prevention register and testing process. Backflow devices are being installed on standpipes	<div><div></div><div></div><div></div></div>
16/7/21	Use of unfit for purpose re-claimed water on public spaces	Stormwater Planning now considers an alternative water supply and not a waste product.	Project - Full independent review to be undertaken of effluent re-use schemes Task - Ensure rigorous agreements with the user groups are implemented Task - Review processes and ensure all legislative requirements are met and approval is obtained under Section 60 of the Local Government Act	<div><div></div><div></div><div></div></div>
2017	Major sewerage infrastructure blockage, overflow or failure		Project - Install CCTV recording of sewer system Task - Continue refinement of Liquid Trade Waste System Task - Develop and implement water quality management plan	<div><div></div><div></div><div></div></div>
1/2/21	Public Accessing the water tower at the Barham Recreation Reserve	Fencing around the site.	Security Fencing has been installed around reservoir Task - Cage to be placed around the bottom of the stairs to prevent access Task – Secure gaps between ground and bottom of fence in Northwest corner of reserve	<div><div></div><div></div><div></div></div>
06/11/24	Odour complaint for STP in Barham	Plant to be decommissioned in future	Task – Operators treating plant with lime to control odour. Task – Continual monitoring for odour.	<div><div></div><div></div><div></div></div>

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

Welcome to Cameron Marino who has commenced as a Water and Wastewater Technician in Moama following the recent recruitment.

Kayla Jones has joined the Water Services team part time as the Business Unit Support Officer. This position will provide much needed support to the team in the day-to-day business.

murray river council

Monthly Operational Report – January 2025

Local Committees (S355s)

PART A: Section Accountabilities and Team Roles

Manager Local Committees <p>Work collaboratively with committees of Council to assist them to meet their obligations as required by S355 of the Local Government Act 1993 and to improve governance, risk mitigation, and long-term sustainability. Monitor and support committees to optimise their viability.</p> <p>Provide effective volunteer management for all volunteers of Council. Ensures all obligations regarding National Volunteer Standards and the WH&S Act are met. Work collaboratively with volunteer groups to ensure their involvement contributes to and extends the capacity of Council.</p> <p>Enable recognition of volunteer contribution, the value of which is understood, appreciated, and acknowledged.</p>	Community Recovery Officer <p>Work Collaboratively with and support communities to continue to recover after the February 2022 Floods. Work with the community to identify needs, develop local recovery programs, assist in accessing information and resources and provide leadership and community capacity building.</p>																								
Accountabilities <table><tr><th>SBPO</th><th>Accountability</th></tr><tr><td>B</td><td>Section 355s</td></tr><tr><td>P</td><td>Section 355s</td></tr><tr><td>B</td><td>Volunteer Management</td></tr><tr><td>P</td><td>Volunteer Management</td></tr><tr><td>O</td><td>Volunteer Management</td></tr><tr><td>B</td><td>Community recovery</td></tr></table>	SBPO	Accountability	B	Section 355s	P	Section 355s	B	Volunteer Management	P	Volunteer Management	O	Volunteer Management	B	Community recovery	Accountabilities <table><tr><th>SBPO</th><th>Accountability</th></tr><tr><td>P</td><td>Community Recovery</td></tr><tr><td>O</td><td>Support Community Recovery</td></tr><tr><td>O</td><td>Initiate and support key committees and working groups</td></tr><tr><td>O</td><td>Monitor and evaluate local recovery programs & activities</td></tr></table>	SBPO	Accountability	P	Community Recovery	O	Support Community Recovery	O	Initiate and support key committees and working groups	O	Monitor and evaluate local recovery programs & activities
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Monthly Operational Report – January 2025

Local Committees (S355s)

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

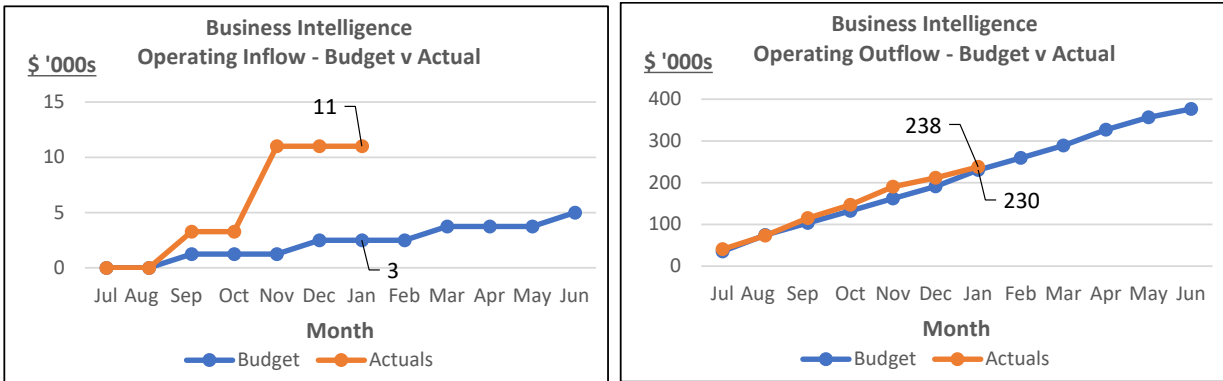
Under the 4 year Delivery Plan, the Local Committees (S355s) Section relates to: **3. Strategic Theme 3: A place of Liveable Communities**

3.1 - Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles - Sports and recreation facilities and spaces.

3.2 - Create and maintain safe and accessible community spaces that enhance healthy living and promote active lifestyles - Public buildings.

4 Year Delivery Program 2023-2026	Deliver, Partner, Advocate	Performance Measure	Responsible Officer	Year				Comments	<div><div></div><div></div><div></div></div>
				1	2	3	4		
Theme 4 - A place of inclusion, culture and wellbeing									
Actively promote and resource educational pathways into (working with) Council (retain and attract new people)									
Theme 4, Goal 3 - Developing future leaders		Expand skills already exiting in the community that are under utilised by existing businesses and exploit	B: MLC P: MLC O:					Regularly attends Committee Meetings to support members	
Theme 2 - A place of Progressive Leadership									
Achieve community driven results through collaboration and engagement (community and stakeholder)									
Theme 2, Goal 4 - Community and Council collaboration	Deliver	Increased interaction with Communities.	B: MLC P: MLC O:					Manager of local Connections regularly attends Committee meetings and communicates with committees to assist with any issues, or queries. <ul style="list-style-type: none">Community Recovery Officer (CRO), actively engages with the community through the 355 committees and established connections with other local community groups and organisations.	

Financial Outcomes



Project Status

- Evaluation of the purpose of all committees continues in consultation with the committees.
- Draft instruments of delegation have been developed and are ready for use -
- The instrument of delegation provides clarity around responsibilities for committees and council.

murray river council

Monthly Operational Report – January 2025

Local Committees (S355s)

- Provides knowledge to committees about the functions they are legally able to undertake pursuant to the Local Government Act.
- Regular User Group Agreements will ensure all User Groups are aware of their limitations and responsibilities in regard to the facility they use/hire.

A suite of meeting templates with instructions have been developed [and is available to all committees wishing to utilise](#).

An administration timeline has been drawn up – this document will outline committees and councils’ obligations and ensure all administration tasks are completed consistently.

A tool to track all tasks/requests made by committees has been implemented and is now being used by all council officers who work with committees. This has increased effective communication between officers, MLC and Committees.

Community Recovery Officer, funded by NSW Reconstruction Authority has been appointed. CRO has continues to develop network opportunities with other into other Council CROs.

CRO Deliverables: Establishing a Resilience Network, Developing a Map of Support Services, Creating and/or working with Reference Groups, Facilitating Community Recovery Meetings, Working with Communities, Developing Recovery Information, Working with Recovery Agencies, Working with Community Groups and Working with Council Business Units.

- Develop a map of community services that provide recovery support to people affected by floods in the LGA. Completed
- Engage with community meetings, AGMs and community network meetings to build connections. Completed
- Engage with current CROs from Campaspe Shire Council and other NSW flood affected LGAs. On going
- Facilitate several CRO meet and greet and information gathering sessions throughout the LGA. [Completed](#)
- [Attended Australian Disaster Resilience Conference in Sydney](#)
- Regularly engaging with groups in the wider community and providing support for community projects. These engagements aim to strengthen community connections and support recovery initiatives.
- Development of Community Recovery Report and Recommendations in conjunction with community engagement.
- Recognising the value of the Red Cross Redi Plan, CRO has developed a customised version tailored to the MRC's specific needs. With the support of the communications Coordinator, the plan was rebranded to align with MRC branding. The printed plans were included in MRC grab and go bags, which will be distributed to the community at upcoming events.
- Building connections with local Aboriginal community through events at Njernda, Moama LALC and Cummeragunja.
- Supporting community events with funding, planning and advertising to increase sustainability.
- Connecting with local stakeholders to create events for local youth for capacity building and provide valuable emergency services experience and exposure.
- Connecting with Campaspe Shire to create an inclusive music event for youth.
- Building connections through LEMC.
- Working with CROs in other LGAs to create a water/boating safety event in Moama.
- Providing opportunity for senior citizens to socialise and celebrate their resilience.

MLC –

- A suite of Volunteer documents has been developed in collaboration with the manager of Risk and the Work Health & Safety Specialist. These documents have been endorsed by council and are now in use to ensure council maintains clear oversight and sound governance in regard to all volunteers working for council.
- Work Health & Safety Officer has been engaged to work with ALL volunteers of Council, ensuring all requirements are met in regard to induction, training and ongoing safety.
- Registration of all volunteers has commenced.
- [Volunteer Induction Manual has been prepared and is being distributed to all committees and groups of volunteers](#)

Business and Usual

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

Meetings attending during August/September:

[Friends of Old Moama](#)
[Murray Downs Riverside Park](#)
[Barham School of Arts Hall](#)
[Moama Recreation Reserve](#)
[Mathoura Retirement Village](#)
[Murray Shire Hall](#)
[Goodnight Hall & Recreation Reserve](#)
[Koraleigh Recreation Reserve & Hall](#)
[Mallan Hall & Recreation Reserve](#)
[Moulamein South Recreation Reserve](#)
[Wakool Hall](#)

Service Metrics

Escalated Customer Service Reconciliations to CEO level

murray river council

Monthly Operational Report – January 2025

Local Committees (S355s)

Date	Customer Compliant	Action Undertaken	<div><div></div><div></div><div></div></div>

Risk Management

Date Updated	Risk Details	Existing Controls/Challenges	Required Actions	<div><div></div><div></div><div></div></div>

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



Residential Valuation Report

Part 21 Morago Street, Moulamein, NSW 2733



Preston Rowe Paterson
International Property Consultants and Valuers

VALUATION REPORT



Property Address:	Part 21 Morago Street, Moulamein, NSW 2733
Instructing Client:	Murray River Council
Purchase Order:	25023
Matter:	Murray River Council
Purpose of Valuation:	Provide a market valuation for the purpose of disposal of the subject property.
Date of Valuation:	19 th November 2024
Client Reference Number:	24 077191
PRP File Reference:	1253547

Preston Rowe Paterson (Swan Hill) Pty Ltd

ABN: 32 306 828 389

10/270 Campbell Street
Swan Hill
VIC 3585

Phone: 03 5032 1620
Email: swanhill@prp.com.au
Web: www.prp.com.au

Director(s)

Campbell Kennon
AAPI Member No: 103503, CPV
M 0400 306 845
E campbell.kennon@prp.com.au

Liability limited by a scheme approved under Professional Standards Legislation

PRP Ref: 1253547

Part 21 Morago Street, Moulamein, NSW 2733



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Residential Report

1.0 EXECUTIVE SUMMARY

This executive summary must be read in context of and in conjunction with the full valuation report of which this executive summary forms part. All comments, terms and conditions contained in the full valuation report relate directly to this Executive Summary.

Property Address:	Part 21 Morago Street, Moulamein, NSW 2733			
Date of Inspection:	19 th November 2024			
Date of Valuation:	19 th November 2024			
Instructing Client:	Murray River Council			
Client Contact:	Chris Godfrey – Manager Plant, Fleet & Stores			
Matter:	Valuation of Part 21 Morago Street, Moulamein, NSW 2733 for Murray River Council			
Purchase Order:	25023			
Instructions:	To determine the Market Value of the subject property.			
Purpose of Valuation:	Provide a valuation for the purpose of disposal of the subject property			
Basis of Valuation:	Market Value subject to Vacant Possession - As Is as at Inspection Date			
Interest to be Valued:	Fee Simple with Vacant Possession subject to the Critical Assumptions, Terms and Conditions and Specific Assumptions Terms and Conditions as noted in this report.			
Property Description:	This valuation has been completed on an 'As if Complete' basis. The subject property is a part of a proposed subdivision that will subdivide the existing residential dwelling from the commercial building directly to the south that were originally constructed on the one Title. The subject dwelling is a circa 1960's, shadowline cement sheet clad dwelling with four bedrooms and one bathroom. Ancillary improvements include a double carport and an enclosed front verandah.			
Land Area:	560 m ²			
Building Area:	170 m ²			
Registered Proprietor:	The Council of the Shire of Wakool			
Title Details:	<u>Description</u>	<u>Lot</u>	<u>Plan</u>	<u>Folio</u>
	Freehold	Lot 1	DP 525866	1/525866
Encumbrances:	1. Reservations and Conditions in the Crown Grant(s)			
Encumbrances with Negative Impact:	Nil.			
Zoning:	Village (RU5)			
Local Government Area:	Murray			
Details of Last Sale:	In our investigation we have identified a previous sale of the subject property. The subject property sold for \$86,000 on 01/08/1995.			
Valuation Approach:	Direct Comparison & Summation			
Market Value:	Market Value subject to Vacant Possession - As If Complete \$215,000 (Two Hundred and Fifteen Thousand Dollars)			
Critical Assumptions:	<ul style="list-style-type: none"> The contents of the report, including but not limited to the valuation attributed to the subject property, may be relied upon only by the party to whom this report is addressed and no other third party whatsoever. 			



Preston Rowe Paterson
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Residential Report

- That all buildings on site have received the appropriate Council permissions for construction.
- The proposed Title falls within the boundary fences as inspected.
- The improvements are structurally sound, free from any pest or asbestos related issues other than those disclosed in this report.
- The land is free from any contamination issues.
- The property is unaffected by any road resumption proposals.
- All information provided by the property owner or instructing party is correct and not misleading towards forming an understanding of the property for the purposes of this valuation.

Valuation Compliance Statement:

Preston Rowe Paterson (Swan Hill) Pty Ltd confirms that:

- The statements of fact presented in this report are correct to the best of the Valuer's knowledge.
- The analyses and conclusions are limited only by the reported assumptions, terms and conditions.
- The Valuer has no interest in the subject property.
- The Valuer's fee is not contingent upon any aspect of the report.
- The valuation was performed in accordance with an ethical code and performance standards.
- The Valuer has satisfied professional education requirements.
- The Valuer has experience in the location and category of the property being valued.
- The Valuer has made a personal inspection of the property.
- No one, except those specified in this report, has provided professional assistance in preparing the report.

We confirm that neither Preston Rowe Paterson (Swan Hill) Pty Ltd nor any of its Directors or employees has any pecuniary interest that could conflict with the proper valuation of this property.

Valuer Signatories:

Reliance on this report should only be taken upon sighting the original document that has been signed by the Inspecting Valuer who has undertaken this valuation. The opinion of value expressed herein has been solely arrived at by the Valuer who undertook the inspection and prepared this valuation report.

Valuer:

Signature of Valuer: on behalf of

Preston Rowe Paterson (Swan Hill) Pty Ltd

Campbell Kennon, AAPI Member No: 103503, CPV



Preston Rowe Paterson
International Property Consultants and Valuers

Residential Report

2.0 CLIENT/INSTRUCTING PARTY

Instructing Client:	Murray River Council 52 Perricoota Road Moama, NSW 2731 Attention: Chris Godfrey
Purchase Order:	25023
Matter:	Valuation of Part 21 Morago Street, Moulamein, NSW 2733 for Murray River Council
Client Reference Number:	24 077191

3.0 INSTRUCTIONS

Date of Instruction:	18/11/2024
Property Address:	Part 21 Morago Street, Moulamein, NSW 2733
Interest to be Valued:	Fee Simple with Vacant Possession subject to the Critical Assumptions, Terms and Conditions and Specific Assumptions Terms and Conditions as noted in this report.
Purpose of Valuation:	Provide a valuation for the purpose of disposal of the subject property
Basis of Valuation:	Market Value subject to Vacant Possession - As Is as at Inspection Date
Special Instructions:	<i>Please see appendices for a copy of our instructions.</i>

4.0 DATE OF VALUATION

Date of Valuation:	19 th November 2024
Date of Inspection:	19 th November 2024

5.0 PHOTOGRAPHS



Front Elevation



Front

PRP Ref: 1253547
Part 21 Morago Street, Moulamein, NSW 2733

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Preston Rowe Paterson
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Residential Report



Kitchen



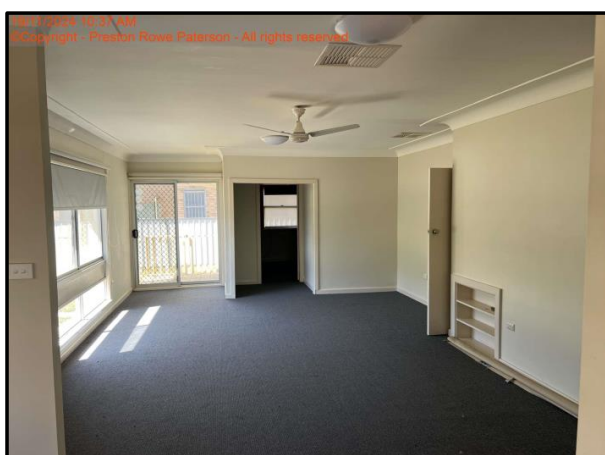
Meals Area



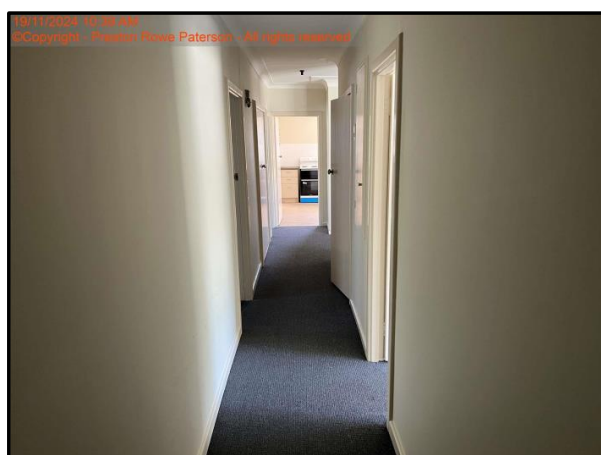
Bathroom



Bathroom



Internal - Lounge



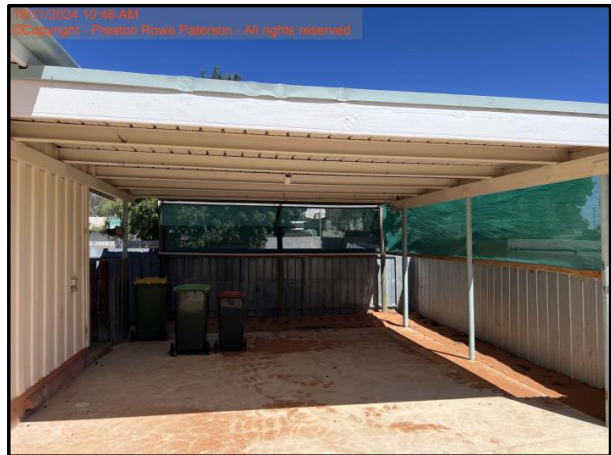
Internal - Passage

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Rear



Carport



East Aspect along Southern Boundary



Southern Boundary Fence

6.0 TITLE DETAILS

Title Search: Provided with instructions

Survey Plan: Provided with instructions

Title details based on our Title search are summarised as follows: -

DESCRIPTION	LOT	DEPOSITED PLAN	FOLIO
Freehold	Lot 1	DP 525866	1/525866

Registered Proprietor: The Council of the Shire of Wakool

Encumbrances: 1. Reservations and Conditions in the Crown Grant(s)

Encumbrances with Negative Impact: Nil.

Leases Registered on Title: No



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Titles and Easements Statement

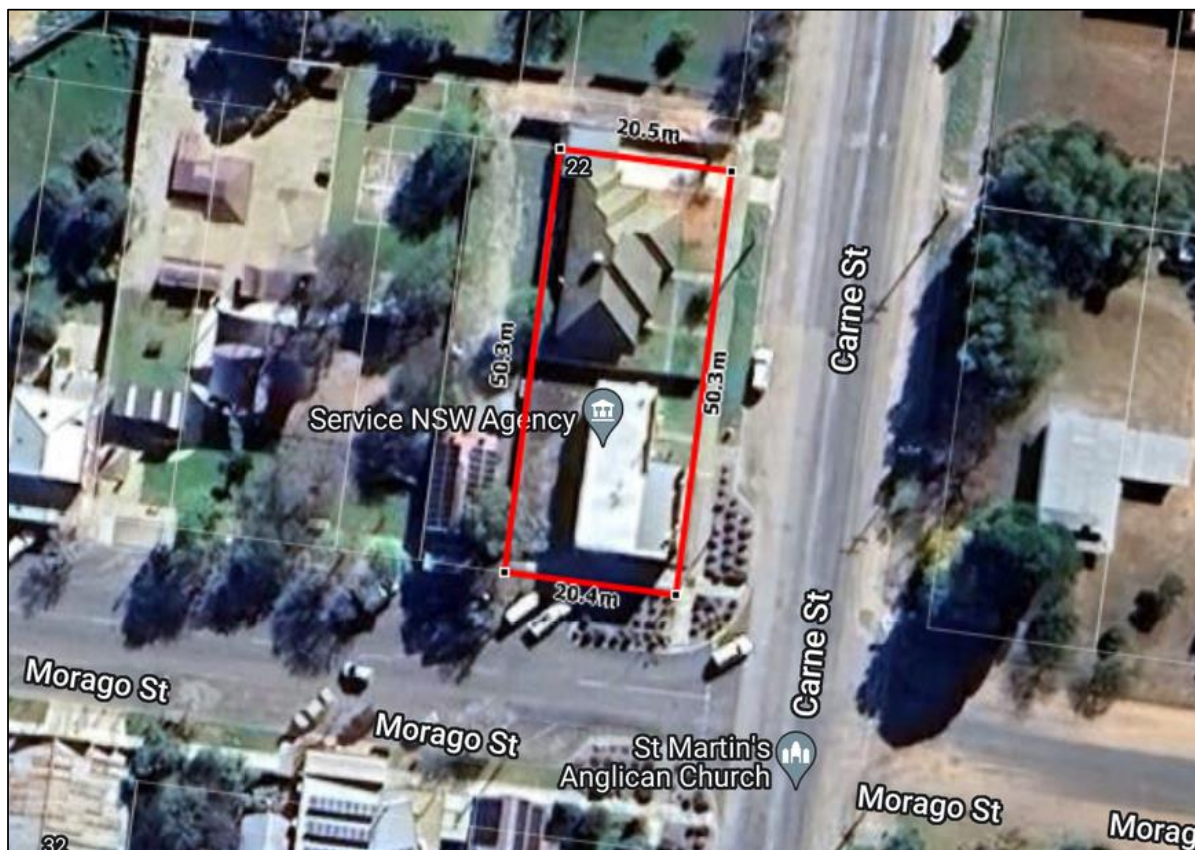
Title & Easements

We have relied on an older copy of the Certificate of Title and Plan of Subdivision that were provided with our instructions. Should any notations have been placed on the Title since the date of search which defect the Valuation or Valuation Services We reserve the right to reconsider our valuation findings herein.

7.0 LOCATION

Physical Location:	The subject property is located 350 metres south east of the Moulamein Post Office on the western side of Carne Street.
Neighbourhood & Surrounding Development:	This is an established mixed use area featuring a combination of residential and commercial properties. The Moulamein Preschool is located opposite the property.

Local Area Location Map



(Source: <https://app.pricefinder.com.au>)

PRP Ref: 1253547

Part 21 Morago Street, Moulamein, NSW 2733

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Preston Rowe Paterson
International Property Consultants and Valuers

Residential Report

General Area Location Map



(Source: <https://app.pricefinder.com.au>)

8.0 LAND AND SITE DETAILS

The land is briefly described as follows: -

PARCEL	FRONTAGE	DEPTH	AREA OF PARCEL m ²	SHAPE
1	27.82 metres	20.12 metres	560	Regular Shape

Site Description:	This is a regular shaped allotment.
Topography:	The site is level.
Aspect:	The property has an easterly aspect onto Carne Street.
Roads:	Carne Street is a sealed all-weather roadway with concrete gutter, kerb and footpath.
Access:	Car access is via concrete crossover.

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Part 21 Morago Street, Moulamein, NSW 2733

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Residential Report

Services: Services connected to the property include electricity, water, sewerage, and telephone.

Environmental Issues: None noted.

Land and Site Statement:

Site Description - Environmental Risks

You acknowledge that We have endeavoured to comment on all areas of Environmental concern based on Our inspection of the property. An actual environmental audit may reveal matters that affect Our valuation herein that were not readily discernible at the time of inspection. In such an event, We reserve the right to reconsider our Valuation figure herein;

You acknowledge and recognise that We are not expert in identifying environmental hazards and compliance requirements affecting properties. We have, however, endeavoured to identify all matters of environmental concern and the effect they might have on the value of the property. However, We will not be held liable nor responsible for any failure to identify all such matters of environmental concern and the impact, which any environmental related issue has on the property and its value including loss arising from site contamination; or the non-compliance with any environmental laws; or costs associated with the clean up of a property in which an environmental hazard has been recognised, including action by the relevant Environmental Protection Authority to recover clean up costs pursuant to the relevant Environmental Protection Act.

9.0 TOWN PLANNING

Town Planning details which we have obtained from our enquiries are summarised as follows: -

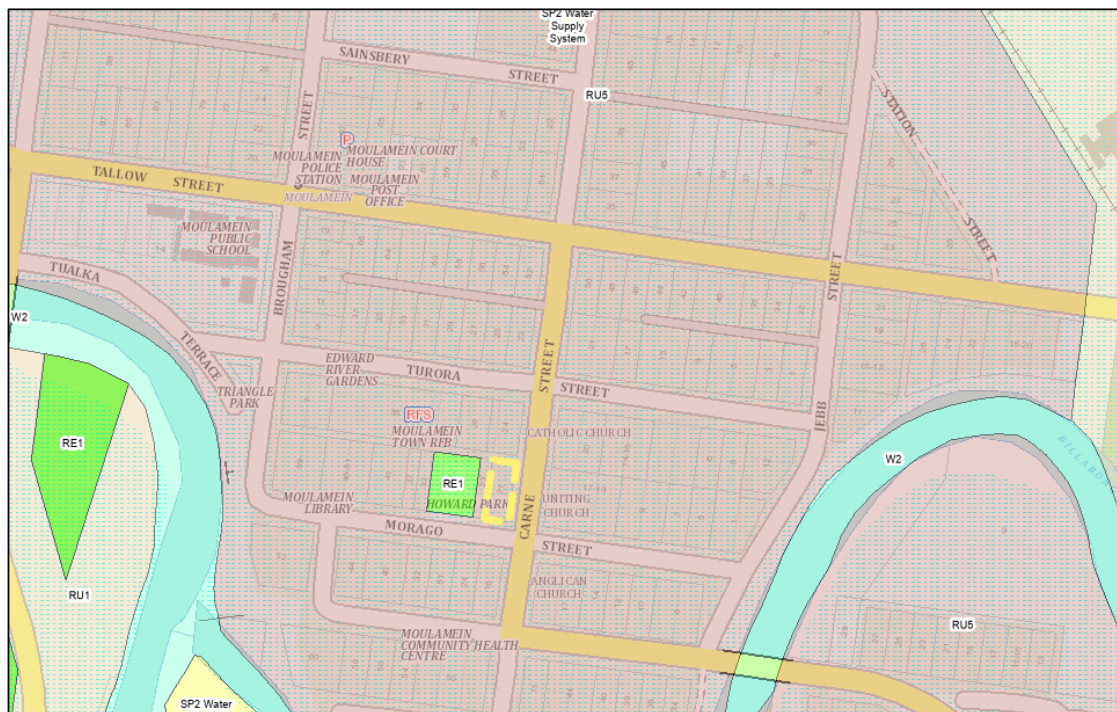
Local Government Area:	Murray
Zoning:	Village (RU5)
Planning Scheme:	Murray River Council
Planning Scheme Overlays:	Unknown
Proposed Zoning Changes:	None noted.
Permissible Land Uses:	Residential
Land Use Conformity:	Conforms with the zoning
Development Constraints:	None noted.
Development Consents:	None noted.
Heritage Notations:	None noted.



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Residential Report

Zoning Map:



Source: <https://maps.six.nsw.gov.au/>

Town Planning Statement:

Town Planning

You acknowledge that information has been obtained verbally from representatives of the Murray River LGA or the Council's web site and this valuation is issued on the understanding that such information is correct. The Town Planning information should be checked by You by the obtaining of the relevant certificate from the Planning Consent Authority. We will not assume any liability or negligence for our reliance on the Local Authority's verbal advice or information obtained from its web site.

10.0 IMPROVEMENTS

Overview

Property Description:

The dwelling comprises a 170m² shadowline cement sheet cladding with a concrete tile roof on timber stump foundations with a small area of concrete slab.

Main Improvements:

Property Type: Fully Detached House

Current Use: Residential Property



Preston Rowe Paterson
International Property Consultants and Valuers

Residential Report

Floor Areas:

The approximate building areas are as follows: -

IMPROVEMENT TYPE	DESCRIPTION	AREA (m ²)	IPMS
Main Improvements:	Fully Detached House	170	IPMS
Car Accommodation:	Double Carport	37	IPMS
Outdoor Areas:	Enclosed Verandah	6	IPMS

The measurements taken by the Valuer accord with the noted measurement standard as specified in the International Property Measurement standards as at the date of our instructions.

Style and Design:

Description:

Adequately maintained dwelling with a functional floorplan.

Construction:

Construction of the main improvements is summarised as follows:

Floor:	Timber
External Walls:	Shadowline Cement Sheet
Windows:	Aluminium
Roofing:	Concrete Tile
Internal Linings:	Plasterboard

Accommodation, Finishes, Fixtures & Fittings and PC Items:

Accommodation:	Four bedrooms, bathroom, combined kitchen / meals area, lounge, passage, laundry and separate toilet.
Fixtures & Fittings:	Older style timber kitchen cupboards, laminate benchtops, walk in pantry, built in shelves, two linen closets, three built in robes.
PC Items:	1.5 stainless steel sink, electric upright stove, exhaust fan, ceiling fan, solid fuel heater, two showers, hip bath, toilet suite, separate toilet, stainless steel wash trough and hand basin, split system air conditioner, roof mounted evaporative air conditioner, electric hot water service,

Condition:

Internal:	Average / Good
External:	Average

Other Buildings and Improvements:

Description:	Attached double carport 37m ² - steel frame construction, metal deck skillion roof, concrete floor. Front enclosed verandah 6m ² - tiled floor, enclosed with insect mesh.
---------------------	---



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International Property Consultants and Valuers

Residential Report

The boundary fences are constructed of a combination of colorbond and metal deck panelling and there is no front fence onto Carne Street. The dwelling is set in a basic curtilage that would benefit from upgrading.

11.0 AGE AND STATE OF REPAIR

Age of Improvements:	Constructed circa 1960
-----------------------------	------------------------

Age of Additions:	Nil
--------------------------	-----

State of Repair of Improvements:	Average
---	---------

Improvements Statement:

Building Compliance

It has been assumed that all improvements to the property comply with the Building Code of Australia except as detailed herein. Certain aspects of the improvements may not comply. No Certificate of Compliance has been obtained. It has been assumed that all improvements to the property comply with the Terms and Conditions of all relevant statutory and other authorities except as detailed herein. No certification of compliance has been obtained.

Structural Survey

We emphasise that this report is for valuation purposes only and that it is not and should not be construed to be a structural survey.

Pest Survey

No enquiries or examination of any property or of any improvements erected thereon, has been made for any sign of timber infestation, building defect or asbestos. Unless stated within our report, our inspection did not indicate there was any obvious evidence of pest activity, building defect or asbestos. Preston Rowe Paterson are not experts in identifying pest infestations, unobvious building defects or asbestos and recommend that a certificate or report be obtained from an industry qualified inspector to confirm the status of same. If the property is found to be impacted by pest infestation, building defect or asbestos, the cost of treatment and or rectification of damage or replacement of materials should be determined by the relevant industry professionals. We reserve the right to reconsider our valuation should the property be impacted by pest infestation, building defect or asbestos.

12.0 SALE HISTORY & SALES EVIDENCE

Sale History – The Subject Property

Details of Last Sale:	In our investigation we have identified a previous sale of the subject property. The subject property sold for \$86,000 on 01/08/1995.
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Sales Evidence:

Sales evidence, which we have considered, is summarised as follows: -




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Sale Property 1	20 Brougham Street, Moulamein, NSW 2733
Sale Price:	\$ 150,000
Sale Date:	08/02/2024
Brief Description:	Fibrous cement sheet clad dwelling of 103m ² , built about 1960, with 3 bedrooms, 1 bathroom. Property features include shed / workshop. These improvements are situated on a 1012m ² freehold corner allotment.
	
Comparison to Subject:	Larger block, comparable location, smaller inferior residence with slightly superior ancillary improvements. Overall inferior.

Sale Property 2	27 Turora Street, Moulamein, NSW 2733
Sale Price:	\$ 155,000
Sale Date:	01/08/2024
Brief Description:	Hardiplank & weatherboard clad dwelling of 151m ² , built about 1940, with 3 bedrooms, 1 bathroom and attached carport. Property features include front verandah, outdoor area, in-ground swimming pool and garage / store room. The dwelling was only in fair condition with areas of water damage and internally the dwelling was not fully plastered. These improvements are situated on a 1012m ² freehold allotment.
	
Comparison to Subject:	Larger block, comparable location, smaller older inferior dwelling that required upgrading with superior ancillary improvements. Overall inferior.


Sale Property 3	21 Koala Street, Wakool, NSW 2710
Sale Price:	\$ 175,000
Sale Date:	19/09/2024
Brief Description:	Hardiplank clad dwelling of approx. 84m ² , built about 1960, with 2 bedrooms, 1 bathroom and an attached double carport. Property features include front verandah and rear verandah and garden shed. These improvements are situated on a 1037m ² freehold allotment.
	
Comparison to Subject:	Larger site, slightly inferior location in the nearby Wakool Township, smaller similar aged dwelling with comparable ancillary improvements. Overall inferior.




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Residential Report

Sale Property 4	38 Baratta Street, Moulamein, NSW 2733
Sale Price:	\$ 200,000
Sale Date:	01/06/2023
Brief Description:	Weatherboard clad dwelling of 130m ² , built about 1960, with 3 bedrooms, 1 bathroom and an attached carport. Property features include 36m ² zincalume shed with concrete floor and garden shed. These improvements are situated on a 1012m ² freehold allotment.
	
Comparison to Subject:	Larger site, comparable location, smaller similar aged dwelling with superior ancillary improvements. Overall inferior.


Sale Property 5	1 Turora Street, Moulamein, NSW 2733
Sale Price:	\$ 250,000
Sale Date:	02/08/2023
Brief Description:	Hardiplank and rendered board clad dwelling of 128m ² , built about 1970, with 3 bedrooms, 1 bathroom and attached single carport. Property features include rear verandah and zincalume clad garden shed . These improvements are situated on a 1012m ² freehold allotment.
	
Comparison to Subject:	Larger block, comparable location, smaller superior residence with comparable ancillary improvements. Overall superior.

Sale Property 6	54 Nyang Street, Moulamein, NSW 2733
Sale Price:	\$ 265,000
Sale Date:	23/07/2024
Brief Description:	Colorbond clad dwelling of 133m ² , with 3 bedrooms, 2 bathrooms, attached single garage and solar panels. These improvements are situated on a 1001m ² freehold allotment.
	
Comparison to Subject:	Larger block, comparable location, smaller superior residence with reasonable ancillary improvements. Overall superior.



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Sale Property 7	15 La Perouse Street, Wakool, NSW 2710
Sale Price:	\$ 285,000
Sale Date:	06/10/2023
Brief Description:	Hardiplank clad dwelling of approx. 109m ² , built about 1990, with 3 bedrooms, 1 bathroom and an attached carport. Property features include front verandah and colorbond clad shed with access via three roller doors and an attached skillion. These improvements are situated on a 1144m ² freehold allotment.
	
Comparison to Subject:	Larger site, slightly inferior location in the nearby Wakool Township, smaller more modern superior dwelling with superior ancillary improvements. Overall superior.

Sales and Leasing Evidence Statement:

Sales or Leasing Evidence

Where sales data has been obtained from the RP Data (licensed resellers of State Government sales data), We have considered it to be the most current sales data available.

However, sales which have occurred during the course of the last three months or sales which have been the subject of deferred settlement terms may not necessarily appear immediately on the State government records. Accordingly with this type of transaction, We rely on separate enquiries to attempt to obtain all available sales data.

13.0 RECOMMENDED DOCUMENTS TO SIGHT

General Documents:

A General document reports on an effect that is common to the area/location and does not have an adverse impact on marketability and value specific to the subject property.

We recommend the following General Documents should be sighted by those parties expressly named and relying upon this Valuation Report: Nil.

14.0 VALUATION APPROACH & METHODOLOGY

Introduction:

To consider our valuation of the subject property we have considered the following valuation approaches.

PRIMARY:

Direct Comparison Approach:

To consider our valuation of the subject property using the Direct Comparison Approach we have had regard to the individual characteristics of the subject property relative to our analysis of the available market evidence.



Residential Report

SECONDARY:**Summation Approach:**

To consider our summation approach we have: -

- Assessed an estimate of land value;
- Added an estimate of the added value for the improvements.

15.0 GENERAL AND MARKET COMMENTARIES**Market Conditions:**

Recent Market Direction:	Prices relatively static
Level of Market Activity:	Stable sales activity
Marketability:	Average
Estimated Selling Period:	Having consideration to the assessed market value herein, current market conditions and the anticipated market appeal of this property, we are of the opinion that an estimated selling period for the subject property would be: 3 to 6 months assuming an adequate marketing campaign and satisfactory advertising budget.

Local Property Climate for This Class of Property:

The market activity in small rural townships is generally slow, with limited market transactions in any given year. We are noting that financial influences are impacting upon the ability for properties to transact and in turn are impacting upon market demand.

Since around mid 2023, a level of material uncertainty has arisen in some residential property markets across Australia, with various submarkets appearing. This is partly due to the 12 consecutive interest rate rises by the RBA between May 2022 and September 2023, global uncertainty with rising energy costs, inflation continuing to prove problematic and an expectation for the global economy to grow at below average rates over the short term. The full impact of all these factors on the local property market remains uncertain. The local residential property market in the small rural townships of the Riverina has proven to be relatively resilient to date, with values in general terms being relatively stable. New housing stock is generally less prevalent, and older, established housing stock form the majority of the market.

After discussions with local agents, it is evident that there has been a stabilisation of purchaser enquiry levels overall, although genuine purchasers remain active in all market segments. Selling periods for residential property remains within reasonable and expected timeframes. Absentee investor, and general investor enquiry has lessened overall.

Valuer's Commentary:

The subject property comprises a 560m² Village (RU5) allotment on the eastern side of Carne Street. Constructed on the land is a circa 1960 shadowline cement sheet dwelling with four bedrooms and one bathroom. The ancillary improvements include an attached double carport and an enclosed front verandah.



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Residential Report

In undertaking this assessment, we have been provided with a detail of the proposed Plan of Subdivision from which we have been able to determine the shape, dimensions, and area of the proposed allotment. The valuer has sighted the Plan of Subdivision and has been able to correctly identify the subject allotment. For the reasons discussed the allotment has been valued on an 'As if Complete' basis assuming the subdivision is complete in due course.

Due to a shortage of sales of similar property types some of the sales used in this valuation may fall outside the preferred 15% price range, the six-month sale period, number of bedrooms and local area. In this instance we believe the sales used are comparable. We are unaware of any more recent comparable sales, should the Valuer be made aware of any more recent sales we reserve the right to amend this valuation to reflect any new information.

The subject property has been valued on the basis of the API approved definition of market value. We have noted that due to the factors discussed in this report the property may require an extended marketing period to attract a potential purchaser. The lender should be aware of these marketing constraints and take them into account.

16.0 VALUATION DEFINITIONS

MARKET VALUE is the estimated amount for which an asset or liability should exchange on the valuation date between a willing buyer and a willing seller in an arm's length transaction, after proper marketing and where the parties had each acted knowledgeably, prudently and without compulsion.¹

17.0 GOODS AND SERVICES TAX APPROACH

Valuations of residential property are undertaken on the basis that GST is not applicable. This valuation is prepared on the assumption that the subject property does not constitute a 'new residential premises' as defined under ATO Ruling GSTR 2003/3. Further it is assumed that the subject property will transact as a residential property between parties not registered (and not required to be registered) for GST. The market valuation herein reflects a market transaction to which GST is not applicable.

18.0 TERMS AND CONDITIONS

Explanation

1. The following terms and conditions are the standard terms and conditions that apply to all Valuations or the Valuation Services or consultancy services and Services provided by Preston Rowe Paterson (Swan Hill) Pty Ltd
2. These terms and conditions form part of the appointment of Preston Rowe Paterson (Swan Hill) Pty Ltd by the Client to provide the Services.
3. Preston Rowe Paterson (Swan Hill) Pty Ltd and its valuers are members of a Limited Liability Scheme in the meaning of the Professional Standards Act 1994.
4. The Valuation and all Valuation Services are provided by Preston Rowe Paterson (Swan Hill) Pty Ltd subject to these Terms and Conditions;

¹ As defined by the International Valuation Standards 2022



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International Property Consultants and Valuers

Residential Report

Definitions

5. The following definitions apply to these Terms and Conditions and the provision of our Valuations, Valuation Services and Services:-

"The Instructing Client" shall mean **Murray River Council – Chris Godfrey**

'Confidential information' means information that:

- (a) Is by its nature confidential;
- (b) Is designated by Us as confidential;
- (c) You know or ought to know is confidential; and
- (d) Includes, without limitation:
 - (i) Information comprised in or relating to any of Our intellectual property in the Services or any reports or certificates provided as part of the Services; and
 - (ii) The Quotation which We have provided to You.

'Date Of Valuation' means, in relation to any Valuation, Valuation Services, Services or consultancy services or advice, the date of preparation of our report or the specific date as at which our opinions are stated to apply (the Relevant Date).

'Director' means a Director noted on the Australian Securities and Investment Companies (ASIC's) records for Preston Rowe Paterson (Swan Hill) Pty Ltd

'Fee' means the amount agreed to be paid for the Services by You as set out in the Quotation.

'Limited Liability Scheme' means a scheme pursuant to the Professional Standards Legislation in the State of Victoria

'Parties' means You and/or Us as the context dictates.

'Quotation' means the written quote provided by Us in relation to the Services.

'Relevant Date' means the specific date that our opinion is stated to apply where we are instructed to value at a specific date other than the date of inspection.

'Services' means the Valuation, Valuation Services, asset management, property management, facilities management or consultancy services or advice provided by Us pursuant to these Terms and Conditions and the Quotation.

"Valuation" shall include a Valuation, Valuation services, or feasibility study, made or given in relation to any real or personal property, freehold or leasehold property, asset, liability or item or items of plant and machinery, proposed development, infrastructure, carbon, water or native title property right, business, fixtures, fittings or other property;

"Valuation Services", shall include any oral or written advice, opinion, recommendation or statement communicated to the Client by Us consequent upon or incidental to the request for a Valuation;

"Valuer" means the individual valuer that has undertaken the valuation or valuation services;

'We', 'Us', 'Our (s)' means Preston Rowe Paterson (Swan Hill) Pty Ltd, our employees, contractors, servants and agents;

'You', 'Your' means the Client engaging Us to perform the Valuation, Services or Valuation Services;



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International Property Consultants and Valuers

Residential Report

Quotation

6. Prior to commencing work We will provide you with a Quotation that sets out who the report is for; the purpose for which the report is being prepared and the fee to be charged. You agree that:
 - (a) you will not use any advice we provide for any purpose other than as stated in the Quotation;
 - (b) you will not pursue any claim against Us for any loss you suffer because you have used Our advice for any other purpose;
 - (c) you will keep this report confidential, unless otherwise agreed by Us in writing; and
 - (d) you will indemnify Us in relation to any loss suffered by a third party that relies on Our advice without first receiving our written consent to do so.

Limitation of Liability

7. You agree to release Us and hold Us harmless from all liability to You for or in respect of any loss, damage, costs and expenses of whatsoever kind which We have or may have or, but for the operation of this Clause, might have had arising from or in any way connected with the Valuation, Valuation Services or Services or the Use of the Valuation Services or any part of them. This release shall be complete and unconditional except in the case of gross negligence or wilful misconduct by Us in the provision of the Services.
8. You agree that You will fully indemnify Us for and in respect of all loss, liability, costs and expenses of whatsoever kind which We may suffer or incur arising from or in any way connected with any breach by You of these Terms and Conditions. This indemnity shall include but not be limited to loss, liability, costs and expenses which We may suffer or incur in respect of any claims, actions, proceedings, disputes or allegations made against Us or to which We are a party.
9. You agree to this Limitation of Liability and these Terms and Conditions whether such liability arises under contract, at common law or under Statute.
10. You agree that this limitation of liability extends to all Our directors, employees and contractors. Every right, immunity, exemption and limitation in these Terms and Conditions available or applicable to Us shall also be available and shall extend to every employee, contractor, servant or agent of Ours;
11. No employee, contractor, servant or agent of Ours or any other person has any power to waive or vary any of these Terms and Conditions unless such waiver or variation is in writing and signed by one of Our Directors.

Your Obligations

12. You agree that:
 - (a) You will not use any advice We provide for any purpose other than as stated in the Quotation;
 - (b) You will not pursue any claim against Us for any loss You suffer because You have used Our advice for any other purpose;
 - (c) You will keep this report confidential, unless otherwise agreed by Us in writing; and
 - (d) You will indemnify Us in relation to any loss suffered by a third party that relies on our advice without first receiving Our written consent to do so.



Preston Rowe Paterson
International Property Consultants and Valuers

Residential Report

13. You warrant that the instructions and subsequent information supplied by You contain a full and frank disclosure of all information that is relevant to Our provision of the Valuation, Valuation Services or Services. You also accept all risk and any loss that might occur should you withhold any relevant information from Us.
14. You warrant that all third party expert or specialist reports provided to Us by You for the purpose of Us providing the Valuation, Valuation Services or Services are provided with the authority of the authors of those reports.
15. You authorise and licence Us to incorporate Your intellectual property within Our report(s).
16. The Valuation and all Valuation Services are provided by Us solely for the use of the Client. You will not release any part of Our valuation or consultancy report or its substance to any third party without the written consent of one of Our Directors. Such consent will be provided at Our absolute discretion and on such conditions as We may require including that a copy of these Terms and Conditions must be provided to such third party. This clause shall not apply to persons noted as recipients in Your prior instruction to Us or in the Quotation provided. You are obligated to provide any such recipient with a copy of these Terms and Conditions.
17. If You release any part of the valuation or consultancy advice or its substance with Our written consent, You agree: a) to inform the other person of the terms of our consent; and b) to compensate Us if You do not do so. We have no responsibility to any other person even if that person suffers damage as a result of any other person receiving this Valuation, Valuation Services, Services or consultancy advice.
18. You are agree that We do not and will not assume any responsibility to any person other than the Client for any reason whatsoever including, without limiting the generality of the foregoing, for breach of contract, negligence (including negligent mis-statement) or wilful act or default of itself or others by reason of or arising out of the provision of the Valuation, Valuation Services or Services and notwithstanding that any damages have been suffered or incurred by that person as a result of the provision of this Valuation or those Valuation Services to the Client or the use of either of them (or any part of either of them) by the Client for any purpose whatsoever;
19. You must pay our Fees within 14 days of the date of a correctly rendered invoice, unless otherwise dealt with in the Quotation. Fees that remain unpaid for a period of 30 days or more will attract an administration charge of 2% of the total of the invoice calculated per month or part thereof.
20. You agree that We reserve the right to reconsider or amend the Valuation, Valuation Services, Services or consultancy advice, or the Fee set out in Our Quotation to You, if we identify information or facts that were not provided to Us in the at the time of quoting that reveal that the task is much greater than we initially anticipated from the information you provided. In such circumstances, once We have identified additional issues that necessitate additional work, we will advise you of the additional fees for additional time required to complete the task.
21. You agree that neither the whole nor any part of Our Valuation or the substance of any of Our Valuation Services or Services may be communicated to any third party (whether by way of inclusion in a document, circular, statement, prospectus, Product Disclosure Statement (PDS), public offer document or otherwise) without first obtaining the written consent of one of Our Directors. Neither the whole nor any part of Our valuation report or Valuation Services report or any reference to it may be included in any published document, circular or statement, prospectus, Product Disclosure Statement (PDS), public offer document, nor published in any way, without written approval by one of Our Directors as to the form and context in which our Valuation or Valuation Services may appear. Notwithstanding the foregoing, the Client agrees that in the event that it does communicate to a third party the whole or any part of this Valuation or the Valuation Services it shall also communicate to that third party these Terms and Conditions. Furthermore You agree to indemnify Us in the event of any failure so to do;
22. You agree that every right, immunity, exemption and limitation or liability in these terms and conditions shall continue to have its full force and effect in all circumstances notwithstanding any breach of contract or the Terms and Conditions hereof by Us or any person entitled to the benefit of these Terms and Conditions;



Preston Rowe Paterson
International Property Consultants and Valuers

Residential Report

23. You agree that if any provision or any part of a provision hereof is unenforceable for any reason whatsoever, such unenforceability shall not affect any other part of such provision or any other provision of these Terms and Conditions;
24. You will only use the valuation or valuation services for the specific purpose stated by us. You agree that you will not use the valuation or valuation services for any other purpose, unless you have our expert's written consent to do so.

Intellectual Property

25. All Our intellectual property contained within any advice We provide, remains Our property. We only grant you licence to use Our intellectual property to carry out the purpose for which the advice was provided

Length of Time Our Valuation or Valuation Services can be relied upon

26. Our Valuation and or Valuation Services are current at the Date of Valuation only. The value assessed in Our Valuation or Valuation Services Report may change significantly and unexpectedly over a relatively short period of time (including as a result of general market movements or factors specific to the particular property). We do not accept liability for losses arising from such subsequent changes in value. Without limiting the generality of the above comment, We do not assume responsibility or accept any liability where the valuation is relied upon after the expiration of ninety (90) days from the date of the valuation, or such earlier date if you become aware of any factors that have any effect on the valuation. Notwithstanding the above You accept that our Valuation and or Valuation Services are current as at the Date of Valuation only and no representation or warranty is made as to the future value of the property.

Assignment of Valuation or Valuation Services

27. You acknowledge that We reserve the right, at Our absolute discretion, to determine whether or not to assign Our valuation to any third party. Without limiting the extent of Our discretion, We may decline a request for assignment where:
 - a) the proposed assignee is not a major recognised lending institution (such as a bank or other lender regulated by the Banking Act 1959);
 - b) the assignment is sought in excess of 3 months after the date of valuation;
 - c) we consider that there has been a change in conditions which may have a material impact on the value of the property;
 - d) the proposed assignee seeks to use the valuation for an inappropriate purpose; or
 - e) Our Fee has not been paid in full.
28. Where We decline to provide an assignment We may be prepared to provide an updated valuation on terms to be agreed at that time.
29. In the event that You request us to assign Our valuation and We agree to do so, You authorise Us to provide to the assignee a copy of these Terms and Conditions, the original Quotation and any other document, including instructions provided by You, relevant to the scope of Our Valuation or Valuation Services.

Property or Valuation Circumstance Specific Qualifications, Assumptions and Conditions Precedent within our reports

30. We are providing You with our professional opinion as valuers. Our opinion is usually provided by way of a valuation report. That report will set out a number of important qualifications, assumptions and conditions precedent which We may need to make, in addition to these Terms and Conditions, relative to the circumstances of the particular property or properties (real or personal property) under consideration.



Preston Rowe Paterson
International Property Consultants and Valuers

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31. You agree to read these qualifications, assumptions and conditions precedent carefully, and understand that if the assumptions that we have made or relied on are circumstances that do not prevail or eventuate, or are found later to be inaccurate, Our opinion as to value may be materially different. You agree to solely bear the risk in relation to any loss you might suffer, should this occur.
32. The qualifications, assumptions, and conditions precedent that We make will usually depend on the circumstances of the property being valued and are made in relation to matters that We do not have expertise to verify or We cannot verify information provided to Us within the time required to complete the valuation. These will be set out in detail in the Valuation, Valuation Service report or Services report that We provide to You.
33. These qualifications, assumptions and conditions precedent typically will relate to:-
- (a) Land contamination and environmental risk; (b) Town Planning Information; (c) Town Planning and Development Controls and Consents; (d) Title including Notifications on Title such as Easements, Caveats, Restrictions and other dealings; (e) Building Areas; (f) Building Structural Integrity; (g) Building Compliance with the Building Code of Australia; (h) Pest Infestation; (i) Leases, Licences and Tenancies; (j) Strata Title Certificates; (k) Plant and Equipment within Buildings; (l) The veracity of and sources of Sales and Letting Information and Transaction Data; (m) The nature of forecasting, future value assessment and discounted cash flow analysis; (n) The basis of Value where access to the property is restricted; and (o) Whether or not the property has been completed where a development.
34. You agree that we will include property specific qualifications, assumptions and conditions precedent within Our reports as circumstances require. Furthermore You agree that it is Your responsibility to carefully read and consider these qualifications, assumptions and conditions precedent and discuss them with Us if they cause You any concern.

Pecuniary Interest

35. You acknowledge that We do not have any pecuniary interests in the subject property, the property owner, the Responsible Entity or the manager/ promoter of the scheme or the Product Disclosure Statement;

Executive Summary

36. Our executive summary in Our Valuation or Valuation Services Report must be read in context of and in conjunction with the full valuation report of which this executive summary forms part. All comments, terms and conditions contained in the full valuation report and Quotation relate directly to this Executive Summary.

Expert Witness Services for litigation

37. If you retain us to provide services as an expert for any litigation, whether that be for a court or tribunal, you will provide us with a copy of the relevant rules that apply to expert witness reports and testimony. Those rules will take precedence over these terms and conditions in the event of any inconsistency, noting that:
- a) Court rules usually oblige an expert witness to acknowledge that their duty is solely to assist the court in resolution of the dispute
- b) Any expert witness that is considered to be acting as an advocate (rather than an independent expert) can be held liable for contempt of court; and
- c) An expert acting pursuant to the rules of the court or tribunal is immune from any claim for damages, given that our sole duty is to the court and not the client that engages us.



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International Property Consultants and Valuers

Residential Report

19.0 MARKET VALUE

We are of the opinion that the **Market Value subject to Vacant Possession - As If Complete** of **Part 21 Morago Street, Moulamein, NSW 2733** as at the 19th November 2024 is **\$215,000 (Two Hundred and Fifteen Thousand Dollars)**.

and subject to: -

- The assumption that Goods and Services Tax is not applicable;
- The property having vacant possession as at the date of valuation;
- The comments contained herein; and
- The terms and conditions contained herein.

20.0 VALUATION COMPLIANCE STATEMENT

Preston Rowe Paterson (Swan Hill) Pty Ltd confirms that:

- The statements of fact presented in this report are correct to the best of the Valuer's knowledge.
- The analyses and conclusions are limited only by the reported assumptions, terms and conditions.
- The Valuer has no interest in the subject property.
- The Valuer's fee is not contingent upon any aspect of the report.
- The valuation was performed in accordance with an ethical code and performance standards.
- The Valuer has satisfied professional education requirements.
- The Valuer has experience in the location and category of the property being valued.
- The Valuer has made a personal inspection of the property.
- No one, except those specified in this report, has provided professional assistance in preparing the report.
- We confirm that neither Preston Rowe Paterson (Swan Hill) Pty Ltd nor any of its Directors or employees has any pecuniary interest that could conflict with the proper valuation of this property.

21.0 VALUER SIGNATORIES

Reliance on this report should only be taken upon sighting the original document that has been signed by the Inspecting Valuer who has undertaken this valuation. The opinion of value expressed herein has been solely arrived at by the Valuer who undertook the inspection and prepared this valuation report.

Valuer:

Signature of Valuer: on behalf of

Preston Rowe Paterson (Swan Hill) Pty Ltd
Campbell Kennon, AAPI Member No: 103503, CPV



Preston Rowe Paterson
International Property Consultants and Valuers

Residential Report

22.0 APPENDICES

Appendix A INSTRUCTIONS

PRP Swan Hill

From: Chris Godfrey <cgodfrey@murrayriver.nsw.gov.au>
Sent: Friday, 15 November 2024 9:32 AM
To: PRP Swan Hill
Subject: RE: Part of 21 Morago Street Moulamein
Attachments: 232806_DP.pdf; DA 10.2024.48.1 - Plan - Approved_PAN-404467.pdf; scan_cgodfrey_2024-11-14-11-48-14.pdf; scan_cgodfrey_2024-11-14-11-48-39.pdf; scan_cgodfrey_2024-11-14-11-48-57.pdf

Hi Clare

As per the Murray River Council Land Acquisition and Disposal Policy, I need the valuation to be provided with the following conditions :

- Provide a market valuation for this property and building for the purpose of disposal?
- The basis of this valuations is to be "market value and best use".
- Please include any market commentary , details of sales evidence and adjustments, valuation rationale and methodology, a valuation range and comments on marketability, most appropriate method for disposal and opportunities to add value.
- Please mark the valuation as Confidential and include a declaration that you have no actual or perceived conflict of interest in undertaking the valuation.

I have attached the Plans of Subdivision, the existing Title document, the Property Report and the Existing Feature Plan.

I have signed the quote acceptance form but if the above requirements require an updated quote, please let me know.

Thanks and regards



Chris Godfrey | Manager Plant, Fleet & Stores
Murray River Council
52 Perricoota Rd Moama, NSW 2731
PO Box 906, Moama, NSW 2731
m 0428 471 112

Council is introducing changes to the face-to-face opening hours at our customer service locations.

This will affect when you can visit us for council-related transactions, Service NSW, V-line and banking, as well as library services.

The changes will come into effect permanently from Monday 6 January, 2025.

Please visit our website to view the new hours.

From: PRP Swan Hill <swanhill@prp.com.au>
Sent: Thursday, 14 November 2024 11:25 AM
To: Chris Godfrey <cgodfrey@murrayriver.nsw.gov.au>
Subject: Part of 21 Morago Street Moulamein

You don't often get email from swanhill@prp.com.au. [Learn why this is important](#)



Preston Rowe Paterson
International Property Consultants and Valuers

Residential Report

Good Morning Chris,

Thank you for your enquiry and your time on the phone.

Please see attached our formal quotation for the valuation of Part of 21 Morago Street in Moulamein.

To complete the valuation we will require the Proposed Plan of Subdivision or an accurate estimate of the residential land parcel to base our valuation.

Thank you for the opportunity to provide a quote and if you have any further questions please do not hesitate to contact our office.

Regards,

Clare Robertson
Valuer's Assistant

Preston Rowe Paterson Swan Hill Pty Ltd

Office 10 / 270 Campbell Street

Swan Hill VIC 3585

P 03 5032 1620

E swanhill@prp.com.au

www.prp.com.au



Preston Rowe Paterson
International Property Consultants and Valuers

Liability limited by a scheme approved under Professional Standards Legislation.

DISCLAIMER

EMAIL POLICY



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Residential Report


Appendix B TITLE

P 05/260/21

BOX 39U
(0653109)

NEW SOUTH WALES

CERTIFICATE OF TITLE
REAL PROPERTY ACT, 1900




TORRENS TITLE

REFERENCE TO FOLIO OF THE REGISTER	
IDENTIFIER	1/525866
EDITION	DATE OF ISSUE
3	1.11.1995

I certify that the person described in the First Schedule is the registered proprietor of an estate in fee simple (or such other estate or interest as is set forth in that Schedule) in the land within described subject to such exceptions, encumbrances, interests and entries as appear in the Second Schedule and to any additional entries in the Folio of the Register.

K. Melle
REGISTRAR GENERAL



LAND

LOT 1 IN DEPOSITED PLAN 525866
AT MOULAMEIN
LOCAL GOVERNMENT AREA: WAKOOL
PARISH OF MOULAMEIN COUNTY OF WAKOOL
TITLE DIAGRAM: DP525866

FIRST SCHEDULE

THE COUNCIL OF THE SHIRE OF WAKOOL (T 0653108)

SECOND SCHEDULE

1. RESERVATIONS AND CONDITIONS IN THE CROWN GRANT(S)

WARNING: BEFORE DEALING WITH THIS LAND SEARCH THE CURRENT FOLIO OF THE REGISTER

PERSONS ARE CAUTIONED AGAINST ALTERING OR ADDING TO THIS CERTIFICATE OR ANY NOTIFICATION HEREON

PRP Ref: 1253547

Part 21 Morago Street, Moulamein, NSW 2733

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Appendix C PLANNING AND LAND USE REPORTS



Property Report

21 MORAGO STREET MOULAMEIN 2733



Property Details

Address: 21 MORAGO STREET MOULAMEIN 2733

Lot/Section 1/-/DP525866

/Plan No:

Council: MURRAY RIVER COUNCIL

Summary of planning controls

Planning controls held within the Planning Database are summarised below. The property may be affected by additional planning controls not outlined in this report. Please contact your council for more information.

Local Environmental Plans	Wakool Local Environmental Plan 2013 (pub. 22-11-2013)
Land Zoning	RU5 - Village: (pub. 21-4-2023)
Height Of Building	NA
Floor Space Ratio	NA
Minimum Lot Size	NA
Heritage	NA
Land Reservation Acquisition	NA
Foreshore Building Line	NA

Detailed planning information

State Environmental Planning Policies which apply to this property

State Environmental Planning Policies can specify planning controls for certain areas and/or types of development. They can also identify the development assessment system that applies and the type of environmental assessment that is required.

This report provides general information only and does not replace a Section 10.7 Certificate (formerly Section 149)

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Property Report

21 MORAGO STREET MOULAMEIN 2733

- State Environmental Planning Policy (Biodiversity and Conservation) 2021: Allowable Clearing Area (pub. 21-10-2022)
- State Environmental Planning Policy (Biodiversity and Conservation) 2021: Land Application (pub. 2-12-2021)
- State Environmental Planning Policy (Biodiversity and Conservation) 2021: Subject Land (pub. 2-12-2021)
- State Environmental Planning Policy (Building Sustainability Index: BASIX) 2004: Land Application (pub. 25-6-2004)
- State Environmental Planning Policy (Exempt and Complying Development Codes) 2008: Land Application (pub. 12-12-2008)
- State Environmental Planning Policy (Housing) 2021: Land Application (pub. 26-11-2021)
- State Environmental Planning Policy (Industry and Employment) 2021: Land Application (pub. 2-12-2021)
- State Environmental Planning Policy (Planning Systems) 2021: Land Application (pub. 2-12-2021)
- State Environmental Planning Policy (Primary Production) 2021: Land Application (pub. 2-12-2021)
- State Environmental Planning Policy (Resilience and Hazards) 2021: Land Application (pub. 2-12-2021)
- State Environmental Planning Policy (Resources and Energy) 2021: Land Application (pub. 2-12-2021)
- State Environmental Planning Policy (Transport and Infrastructure) 2021: Land Application (pub. 2-12-2021)
- State Environmental Planning Policy No 65—Design Quality of Residential Apartment Development: Land Application (pub. 26-7-2002)

Other matters affecting the property

Information held in the Planning Database about other matters affecting the property appears below. The property may also be affected by additional planning controls not outlined in this report. Please speak to your council for more information

1.5 m Buffer around Classified Roads	Classified Road Adjacent
Land near Electrical Infrastructure	This property may be located near electrical infrastructure and could be subject to requirements listed under ISEPP Clause 45. Please contact Essential Energy for more information.
Local Aboriginal Land Council	WAMBA WAMBA
Regional Plan Boundary	Riverina Murray

This report provides general information only and does not replace a Section 10.7 Certificate (formerly Section 149)

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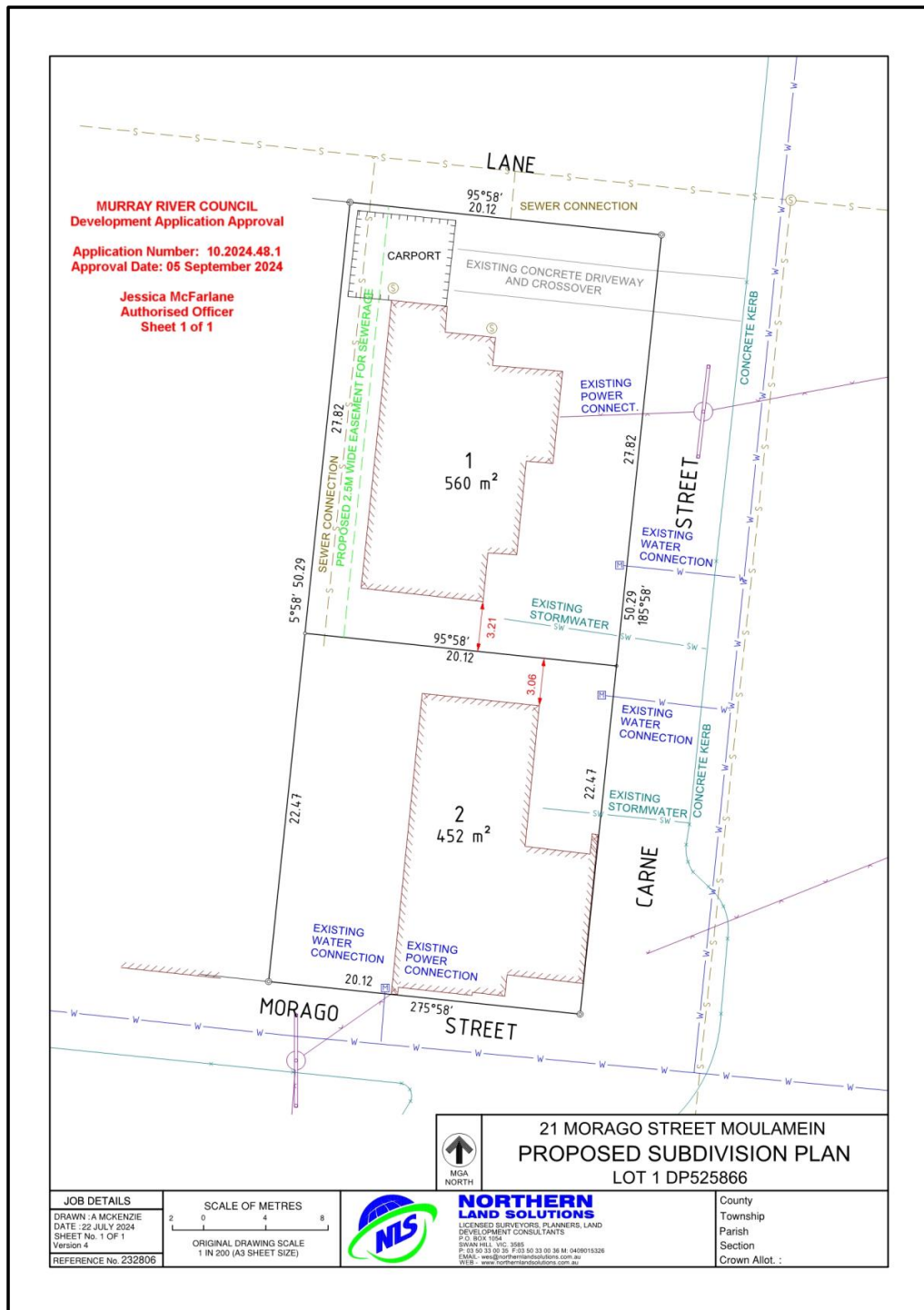
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Appendix D PROPOSED PLAN OF SUBDIVISION



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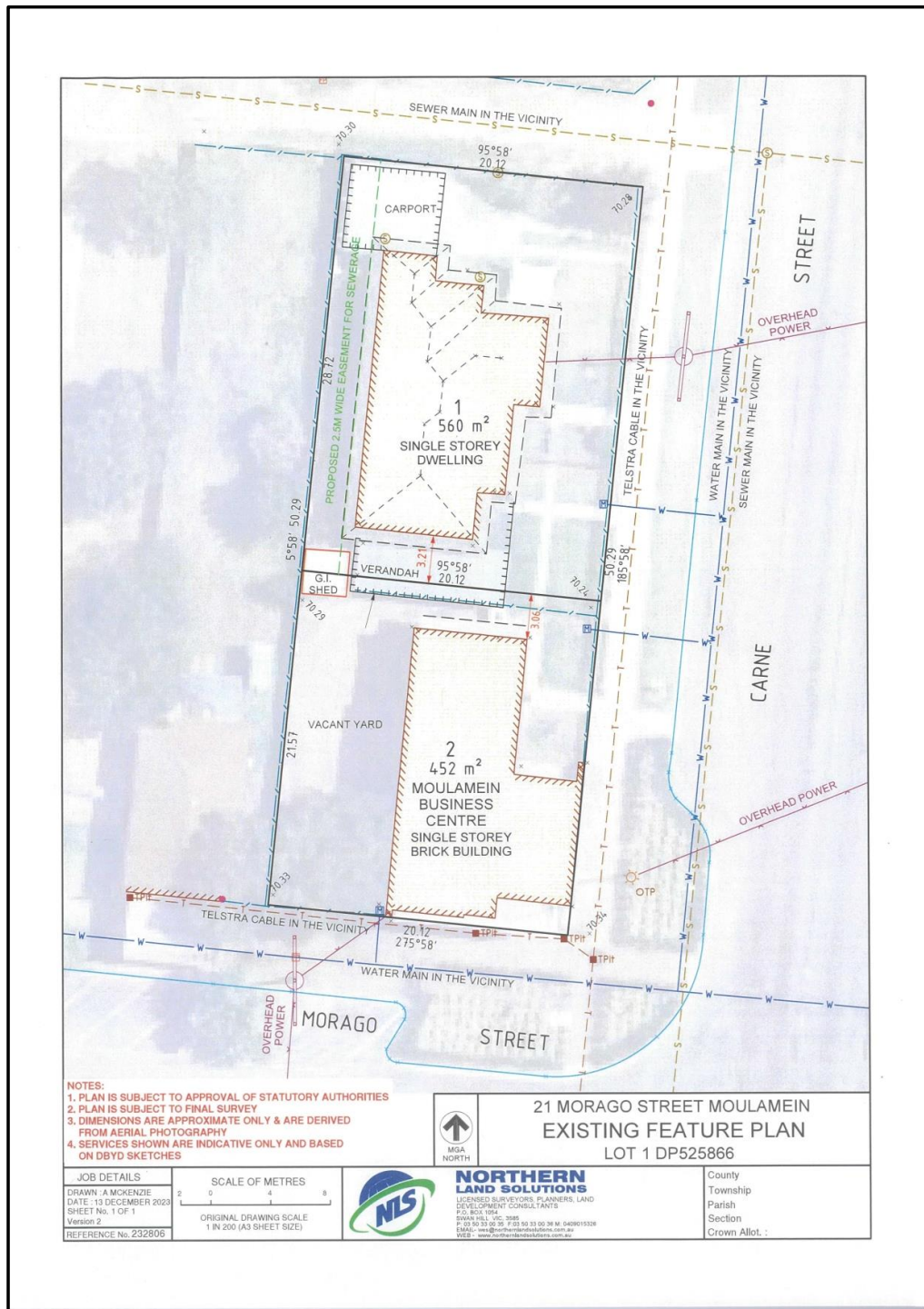
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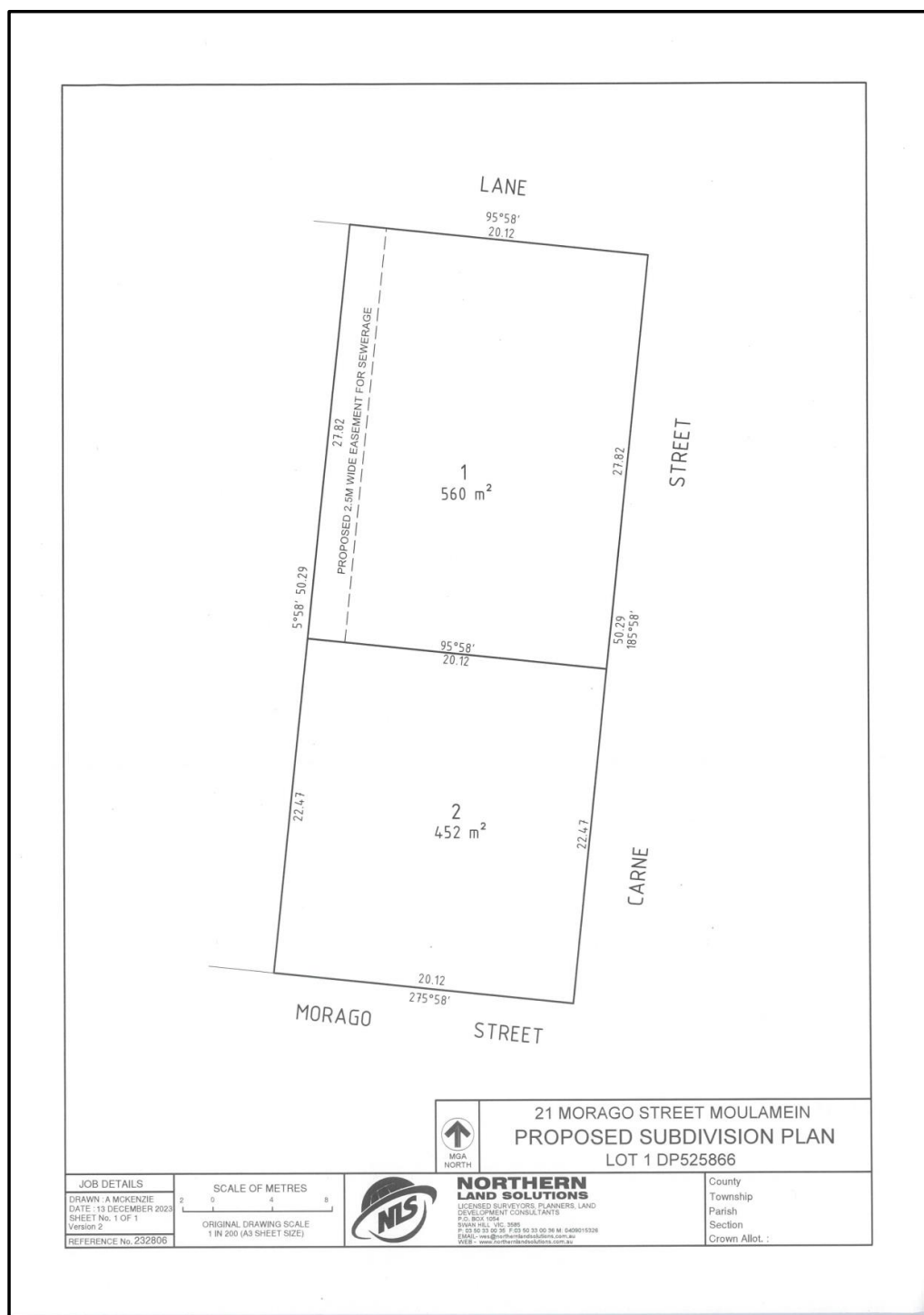
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1

DEVELOPMENT APPLICATION REPORT

2 LOT SUBDIVISION APPLICATION FOR DEVELOPMENT APPROVAL LOT 1 DP525866 Our Ref: 232608

This document aims to describe the site and surrounds and make an assessment of the subdivision in relation to the provisions of the Wakool LEP 2013.

THE SITE AND SURROUNDS

The site comprises of one title known as Lot 1 DP525866. It is on the corner of Morago Street and Carne Street in Moulamein and is 1012m² in area. At the northern end of the site is a single storey dwelling with associated outbuildings. At the southern end of the site is a single storey brick dwelling which contains the 'Moulamein Business Centre'. The site is within the RU5 zone and has no minimum lot size.

THE PROPOSAL

The proposal is to perform a two-lot subdivision to end up with each building on a separate title. There is an existing fence that would be adopted as the new boundary between the dwelling and the business centre.

Both lots are already independently serviced.

WAKOOL LEP 2013 CONSIDERATIONS

The land in this proposal is currently zoned RU5 Village.

Objectives of Village Zone (RU5)

- To provide for a range of land uses, services and facilities that are associated with a rural village
- To enhance and maintain the unique village character of the villages of Wakool, Moulamein, Koraleigh and Tooleybuc

Proposal

The proposal is merely formalising the existing land use. It will continue to provide for a range of land uses and will maintain the village character of Moulamein.

Compliance to Minimum Lot Size

There is no minimum lot size for RU5.



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2

Bushfire Prone Land

The site is not categorised as bushfire prone land due to its location within an urban area. No changes to the use of this site are proposed by this subdivision, therefore there will no increase in bushfire hazard or risk to the site.

WAKOOL DCP CONSIDERATIONS

B.5 – SUBDIVISION – RELEVANT CLAUSES

B.5.1 – Site Planning

- 1a. Given that there is no physical development proposed, there are no environmental opportunities or constraints to consider
- 1b. There will be no any environment impacts
- 1c. There will be no change to any streetscapes
- 1d. There will be no future development on this subdivision, the existing use will be retained.

B.5.3 – Landscaping

No physical development is proposed, therefore this is not applicable

B.5.5 – Lot size and Shape

2. Lot 1 complies with the minimum lot size for detached dwelling. Lot 2 does not have a detached dwelling and so this not relevant.

B.5.8 – Utilities and Servicing

Both lots are already independantly serviced and no new servicing is proposed

STATEMENT OF ENVIRONMENTAL EFFECTS

Please see attached.

CONCLUSION

The subdivision has been assessed against the L.E.P. It is considered that the subdivision provides an acceptable outcome in terms of the L.E.P. directives and we kindly ask Council to provide the necessary DA approval.



Mrs Sarah Ryan
Acting Chief Executive Officer
Murray River Council
PO Box 906
MOAMA NSW 2731

Contact: Michael Kharzoo
Phone no: 02 9275 7188
Our ref: FA1763

18 February 2025

Dear Mrs Ryan

**Audit of the Murray River Council
for the year ending 30 June 2025**

Attached is the Annual Engagement Plan (AEP) for the audit of the Murray River Council's (the Council) financial statements for the year ending 30 June 2025. The AEP reflects conditions unique to this engagement. You will find the standard Terms of Engagement on the Audit Office website at <https://www.audit.nsw.gov.au/our-stakeholders/local-government>.

If you would like to discuss the AEP, please call me on (02) 9275 7188 or Nick Bell on (03) 4435 3550. The AEP will be presented to the next Audit, Risk and Improvement Committee on 3 March 2025.

The information in this letter and any attachments is confidential and intended for management and those charged with governance only. This document may not be shared with other parties without the consent of the Audit Office.

Please detach, sign and return the enclosed '[Acknowledgement of Terms](#)'.

Yours sincerely

A handwritten signature in black ink, appearing to read "M. Kharzoo".

Michael Kharzoo
Director, Financial Audit

cc: Cr John Harvie, Mayor
David Kortum, Chair of the Audit, Risk and Improvement Committee



ACKNOWLEDGEMENT OF TERMS

Audit of the Murray River Council

I confirm the information in the Annual Engagement Plan and [Terms of Engagement](#) accords with my understanding of the arrangements for the assurance services in respect of:

- the general purpose financial statements of Murray River Council (the Council)
- the special purpose financial statements of the Council's declared business activities
- Special Schedule 'Permissible income for general rates'
- Application for Payment of Pensioner Concession Subsidy
- General Manager's Financial Statement for the Roads to Recovery Program under Part 8 of the *National Land Transport Act 2014*
- General Manager's Financial Statements for the Local Roads and Community Infrastructure Program

I acknowledge management's responsibilities for the timely delivery of quality draft financial statements and supporting documentation and understand that the proposed fee and timetable are dependent upon this.

I acknowledge management's other responsibilities as outlined in these documents on behalf of the Council:

Signed: _____

Name: _____

Title: _____

Date: _____



Annual Engagement Plan

for the year ending 30 June 2025

Murray River Council



INSIGHTS FOR BETTER GOVERNMENT

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1. SCOPE

This Annual Engagement Plan (AEP) contains important information about this year's audit.

The scope of our audit comprises an:

- audit of the Murray River Council's (the Council) general purpose financial report, with:
 - an Independent Auditor's Report on the general purpose financial statements in accordance with section 417 of the *Local Government Act 1993* (LG Act)
 - a Report on the Conduct of the Audit in accordance with section 417(3) of the LG Act
- Independent Auditor's Report on the special purpose financial statements (SPFS) for all business activities declared by the Council in accordance with section 413(2) of the LG Act
- Independent Auditor's Report on the Special Schedule 'Permissible income for general rates' in accordance with section 413(2) of the LG Act
- Independent Auditor's Reports for the engagements listed under section 7 Other engagements.

Special purpose reporting framework

The Council will prepare the SPFS, mentioned in the scope above, using frameworks prescribed by the Local Government Code of Accounting Practice and Financial Reporting (the Code). Management's disclosures will alert users that the SPFS are not prepared in accordance with all standards within the Australian Accounting Standards framework.

The audit team's objective is to express an opinion on whether these SPFS are prepared in accordance with the requirements of the Code, solely for the purposes of reporting to the Office of Local Government (OLG) within the Department of Planning, Housing and Infrastructure (the department). As a result, the Independent Auditor's Reports will include a 'Basis of Accounting' paragraph identifying that the SPFS may not be suitable for another purpose.

2. KEY ISSUES

The table below details our audit assessment of issues and risks that may impact this year's audit and how the audit team will respond to them.

Issue or risk	Exposure	Audit response
Key audit issues and risks		
Revaluation of infrastructure property, plant, and equipment (IPPE)		
<p>The following IPPE classes will be comprehensively revalued this year:</p> <ul style="list-style-type: none"> • Operational land • Community land • Buildings • Tip assets • Quarry assets <p>Insufficient governance over the valuation process, including the instruction and management of valuers, can impact on the quality and timeliness of financial reporting.</p>	<p>The valuation of physical assets is inherently complex and susceptible to material misstatement.</p> <p>Misstatements can arise from:</p> <ul style="list-style-type: none"> • inappropriate scope for the valuation • valuing assets based on incorrect records that do not reconcile with financial systems • incorrectly applying the fair value principles of Australian Accounting Standards 	<p>Management should ensure they engage with auditors earlier in the process.</p> <p>Quality and timeliness of financial reporting can be improved by completing valuations, including quality reviews of the outcomes before 30 June 2025.</p> <p>We will assess the:</p> <ul style="list-style-type: none"> • methodology used complies with AASB 13 'Fair Value Measurement' • qualifications and experience of experts used, where applicable

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Issue or risk	Exposure	Audit response
	<ul style="list-style-type: none"> inappropriate rates used to determine current replacement cost incorrect assumptions about the remaining useful lives and not adequately considering the condition of assets data and spreadsheet errors management incorrectly recording the revaluation in financial systems. 	<ul style="list-style-type: none"> completeness and accuracy of data provided to valuers, such as spreadsheets effectiveness of management's process in assessing the valuation outcomes process used to assess the assets' condition whether key asset management systems are regularly reconciled to the general ledger reasonableness of useful lives and depreciation accuracy of adjustments made to the fixed asset register and general ledger adequacy of financial statements disclosures.

Assessing the fair value of Council's infrastructure, property, plant and equipment (IPPE)

Australian Accounting Standards require the Council to annually assess:

- whether the carrying value of IPPE materially reflects fair value
- useful lives remain reasonable
- whether any assets are impaired, including the impact of natural disaster events.

In the years between comprehensive revaluations of assets, management should provide documentation supporting their annual assessment and significant judgements and assumptions.

There is a heightened risk of carrying values of IPPE being materially different from fair value. This could lead to the financial statements being materially misstated.

We will:

- review management's annual assessment for reasonableness, including the evidence provided to support the assessment
- consider recent events and relevant externally available information (such as indices) when assessing whether assets' carrying amounts materially reflect fair value
- ensure the financial statements include the required disclosures in accordance with Australian Accounting Standards.

Change in key staff

We note during the current and previous financial year that there has been significant movement in key staff involved in the financial management of Council, including those responsible for the preparation of the financial statements.

There are currently interim contract arrangements with new staff in key roles.

During times of staff turnover there is:

- a loss of corporate knowledge and know-how
- an increased risk that internal controls may not operate as intended
- a risk that staff employed in a permanent or temporary capacity are unfamiliar with the Council's legislative

We will:

- make enquiries of management to gain an understanding of organisational change and staff turnover
- assess the risk of internal controls, as they relate to financial information and the financial statements, not operating as intended

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Issue or risk	Exposure	Audit response
	reporting obligations and its policies and procedures.	<ul style="list-style-type: none"> consider the completeness of Key Management Personnel (KMP), other senior officer remuneration and related party disclosures within the financial statements.
Rehabilitation provision		
<p>The Council is responsible for rehabilitating closed and operating landfill sites. The rehabilitation obligations were estimated at \$10 million as at 30 June 2024. Management will reassess the rehabilitation provision at 30 June 2025.</p>	<p>Changes in cost assumptions, judgements, long term interest rates and extent of rehabilitation completed will have an impact on the value of the provision for rehabilitation.</p>	<p>We will:</p> <ul style="list-style-type: none"> review the key controls Council has implemented to manage its rehabilitation obligations assess the assumptions, judgements and estimates used in determining the provision check the accuracy and completeness of the inputs test compliance with AASB 137 'Provisions, Contingent Liabilities and Contingent Assets' including disclosures.
Quality and timeliness of financial reporting		
<p>Quality and timeliness of financial reporting is key for sound financial management, public accountability and effective decision making. Absence of an effective project plan for year-end financial reporting can result in delays, errors, poor quality and increased audit costs.</p> <p>Quality and timeliness can improve by:</p> <ul style="list-style-type: none"> preparing proforma financial statements before 30 June 2025 assessing the impact of material, complex and one-off significant transactions documenting significant judgements and assumptions used to prepare financial statements assessing the impact of new and revised accounting standards effective in the current and future years completing valuations, fair value assessments and other IPPE requirements before 30 June 2025 	<p>An inadequately planned financial reporting process increases the risk of poor quality financial statements, increased audit costs and/or not meeting the statutory deadline.</p>	<p>We will review and comment on the effectiveness of the Council's financial reporting process.</p>

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Issue or risk	Exposure	Audit response
<ul style="list-style-type: none"> regularly reconciling key accounts and clearing reconciling items involving the Audit, Risk and Improvement Committee early in the financial reporting process, to review the project plan and the financial statements. 		
Amendments to AASB 13 'Fair Value Measurement'		
<p>AASB 2022-10 'Amendments to Australian Accounting Standards – Fair Value Measurement of Non-Financial Assets of Not-for-Profit Public Sector Entities' amended AASB 13, including adding authoritative implementation guidance and providing related illustrative examples for fair value measurements of non-financial assets of not-for-profit (NFP) public sector entities.</p> <p>The amendments to AASB 13 apply to the non-financial assets of the Council not held primarily for their ability to generate net cash inflows prospectively for the 2024–25 financial year.</p> <p>Management needs to perform an impact assessment early in the 2024–25 reporting cycle to assesses whether the Council's current valuation assumptions and processes are consistent with the guidance. The assessment should be supported by accounting position papers documenting the possible impacts on the fair value measurements of relevant assets, quantifying the impact and highlighting any changes to significant management assumptions.</p> <p>Further details on the amendments are included in Appendix two.</p>	<p>The Council may not be in a position to ensure the fair value of their assets are measured in accordance with the requirements of AASB 13.</p>	<p>We will:</p> <ul style="list-style-type: none"> review management's assessment of the impacts of the amendments to AASB 13 on the fair value measurements including the evidence provided to support the assessment review key estimates and judgements used in the fair value measurement to ensure these comply with the requirements of AASB 13, including: <ul style="list-style-type: none"> the appropriateness of including certain costs in the gross replacement cost, such as hypothetical costs of removing unwanted structures, disruptions costs and replacing disturbed third-party assets the appropriateness of the Council's own assumptions used in the valuation other assumptions, such as consideration of obsolescence factors (functional or economic) and expected pattern of consumption of future economic benefits.
Cyber security		
<p>The Council relies on digital technology to deliver services, organise and store information, manage business processes, and control critical infrastructure. The increasing global interconnectivity between computer networks has</p>	<p>Cyber security risks increase the susceptibility of the Council's systems and data being compromised due to a cyber incident, which may affect the confidentiality of citizen's data and the reliability of services.</p>	<p>To meet our obligations under Australian Auditing Standard ASA 315 'Identifying and Assessing the Risks of Material Misstatement' we will:</p> <ul style="list-style-type: none"> assess whether cyber security risks represent a risk of

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Issue or risk	Exposure	Audit response
<p>dramatically increased the risk of cyber security incidents. Such incidents can harm the Council's service delivery and may include the theft of information, denial of access to critical technology, or even the hijacking of systems for profit or malicious intent.</p> <p>Cyber security risks may represent a risk of material misstatement to the Council's financial statements.</p> <p>Our work is performed in this context and is not designed to provide assurance to the Council about the overall sufficiency or effectiveness of their system of cyber security controls.</p>	<p>Cyber security risks increase the risk that the financial statements may be materially misstated due to fraud or error such as:</p> <ul style="list-style-type: none"> theft/loss of funds or other assets errors arising from the disruption of key system services damage to or manipulation of data. <p>A cyber security incident may also impact the financial statements due to:</p> <ul style="list-style-type: none"> an increase in expenses related to the investigation, breach notification and remediation, including the costs of legal and other professional services the recognition of provisions or disclosure of contingent liabilities due to legal action for loss of sensitive data a loss of data to support transactions and balances. 	<p>material misstatement to the Council's financial statements</p> <ul style="list-style-type: none"> assess whether management's risk assessment process considers cyber security risks determine how the roles and responsibilities for cyber security are established obtain an understanding of the process: <ul style="list-style-type: none"> for safeguarding critical systems and assets to monitor and detect security risks or incidents for disclosing and reporting cyber security breaches and incidents perform additional procedures as required based on our risk assessment.
Information Technology General Controls		
<p>Australian Auditing Standards require the auditor to understand the Council's control activities and obtain an understanding of how it has responded to risks arising from Information Technology (IT).</p>	<p>Weaknesses in the IT control environment may lead to:</p> <ul style="list-style-type: none"> weakened segregation of duties where staff gain access privileges beyond those required for their role unauthorised access inaccurate and/or invalid transactions and data produced by systems inappropriate/unauthorised changes to programs inability to recover from incident or disaster impacting IT operation inability of the audit team to place reliance on system controls and/or data/reports generated from business systems. This may require the audit team to perform additional procedures that may not be within the normal scope of the audit. 	<p>For all IT systems relevant to financial reporting, we will:</p> <ul style="list-style-type: none"> update our understanding of the IT general controls and IT dependencies (such as system generated reports, automated workflows/calculations used for financial reporting) and identify related risks relevant to our audit approach understand, evaluate and, where appropriate, validate the IT general controls management has implemented to address these risks. <p>We will look at the following aspects of the IT control environment:</p> <ul style="list-style-type: none"> IT risk management policy framework user access provisioning and removal

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Issue or risk	Exposure	Audit response
		<ul style="list-style-type: none"> • periodic user access review • monitoring of privileged user accounts' activities • use of unique user IDs • password configuration • system change testing and approvals • segregation between developer and implementer of system development/change • system monitoring/incident management and data recovery.

The significance of the issues and risks may change and new developments may emerge during the audit. We will inform you of significant new matters as they arise and the likely impact on the audit.

3. AUDIT APPROACH

Materiality

Australian Auditing Standards require the audit team to obtain reasonable assurance that the financial statements are free from material misstatement, whether due to fraud or error. Misstatements are considered material, if individually or in aggregate, they could reasonably be expected to influence the decisions users take based on the financial statements. The concept of materiality is applied by the auditor both in planning and performing the audit, and in evaluating the effect of identified misstatements on the audit and of uncorrected misstatements, if any, on the financial statements and in forming the opinion in the auditor's report.

We will apply professional judgment to determine the materiality for our audit. Materiality is determined by applying a percentage to a chosen benchmark. A single materiality will be determined for the financial statements as a whole, unless there are specific elements of the financial statements where we have assessed a lower materiality for a particular class of transactions, account balance or disclosure is appropriate. The benchmark chosen and percentage applied depends on the nature and circumstances of the entity and may vary between audits.

Audit approach for key business and accounting processes

The audit approach is developed based on our understanding of the issues, new developments and key risks that may impact the financial statements.

We have obtained an understanding of the Council's business and accounting processes and internal controls relevant to the financial statements to help us identify risks that may impact the financial statements.

[Appendix one](#) details our observations on the business and accounting processes relevant to the financial statements and our planned audit approach. We will inform you of significant matters that impact the audit as they are identified.

Audit approach to identify and assess the risks of material misstatement

Australian Auditing Standard ASA 315 'Identifying and Assessing the Risks of Material Misstatement' requires the audit team to ensure a continued focus on audit quality in light of the changing economic, environmental and technological environment.

This includes performing a detailed risk assessment when considering the environment the entity operates in, as well as assessing the impact of the changing and evolving use of technology within an

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entity. This includes understanding the use of IT in every significant financial statement line item, considering the Council's:

- automated business processes
- reliance on system generated reports
- level of customisation of IT systems
- business model complexity
- extent of change during the year in relation to systems and processes
- use of emerging technologies.

Audit procedures may be impacted as a result of greater understanding. Enquiry alone may no longer be sufficient. This may also result in more applications being scoped in from our assessment and greater assistance from the Systems Assurance team may be required.

Audit approach for the risk of fraud relating to the financial statements

Australian Auditing Standard ASA 240 'The Auditor's Responsibilities Relating to Fraud in an Audit of a Financial Report' requires the audit team to consider material misstatements resulting from fraudulent financial reporting and misappropriation of assets. Although the primary responsibility for the prevention and detection of fraud is with management and those charged with governance, it is our responsibility to obtain reasonable assurance that the financial statements are free from material misstatement, whether due to fraud or error.

We are therefore required to maintain our professional scepticism throughout the audit, considering the potential for management override of controls, which is a presumed significant risk. Our approach to address this risk will include:

- performing journal entries testing, selecting adjustments made during the financial period, including period end adjustments, and making enquiries of individuals involved in the financial reporting process about inappropriate or unusual activity relating to journals
- reviewing accounting estimates for biases and assessing the judgement and decisions of management for appropriateness
- reviewing significant transactions outside the normal course of business to conclude whether the transaction reflected fraudulent financial reporting or a misappropriation of assets
- any other procedures identified as part of our risk assessment.

Matters identified in our audit of a fraud or indication of a fraud will be reported in the Management Letter and/or Engagement Closing Report.

Follow up of issues identified in the previous audit

The audit team will examine, update and report on the status of issues raised in last year's Engagement Closing Report and Management Letter.

4. ACCESS TO AUDITEE INFORMATION

Access to Cabinet information and information subject to legal professional privilege

Under section 423(4) of the LG Act, the Auditor-General is entitled to full and free access to all Cabinet information and information subject to legal professional privilege (confidential information).

This means that councils and joint organisations are required to provide confidential information when requested by the audit team during the conduct of the audit.

It should be noted that all information received by the audit team as part of the audit is subject to secrecy under section 425 of the LG Act. This means that information cannot be disclosed except in

certain limited circumstances. In relation to confidential information, even in the specified limited circumstances, there is an additional requirement for the Auditor-General to authorise any disclosure.

Under section 423A of the LG Act, the Auditor-General may authorise the disclosure of confidential information only if:

- in the Auditor-General's opinion, the disclosure of the confidential information is in the public interest and necessary for the exercise of the Auditor-General's functions, and
- the Auditor-General has, at least 28 days before authorising the disclosure of the confidential information, notified the Premier that the Auditor-General is proposing to disclose the information, and
- the Premier has not, within 28 days after being notified by the Auditor-General of the proposed disclosure, issued a certificate that the disclosure of the confidential information is, in the Premier's opinion, not in the public interest.

For further information refer to The Cabinet Office's fact sheet '[Access by Auditor-General to Confidential Information](#)'.

Accessing and using auditee data

As part of the audit, relevant and reliable information from the Council is fundamental to the audit team being able to obtain sufficient and appropriate audit evidence to support the audit opinion. The audit team's ability to access and utilise auditee data is increasingly being facilitated by technology to help auditors capture, store and analyse the data in more effective and efficient ways – whether it be to support the audit conclusion or provide insights to the auditee.

To assist the audit team conduct the audit in an effective and efficient manner, it is therefore important that the Council ensures the data is in a useable format and is complete and accurate before providing this to the audit team.

To protect the data provided to the audit team the Council should ensure:

- confidential and sensitive information (paper, electronic) is labelled accordingly. The '[NSW Government Information Classification, Labelling and Handling Guidelines](#)' provides useful information to assist with labelling
- any personal, health or other sensitive information that is not required for the audit is removed. While the Audit Office implements measures to prevent unauthorised access to sensitive information, removing any sensitive data fields that are not required helps protect the privacy of members of the public, staff, contractors
- electronic data files are transmitted or physically delivered to the audit team in encrypted format, delivered securely or have had similar steps taken to prevent the unauthorised access to, or misuse of the information.

Protecting auditee data

Data is the foundation of auditing, and we rely on access to auditee data to deliver our audit mandate. As noted above, the LG Act provides the Audit Office with the legislative right to access information that relates to our audit or audit-related services. To avoid breaching the secrecy provisions outlined in the LG Act, we must ensure that information accessed in the course of our work remains confidential and is only used for authorised purposes. We take our role in protecting data seriously and our approach for protecting data is outlined on our website in the following publication [Our approach to protecting your data](#).

Accessing accounting, consulting or legal advice from professional services firms that may impact the financial statements

As part of the audit, we will understand the issues, new developments and key risks that may impact the financial statements. This includes reviewing and assessing any advice (draft and final) that the Council has received that is relevant to the financial statements.

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If the Council has or intends to obtain advice from professional services firms, please provide us with the following when received:

- information on all legal issues and the draft (earliest formal and final version) and final legal opinions relevant to the financial statements
- copies of all earliest formal and final drafts used to support an accounting position and finalised advice requested and/or received from accounting, valuation, taxation or other experts.

For information on suggested protocol when obtaining advice that may impact the financial statements, please refer to section 10 of the Terms of Engagement.

5. ENGAGEMENT COMMUNICATIONS

Communications to 'Those Charged with Governance'

Senior members of the audit team will attend relevant Council and Audit, Risk and Improvement Committee meetings and brief those charged with governance on audit progress, identified issues and their resolution.

We will liaise with management and those charged with governance to determine the meetings we will attend.

We have identified those charged with governance for the Council as the:

- Chief Executive Officer, who will receive our Engagement Closing Report, identifying audit findings, and the type of opinion we anticipate issuing prior to signing the financial statements. The Chief Executive Officer will also receive the Management Letter containing detailed explanations of significant matters, governance matters, significant weaknesses and recommendations for improvement identified in the current audit
- Mayor, who will receive the Independent Auditor's Report for the general purpose financial statements and special purpose financial statements and the Report on the Conduct of the Audit. The Mayor will also receive copies of the Engagement Closing Report and Management Letter.

The Audit, Risk and Improvement Committee will receive copies of the Engagement Closing Report and Management Letter.

Please advise the audit team if additional persons charged with governance should be included in these communications. The [Terms of Engagement](#) contains more information on the Audit Office's communication obligations.

6. ENGAGEMENT TIMETABLE

General purpose and special purpose financial statements

The engagement timetable, designed to achieve statutory financial reporting requirements, has been discussed and agreed with Julie Moler, Chief Financial Officer.

Event	Date(s)
• Audit team starts audit planning	4 February 2025
• Audit team provided access to the Audit Dashboard to Julie Moler, Chief Financial Officer	12 February 2025
• Audit team attends Audit, Risk and Improvement Committee meeting to present the AEP	3 March 2025
• Audit team starts interim audit	24 March 2025

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Event	Date(s)
<ul style="list-style-type: none"> Audit Office issues management letter detailing issues from the interim audit 	2 June 2025
<ul style="list-style-type: none"> The Council gives financial statements and quality reviewed supporting working papers listed in the Audit Dashboard to the audit team for the: <ul style="list-style-type: none"> general purpose financial statements special purpose financial statements (declared business activities and Special Schedule 'Permissible income for general rates') <p>The dates proposed for the items following are dependent on Council's delivery of all items specified in the Audit Dashboard by the dates indicated. Dates will be revised if delivery of required information is delayed.</p>	12 September 2025
<ul style="list-style-type: none"> Audit team starts audit of financial statements 	15 September 2025
<ul style="list-style-type: none"> Audit clearance meeting 	3 October 2025
<ul style="list-style-type: none"> Audit Office issues Engagement Closing Report 	10 October 2025
<ul style="list-style-type: none"> Audit team attends Audit, Risk and Improvement Committee meeting to present the Engagement Closing Report 	TBA October 2025
<ul style="list-style-type: none"> The Council signs and gives Management Representation Letter to audit team 	28 October 2025
<ul style="list-style-type: none"> A sample of the representation letter is available on the Audit Office website: https://www.audit.nsw.gov.au/our-stakeholders/local-government 	
<ul style="list-style-type: none"> Council approves financial statements for lodgement to OLG and for public exhibition, and the Mayor, a Councillor, the General Manager and the Responsible Accounting Officer sign the statement 	28 October 2025
<ul style="list-style-type: none"> Audit Office issues to the Council and to the Secretary of the department, in accordance with section 417 of the LG Act the: <ul style="list-style-type: none"> Independent Auditor's Report on the general purpose financial statements Report on the Conduct of the Audit 	31 October 2025
<ul style="list-style-type: none"> Audit Office issues Independent Auditor's Report on the special purpose financial statements for the Council's declared business activities and Special Schedule 'Permissible income for general rates' to Council 	31 October 2025
<ul style="list-style-type: none"> Audit Office reports any identified significant issues to the Minister in accordance with section 426 of the LG Act 	If required
<ul style="list-style-type: none"> The Council gives the audit team final version of draft Annual Report to review for consistency with the financial statements 	As soon as available
<ul style="list-style-type: none"> Audit Office issues final Management Letter 	By 30 November 2025

Other audits and acquittals

The Audit Dashboard details workpapers and other supporting documentation needed for timely completion of the audit.

The audit timetable has been discussed and agreed with Julie Moler, Chief Financial Officer.

Event	Date(s)
Application for Payment of Pensioner Concession Subsidy	
<ul style="list-style-type: none"> The Council gives the Application and supporting workpapers listed in Audit Dashboard to the audit team 	12 September 2025
<p>The dates proposed for the items following are dependent on Council's delivery of all items specified in the Audit Dashboard by the dates indicated. Dates will be revised if delivery of required information is delayed.</p>	

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Event	Date(s)
• Audit team starts audit of the Application	15 September 2025
• The Council signs and gives Management Representation Letter to audit team A sample of the representation letter is available on the Audit Office website: https://www.audit.nsw.gov.au/our-stakeholders/local-government	25 September 2025
• Audit Office signs the Independent Auditor's Report	29 September 2025
Roads to Recovery Program	
• The Council gives the Statement and supporting workpapers listed in Audit Dashboard to the audit team	29 September 2025
The dates proposed for the items following are dependent on Council's delivery of all items specified in the Audit Dashboard by the dates indicated. Dates will be revised if delivery of required information is delayed.	
• Audit team starts audit of the Statement	1 October 2025
• The Council signs and gives Management Representation Letter to audit team A sample of the representation letter is available on the Audit Office website: https://www.audit.nsw.gov.au/our-stakeholders/local-government	22 October 2025
• Audit Office signs the Independent Auditor's Report	27 October 2025
Local Roads and Community Infrastructure Program	
• The Council gives the Statements and supporting workpapers listed in Audit Dashboard to the audit team	29 September 2025
The dates proposed for the items following are dependent on Council's delivery of all items specified in the Audit Dashboard by the dates indicated. Dates will be revised if delivery of required information is delayed.	
• Audit team starts audit of the Statements	1 October 2025
• The Council signs and gives Management Representation Letter to audit team A sample of the representation letter is available on the Audit Office website: https://www.audit.nsw.gov.au/our-stakeholders/local-government	22 October 2025
• Audit Office signs the Independent Auditor's Report	27 October 2025

7. OTHER ENGAGEMENTS

Application for Payment of Pensioner Concession Subsidy, Roads to Recovery Program and Local Roads and Community Infrastructure Program

The Audit Office [website](#) provides additional information on the terms and scope of the audits for the Application for Payment of Pensioner Concession Subsidy, the Roads to Recovery Program and the Local Roads and Community Infrastructure Program.

Additional Engagements

The Council may require audits of grant acquittals, compliance with legislation, or to provide assurance on information, reports or returns under the terms of a contract, lease or agreement.

Please advise the audit team if the Council wishes or is required by legislation, agreements and so on to engage the Audit Office to perform any additional audits, reviews or acquittals. Separate engagement letters will be issued to confirm the terms, scope, key issues and fee arrangements for requests received after the issue of this AEP.

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8. ENGAGEMENT FEES

	2025	2024	Increase/(decrease)	
	\$	\$	\$	%
Estimated audit fee	102,500	99,500	3,000	3.0
Total audit fee (excluding GST)	102,500	99,500	3,000	3.0

The 2025 estimated audit fee includes:

- an audit of the general purpose financial statements that includes:
 - an Independent Auditor's Report
 - a Report on the Conduct of the Audit
- Independent Auditor's Reports on the special purpose financial statements of Council's declared business activities and Special Schedule 'Permissible income for general rates'
- Independent Auditor's Report on the Application for Payment of Pensioner Concession Subsidy
- Independent Auditor's Report on the General Manager's Financial Statement for the Roads to Recovery Program under Part 8 of the *National Land Transport Act 2014*
- Independent Auditor's Report on the General Manager's Financial Statements for the Local Roads and Community Infrastructure Program.

The estimated audit fee is based on our expected costs to deliver the audit. We incorporate into our cost known changes in the Council's operations and audit requirements. In estimating our costs we benchmark when estimating hours, the appropriate audit team structure and current charge-out rates. Our cost estimate is dependent on council's timeliness in delivering quality draft financial statements, supporting workpapers and meeting timelines in the Audit Dashboard.

Where our audits are delivered by an Audit Service Provider (ASP) we recover the costs of the services charged by the ASP. ASPs are engaged through an open tender process in order to achieve the best possible value for money outcome.

More information on how the Audit Office sets its audit fees can be found in the [2024-2026 Finance Strategy](#) on our website. The Audit Office is largely self-funded from financial audit fees paid by auditees and our audit fees are set to ensure we at least break even over the medium term.

Our audit fee is determined based on the size, nature, risks and complexity of the audit. This includes considering the maturity of the internal control environment, the history of misstatements, the ability to prepare high quality and timely financial statements and the provision of working papers in a timely manner, the number of income and expense streams, and the extent of significant accounting estimates and judgements. These factors inform decisions around the most optimal team (resource) mix and the estimated hours required to complete the audit. Approved hourly charge-out rates for each role in the audit team are then applied to the estimated hours to calculate the estimated audit fee.

The fee may change if matters, not known at the date of this plan, emerge during the audit and significantly change the estimated audit cost. Proposals for additional fees will be discussed with management.

The Council will be invoiced monthly as costs are incurred. The Audit Office's payment terms are 14 days.

Please provide the Audit Office with a purchase order for the total estimated audit fee.

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9. ENGAGEMENT TEAM

Engagement team

The proposed audit team for this engagement is:

Engagement Controller:	Michael Kharzoo Director, Financial Audit 02 9275 7188 Email: michael.kharzoo@audit.nsw.gov.au
Engagement Manager:	Barry Li Associate Director, Financial Audit 02 9275 7361 Email: barry.li@audit.nsw.gov.au
Audit Service Provider Engagement Partner:	Nick Bell Chief Executive Officer 03 4435 3550 Email: nickb@rsdaudit.com.au
Audit Service Provider Engagement Manager:	Tyson Holt Audit Manager 03 4435 3550 Email: tysonh@rsdaudit.com.au

Auditor independence

We confirm, to the best of our knowledge and belief, the proposed audit team meets the independence requirements of the Australian Auditing Standards, and other relevant ethical requirements relating to the audit of the financial statements. In conducting the audit of the financial statements, should any contraventions to independence arise you will be notified of these on a timely basis.

Ethical standards have specific restrictions on employment relationships between an auditee and members of its current or previous audit teams. Please discuss the prospective employment of a current or former audit team member before starting formal employment negotiations with them.

10. FINANCIAL REPORTING MATTERS

[Appendix two](#) provides an overview of new accounting standards effective for the first time in the current and next financial year that may have an impact on Council's financial statements.

The Council should refer to the '[Financial Reporting Issues and Developments](#)' for the local government sector available on the Audit Office website to identify:

- current issues and financial reporting developments that may impact the audit
- accounting standards and pronouncements issued during the year that may impact the financial statements and/or annual report.

11. REPORTING TO PARLIAMENT

The Auditor-General's Report to Parliament (the Report) will report on trends and provide an independent assessment of the sector focusing on the following areas:

- the results of the council and joint organisation audits of the 2024–25 financial statements
- themes and key observations relating to financial reporting, performance, governance and internal controls.

We will advise of the specific topics the Auditor-General intends to comment on in the Report, the relevant performance data to be collected and the timetable for submitting the information to the audit team. The information reported may change depending on the matters identified during the audit. We will advise you if this occurs.

The Report may make recommendations for specific councils, joint organisations or the sector more generally.

The draft Report commentary will be given to the Secretary of the department and the Minister for Local Government for consideration. If there are specific comments about the Council, they will be given to the Chief Executive Officer for consideration. The Audit Office would appreciate receiving Council's specific comments, within five working days of receiving the draft commentary. Responses should only be provided where there is fundamental disagreement with the factual content or the Audit Office's interpretation of the data. This helps ensure the Report is not unduly delayed.

The draft Report needs to remain confidential during this process and not disclosed outside the Council.

[Appendix three](#) provides details of recently tabled reports which may be relevant to the Council.

12. OTHER MATTERS

Workplace Health and Safety Legislation

Workplace health and safety (WHS) laws make the Council responsible for meeting legislated standards to ensure the health, safety and welfare for the audit team when they are at your premises.

It is the Council's responsibility to:

- provide the audit team with suitable accommodation and appropriate WHS induction
- implement effective health and safety management systems to manage any hazards and risks
- ensure the audit team is aware of and complies with special personal protective equipment requirements
- appropriately brief the audit team and issue them with the necessary personal protective equipment and training in its proper use.

Further details are provided in the [Terms of Engagement](#).

Feedback on our performance

At the conclusion of the audit, the Audit Office will ask the agency head (or delegate) and the Audit and Risk Committee Chair to participate in a survey. We encourage your participation in this survey as your feedback on our performance helps us to identify opportunities for improving our products and services.

The survey process is conducted by an independent research company.

Matters covered elsewhere

Please read the AEP together with the standard [Terms of Engagement](#), which provides additional information on:

- the Auditor-General's responsibilities

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- auditee resources
- engagement approach
- communication and reports
- submitting financial statements for audit
- materiality, risk and the inherent limitations of an audit
- provision of working papers
- representations
- access
- clearance meetings
- accommodation, facilities and staff amenity
- determination of fees for engagements.

Publications

The Audit Office has the following useful publications on our website:

- 'Annual Work Program' explains how the Audit Office decides what to focus on and what we intend to cover in the next year. It also gives Parliament, the entities we audit and the broader community some certainty over future topics and the timing of our reports
- 'Professional Update' published quarterly to help auditees and our staff keep abreast of key accounting, auditing and legislative developments in the NSW public sector, including pronouncements by professional standard setters and changes in the regulatory environment. To subscribe or access previous editions please visit our website at:
<https://www.audit.nsw.gov.au/our-work/resources>
- 'Local Government Pronouncements Guidance Note' listing key reporting pronouncements issued by OLG.

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APPENDIX ONE – AUDIT APPROACH FOR KEY BUSINESS AND ACCOUNTING PROCESSES

The table below details our observations on the business and accounting processes relevant to the financial statements and our planned audit approach.

Business / accounting process	Observation of business / accounting process	Audit approach
Purchasing and payables	<p>The Council uses TechnologyOne to initiate, process and record purchases. Management relies on automated and IT-dependent manual controls to ensure that all valid purchasing transactions are processed and accurately recorded in accordance with the Council's policies.</p> <p>We have identified the following risks:</p> <ul style="list-style-type: none"> • non-compliance with policies and procedures • incorrectly classifying transactions • ineffective procurement controls • fraud and error. 	<p>We will evaluate the design and implementation of relevant controls with a plan to test their operating effectiveness. This will include assessing management controls to ensure the Council's procurement policies are complied with. Our substantive audit procedures will be designed to address other identified risks.</p>
Payroll and related provisions	<p>The Council uses system TechnologyOne to initiate, process and record payroll transactions. Management relies on automated and IT-dependent manual controls to ensure that all valid payroll transactions are processed and accurately recorded in accordance with the Council's policies.</p> <p>We have identified the following risks:</p> <ul style="list-style-type: none"> • non-compliance with policies and procedures • incorrectly estimating provisions and on-costs • ineffective payroll controls, including lack of segregation of duties • fraud and error. <p>Council calculates its long service leave (LSL) liabilities as at 30 June 2025 and it is party to Industry Defined Benefit Plan under Local Government Superannuation Scheme.</p>	<p>We will evaluate the design and implementation of relevant controls with a plan to test their operating effectiveness. Our substantive audit procedures will be designed to address other identified risks.</p> <p>We will review the work of the actuary, including assessing their objectivity, qualifications, and experience in calculating LSL liabilities. Our review will focus on the key inputs, judgements and assumptions used in the Council's calculations.</p>
Rates and annual charges and receivables	<p>The Council uses TechnologyOne to initiate, process and record revenue transactions. Management relies on automated and IT-dependent manual controls to ensure that all valid revenue transactions are processed and accurately recorded in accordance with the Council's policies. Some inherent risks include:</p> <ul style="list-style-type: none"> • errors in calculation of revenue 	<p>We will evaluate the design and implementation of relevant controls. This will include assessing management procedures and ensuring the Council's revenue policies are complied with. Our substantive audit procedures will be designed to address other identified risks.</p>

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Business / accounting process	Observation of business / accounting process	Audit approach
	<ul style="list-style-type: none"> failure to record proceeds from revenue through error and / or misappropriation revenue being recorded in the incorrect period. 	
User charges and fees, other revenues and other income	<p>Australian Auditing Standards require the auditor to presume there is a risk of fraud relating to revenue recognition unless this is rebutted for certain revenue streams. We have assessed the following revenue streams have a risk of fraud relating to revenue recognition, and will not be rebutted:</p> <ul style="list-style-type: none"> user fees and charges other revenue other income. <p>Consequently, a higher level of work is performed to ensure transactions in these revenue streams are recognised appropriately.</p>	We will evaluate the design and implementation of management procedures. This will include assessing management controls and ensuring the Council's revenue policies are complied with. Our substantive audit procedures will be designed to address other identified fraud risks.
Grants and contributions and receivables	The Council use TechnologyOne to initiate, process, record and report the operating and capital grants. In addition, Council maintains grants register that is used to analyse and assess grants for compliance with either AASB15 'Revenue from Contracts with Customers' or AASB 1058 'Income of not-for-profit entities'.	We will evaluate the design and implementation of relevant controls. This will include assessing management controls and ensuring the Council's revenue policies are complied with. Our substantive audit procedures will be designed to address other identified risks.
Treasury (cash, investments and borrowings)	The Council use TechnologyOne to initiate, process, record and report treasury transactions. The Council is expected to ensure compliance with its Treasury guidelines and Ministerial requirements for its investments and borrowings.	We will evaluate the design and implementation of relevant controls. This will include assessing management controls and ensuring the Council's Treasury policies are complied with. Our substantive audit procedures will be designed to address other identified risks.
Infrastructure, property, plant and equipment (IPPE), depreciation and asset remediation	<p>The Council uses TechnologyOne to initiate, process and record IPPE transactions. Management relies on automated and IT-dependent manual controls to ensure that all valid IPPE transactions are processed and accurately recorded in accordance with the Council's policies.</p> <p>We have identified risks as per Section 2.</p>	<p>We will evaluate the design and implementation of relevant controls. Section 2 details the audit procedures we will perform over:</p> <ul style="list-style-type: none"> management's assessment of the fair value of the Council's IPPE at 2025 management's assessment of the rehabilitation provision at 2025. <p>Our substantive audit procedures will be designed to address other identified risks.</p>

APPENDIX TWO – FINANCIAL REPORTING DEVELOPMENTS

New accounting standards

AASB 2022-10 'Amendments to Australian Accounting Standards – Fair Value Measurement of Non-Financial Assets of Not-for-Profit Public Sector Entities'

This Standard amends AASB 13 'Fair Value Measurement', including adding authoritative implementation guidance and providing related illustrative examples, for fair value measurements of non-financial assets of not-for-profit (NFP) public sector entities not held primarily for their ability to generate net cash inflows.

Specifically, for such an asset, this Standard:

- specifies that the entity is required to consider whether the asset's highest and best use differs from its current use only when, at the measurement date, it is:
 - classified as held for sale or held for distribution to owners in accordance with AASB 5 'Non-current Assets Held for Sale and Discontinued Operations'; or
 - highly probable that the asset will be used for an alternative purpose to its current use
- clarifies that the asset's use is 'financially feasible' if market participants would be willing to invest in the asset's service capacity, considering both the capability of the asset to be used to provide needed goods or services to beneficiaries and the resulting cost of those goods or services;
- specifies that, if both the market selling price of a comparable asset and some market participant data required to measure the fair value of the asset are not observable, an entity uses its own assumptions as a starting point in developing unobservable inputs and adjusts those assumptions to the extent that reasonably available information indicates that other market participants (including, but not limited to, other NFP public sector entities) would use different data; and
- provides guidance on how the cost approach is to be applied to measure the asset's fair value, including guidance on the nature of costs to include in the current replacement cost (CRC) of a reference asset and on the identification of economic obsolescence.

The amendments to AASB 13 apply to the non-financial assets of the Council not held primarily for their ability to generate net cash inflows prospectively for the 2024–25 financial year.

To effectively implement the amendments to AASB 13 and apply the authoritative implementation guidance, entities will need to:

- understand the nature of any of their non-financial assets not held primarily for their ability to generate net cash inflows
- have an understanding of the amendments to AASB 13 and the authoritative implementation guidance and the impact on their financial statements
- assess whether their current application of AASB 13 to fair value their non-financial assets not held primarily for their ability to generate net cash inflows is in accordance with the revised AASB 13
- discuss their assessment with the ARIC and auditors
- disclose the impact of the standard in the current year's financial statements as required by AASB 108.

Entities will need to ensure that they have documentation to support key estimates and judgements which include, but are not limited to:

- support for replacement cost rates, useful lives and remaining useful lives (along with relevant condition assessments)
- appropriateness of including certain replacement costs in CRC (for example, cost of removing unwanted structures)

- other assumptions, like consideration of obsolescence factors (functional or economic), pattern of consumption of future economic benefits and procurement approaches.

Entities should also have documentation to support:

- their own assumptions used in the valuation, and their appropriateness
- how they have considered the existence of other market participants for the particular asset
- how they have considered and assessed whether the identified market participants would use different data.

The AASB has released a [webcast](#) to provide a high-level overview of the modifications to AASB 13. OLG has also included guidance in Appendix E of Section 5 'Appendices' of the Local Government Code of Accounting Practice and Financial Reporting 2023–24'.

AASB 2022-6 'Amendments to Australian Accounting Standards – Non-current Liabilities with Covenants'

The Standard amends AASB 101 'Presentation of Financial Statements' to improve the information an entity provides in its financial statements about liabilities arising from loan arrangements for which the entity's right to defer settlement of those liabilities for at least twelve months after the reporting period is subject to the entity complying with conditions specified in the loan arrangement.

The amendments to AASB 101 are effective in the Council's 2024–25 financial statements.

To effectively implement the changes to AASB 101 entities will need to:

- have an understanding of the new requirements and the impact on their financial statements
- review their loan agreements and any covenants in place to assess the impact on their financial statements
- discuss their assessment with the ARIC and auditors
- disclose the impact of the standard in the current year's financial statements as required by AASB 108.

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APPENDIX THREE – RECENTLY TABLED AUDITOR-GENERAL'S REPORTS TO PARLIAMENT

Each year the Auditor-General produces Financial Audit, Performance Audit and Special Reports to Parliament (collectively referred to as Reports). Recently tabled Reports which may be relevant to the Council include:

Name	Issued	Overview
Financial Audit		
Local Government 2023	26 March 2024	<p>This report focuses on the results of the local government sector financial statement audits for the year ended 30 June 2023 of 121 local councils, eight county councils and 12 joint organisations.</p> <p>The report recommended:</p> <ul style="list-style-type: none"> to improve quality and timeliness of financial reporting, councils should: <ul style="list-style-type: none"> adopt early financial reporting procedures, including asset valuations ensure integrity and completeness of asset source records perform procedures to confirm completeness, accuracy and condition of vested rural firefighting equipment to improve internal controls, councils should: <ul style="list-style-type: none"> track progress of implementing audit recommendations, and prioritise high-risk repeat issues continue to focus on cyber security governance and controls.
Internal Controls and Governance	2 October 2024	<p>This report contains the findings and recommendations from our 2023–24 interim financial audits. These findings and recommendations relate to the internal controls and governance of 26 of the largest state-sector agencies in the NSW public sector. However, the matters covered in this report are relevant to all public sector entities.</p> <p>This report makes recommendations to agencies to implement proper controls, improve their processes and reduce their risk profiles in the following areas:</p> <ul style="list-style-type: none"> organisational processes information technology cyber security fraud and corruption gifts and benefits.
Performance Audit		
Cyber security in local government	26 March 2024	<p>The audit assessed how effectively three selected councils identified and managed cyber security risks.</p> <p>The audit also included the Department of Planning, Housing and Infrastructure (Office of Local Government) and Department of Customer Service (Cyber Security NSW), due to their roles in providing guidance and support to local councils.</p> <p>The audit found that the selected councils are not effectively identifying and managing cyber security risks. Each of the councils undertook activities to improve their cyber security</p>

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Name	Issued	Overview
		<p>during the audit period, but this audit found significant gaps in their cyber security risk management and cyber security processes.</p> <p>Such gaps result in unmitigated risks to the security of information and assets which, if compromised, could impact their local communities, service delivery and public infrastructure.</p> <p>Cyber Security NSW and the Office of Local Government recommend that councils adopt requirements in the Cyber Security Guidelines for Local Government, but could do more to monitor whether the Guidelines are enabling better cyber security risk management in the sector.</p> <p>The audit recommended:</p> <ul style="list-style-type: none"> in summary, the councils should: <ul style="list-style-type: none"> integrate assessment and monitoring of cyber security risks into corporate governance processes self-assess their performance against Cyber Security NSW's guidelines for local government develop and implement a risk-based cyber security improvement plan and program of activities develop, implement and test a cyber incident response plan Cyber Security NSW and the Office of Local Government should regularly consult on cyber security risks facing local government, and review the effectiveness of guidelines and related resources for the sector. <p>While this report focuses on the performance of the selected councils, the findings and recommendations should be considered by all councils to better understand their risks and challenges relevant to managing cyber security risks.</p>
Special Reviews		
Regulation insights	21 March 2024	<p>This report brings together key findings and recommendations relevant to regulation from selected performance and compliance audits between 2018 and early 2024 (19 in total), and from two reports that summarise results of financial audits during the same period. It aims to provide insights into the challenges and opportunities the public sector may encounter when aiming to enhance regulatory effectiveness.</p> <p>The analysis of findings and recommendations is structured around four key themes related to effective regulation:</p> <ul style="list-style-type: none"> governance and accountability processes and procedures data and information management support and guidance. <p>In this report, we also draw out insights for agencies that provide a public sector stewardship role.</p> <p>The report highlights the need:</p> <ul style="list-style-type: none"> for agencies to communicate a clear regulatory approach. It also emphasises the need to have a consistent regulatory

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Name	Issued	Overview
		<p>approach, supported by robust information about risks and accompanied with timely and proportionate responses</p> <ul style="list-style-type: none">• to provide relevant support to regulated parties to facilitate compliance and the importance of transparency through reporting of meaningful regulatory information.

A full list of our tabled Reports is available on the Audit Office [website](#).

OUR VISION

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OUR PURPOSE

To help parliament hold government accountable for its use of public resources.



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